

## HOMEOWNER'S GUIDE

### UNDERSTANDING THE PROPERTIES OF PIEDRAFINA MARBLE AND HOW TO CARE FOR IT

This guide will provide tips for cleaning your home's marble surfaces and how to provide years of lasting beauty. You'll find guidance for marble sealers and cleaners and what you'll need to know about identifying and removing stains from marble.

Whether you've selected Piedrafina Marble as your natural stone of choice when purchasing a new home or remodeling an existing home, oftentimes guidance on its cleaning and care is overlooked. That's why we've created this guide on how to maintain Piedrafina Marble's durability and natural beauty.

### WHAT IS PIEDRAFINA MARBLE?

Piedrafina Marble is comprised of approximately 95% natural marble (using the fall-off that occurs during the processing of traditional marble slabs) combined with polyester resin binders and pigments to create exquisite colors with exceptional strength, consistency and durability. Piedrafina Marble is the finest "engineered" marble product in the market today.

Just like carpeting or window glass or furniture, dirt can build up on the surface even with regular cleaning. The same is true for polished marble surfaces and especially so because marble is a porous material. Even *sealed* marble can still be affected by staining - particularly by acidic materials like ketchup, spilled wine or fruit juices such as orange and grapefruit juice.

The good news is that, when Piedrafina Marble surfaces get harmed or damaged by wear, accidental drops or acidic spills and even smoke, they can be completely restored to like new condition.



## SEALERS

### HOW TO SEAL AND PROTECT YOUR MARBLE SURFACES

Piedrafina Marble is a porous stone and we highly recommend that it be sealed to minimize harm to the surface. Liquids like water and oil can soak into any marble surface given enough time. Most liquids, if wiped up immediately, will not stain. The longer that liquids are left on a marble surface the more likely it is to find its way into the pores and imperfections on the surface and cause a stain.

It is important to note that even with an impregnating sealer, the penetration of some liquids will only be delayed and not prohibited, which is why regular maintenance is so important.

Impregnating sealers will not prevent stains, they simply slow down the rate at which the stone absorbs liquids or oils. Sealing your marble surface will give you more time to clean up a spill before it will do harm to the surface.

Marble, if not previously sealed, will soak up sealer like a sponge. It will take multiple applications to achieve maximum sealing potential. Following the manufacturer's recommendations for "dry time" between applications is critical for success.

Most impregnating sealers claim not to darken or change the marble color when applied. It's always better to test an area and let the sealer dry thoroughly to validate the claim before using the sealer for optimum protection. An impregnating sealer will not protect against etching from glass rings or water surface stains. Using harsh surface cleaners with excessively LOW or HIGH pH levels will degrade an impregnating sealer and shorten its useful lifespan.

**PIEDRAFINA MARBLE IS  
BEST PROTECTED BY  
USING OUR SPECIALLY  
FORMULATED MARBLE  
SEALER AVAILABLE AT...**

[www.pfsurfaces.com/care-products](http://www.pfsurfaces.com/care-products)



*1 PINT SEALS 200 square feet*

## CLEANING PRODUCTS



### HOW TO CLEAN AND MAINTAIN YOUR MARBLE SURFACES

There are a few things to keep in mind when searching for the best marble cleaner. Alkaline based cleaning solutions for marble work best. Because marble is porous and not as hard as some other natural stones, acid-based cleaning products will HARM marble and will likely produce frustration rather than the expected results.

Acidic products will “etch” the surface of your marble leaving it with a dull, unpleasant finish. Another thing to remember about any cleaner for marble is that it will not polish the surface, unless specifically noted to do so and will not remove etches or scratches in a marble surface.

### SOAP SCUM

Probably one of the most unavoidable surface stains is soap scum buildup. You can squeegee shower walls to minimize soap scum buildup., however, it needs periodic cleaning because a squeegee will not remove soap scum from within the marble’s voids and pores. USE PIEDRAFINA STONE & GLASS CLEANER to remove soap scum from your marble bath and shower surfaces.



The chemical make-up of the stain will determine the type of solution it takes to remove it or at least minimize it in appearance. Some stains, if left untreated for too long, may mean that your marble surfaces needs to be professionally refinished to restore its original luster. Just remember, THE LONGER IT SITS, THE HARDER IT WILL BE TO REMOVE.

**STONE & GLASS AND  
DAILY STONE CLEANER  
PRODUCTS ARE AVAILABLE AT...**

**[www.pfsurfaces.com/care-products](http://www.pfsurfaces.com/care-products)**

## CLEANING PRODUCTS *(continued)*

### CLEANING STAINS & RESTORING ETCHES

One of the first things to note in marble stain removal is understanding the difference between a stain and an “etch.” Because marble is porous, a stain will typically be absorbed beyond the marble’s top surface and sit within the stone’s pores or voids. An etch, on the other hand, is a degrading of the surface finish by an acidic-type reaction. Stain removal steps will not work on an “etch” and typically an “etch” will require our Marble Renew product applied to the surface to recapture a high polished look. Similarly, steps for removing an etch will not work for removing marble stains.

Water rings, for example, are usually etches and not stains because the mineral deposits in the water eat away at the surface finish of the stone - especially if left unattended for any period of time.

Some of the types of compounds that will ETCH your marble’s surface are as follows and care needs to be exercised to remove these as soon as first noticed:

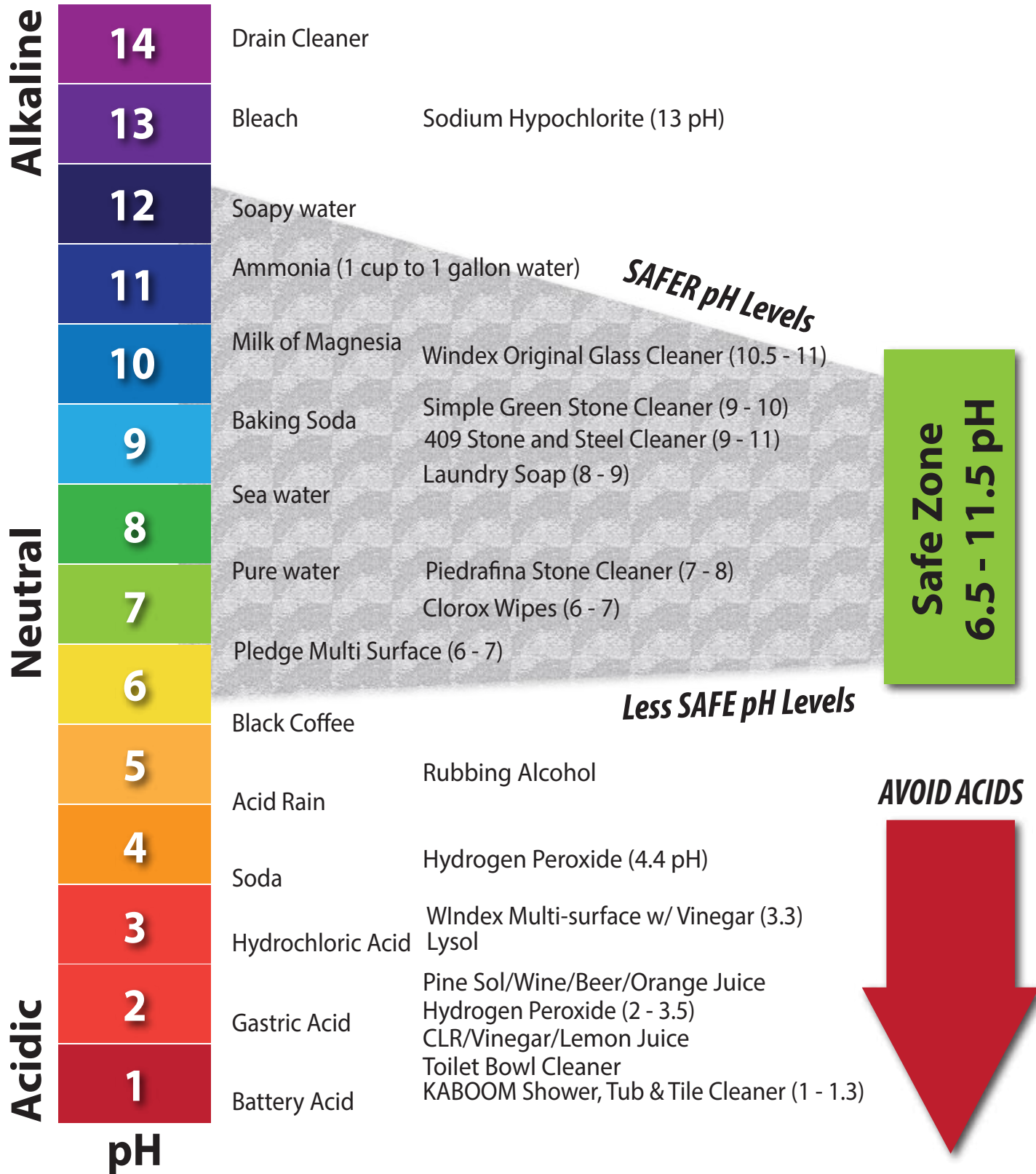
- Acidic juices like lemon, lime and orange
  - Cleaning products that contain harsh chemicals with a low or high pH level
  - Toilet bowl cleaner or drain cleaner
  - Vinegar
  - Cola-type drinks like Coke, Pepsi, Dr. Pepper, etc.
- **DO NOT USE** vinegar on NATURAL marble. Vinegar, while suitable for cleaning many other surfaces (including granite, if diluted), will etch or dull the surface of natural marble because it is acidic.
- **DO NOT USE** off-the-shelf bathroom cleaners such as Tilex, Softscrub, Clorox toilet bowl cleaner or similar products on Piedrafina Marble. These products contain bleaches and harsh chemicals and abrasives not suited to marble’s delicate surface.
- **DO NOT USE** scrubbing pads like Scotchbrite on natural marble as it can scratch the surface.
- **A LIST OF PRODUCTS THAT ARE SAFE TO USE AND PRODUCTS TO AVOID CAN BE FOUND ON THE FOLLOWING PAGE.**



**SOLUTIONS FOR  
RESTORING MARBLE “ETCHING”  
CAN BE FOUND AT...  
[www.pfsurfaces.com/care-products](http://www.pfsurfaces.com/care-products)**

## CLEANING PRODUCTS *(continued)*

### PH LEVELS





## PRODUCT REGISTRATION

**REGISTER ONLINE AT [www.pfsurfaces.com/warranty](http://www.pfsurfaces.com/warranty) OR...**  
*complete the form below and submit by FAX or email.*

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email \_\_\_\_\_

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_ ST \_\_\_\_\_ ZIP \_\_\_\_\_

Phone 1 \_\_\_\_\_ Phone 2 \_\_\_\_\_

Product Details \_\_\_\_\_

Builder/Contractor \_\_\_\_\_

Builder Community Name \_\_\_\_\_

Date of Install \_\_\_\_\_

Color/Material \_\_\_\_\_

I certify I have read the Customer Care manual for Piedrafina Marble.

Customer Signature \_\_\_\_\_

**PLEASE FAX THIS COMPLETED FORM TO PIEDRAFINA MARBLE AT: 909-533-4913**

To request service under the terms of this warranty you must contact the company who sold you Piedrafina product or contact Piedrafina Marble, Inc. directly at 888-852-5343 or email to: **[info@pfsurfaces.com](mailto:info@pfsurfaces.com)** to obtain and submit a warranty claim form.

**Piedrafina Marble, Inc.**  
935 E. Scotts Ave.  
Stockton CA, 95203  
888-852-5343 / [www.pfsurfaces.com](http://www.pfsurfaces.com)