



ALPHA
zero

CARE AND
MAINTENANCE

Alpha Zero requires very little maintenance to keep the surface looking its best thanks to its cutting-edge technology, AlphaShield. AlphaShield effortlessly maintains the cleanliness of your surfaces by creating a shield with physical characteristics that repels stains and substances, therefore cleaning with a damp cloth and warm clear water is all that is required.

DAILY CLEANING

For routine cleaning, simply wipe down your surface with a damp cloth or paper towel and a pH neutral cleaner for traditional quartz.

The pH activity level is what determines the best maintenance cleaner for Alpha Zero. Most neutral cleaners have a pH balance of 7, however some neutral cleaners are stronger than others due to higher pH activity levels. Some neutral cleaners are not active enough to thoroughly clean the surface, while some are too active for it.

To maintain the pristine appearance of your benchtop, you can use a wide selection of available cleaners and their respective pH levels. This is made possible by the advanced technology of AlphaShield, which resists staining and protects from a broad range of chemicals and acid corrosion (between pH1 and pH13).

AlphaShield is designed to add an extra layer of protection and safeguard surfaces from the most common household chemicals, however it is important to check the pH level of surface cleaners prior to use.

SOAP

Surfactants in some soaps may leave a greasy film on the surface. The film can feel sticky and difficult to remove. In this case, Alpha Zero Cream Cleanser can be used to remove the film from the surface. Follow the cleaner manufacturer's instructions and be sure to rinse thoroughly with water after use.

CLEANING UP SPILLS RIGHT AWAY, BEFORE THEY DRY

Use a nonabrasive cleaning pad or microfibre cloth coupled with a pH balance cleaner as soon as the spill occurs. In some cases, denatured alcohol could also be used if needed.

REMOVING STUBBOURN STAINS AND DRIED SPILLS

A multi-purpose cleaner or detergent can be safely applied on these stains if water is used to cleanse the surface thoroughly of the detergent residues after treatment.

For extra stubborn spills, a light duty scrub sponge may be used. Scrubbing done with the above mentioned products will not damage your Alpha Zero surface. Surfaces should never be left to dry out without rinsing thoroughly any residual cleansers.

REMOVING COOKING GREASE

When grease from cooking is an issue, use a multi-purpose degreasing product with pH between 1 and 13 to remove the grease from the surface. Follow the cleaner manufacturer's instructions and be

sure to rinse thoroughly after use.

PERMANENT MARKERS

Keep permanent markers and inks away from your countertops. Should these items meet the surface, clean first as mentioned above in the daily cleaning section. If the stain persists, consider a non-abrasive cleaning product, dilute with warm water and rub gently in a circular motion. Rinse thoroughly with warm water to remove any cleaner residue.

PERIODIC CLEANING

To maintain glossy Alpha Zero surfaces in high-traffic areas, it's recommended to use a heavy duty intensive and neutral cleanser monthly, alongside daily cleaning.

In the use of industrial cleaning machines, make sure that soft pads are used on the machines while strictly avoiding wax strippers. Customers that use industrial-cleaning machines should always use appropriate types of pad and brush. For the dense dirtiness to resolve, professional cleaning products are applied by using a cleaning machine with a plastic brush or soft pad. Following the application of the cleanser, rinse the surface thoroughly with water.

ACTIONS TO AVOID

If any of the substances mentioned below come into contact with your Alpha Zero surface, rinse the exposed surface immediately and thoroughly with water.

Do not expose, in use or otherwise, Alpha Zero to **abrasive or strong alkaline or acid or free radicals or oxidisers or the like** (whether high, neutral or low pH) **cleaners**. Various chemicals are corrosive and/or erosive in their ability to attack any structure including Alpha Zero. Be very aware of these potential damages to your surface, especially paint removers or furniture strippers containing trichloroethane or methylene chloride.

Do not expose Alpha Zero to acetone as it will leave a film on the countertop surface. We recommend using denatured alcohol if needed. Acetone is harmful to resins and should never be used as a cleaner.

Do not expose Alpha Zero to products including, but not limited to, bleach, oven cleaners, products with pumice, batteries, paint removers, furniture strippers, tarnish or silver cleaners, or the like. Do not use abrasive or harsh scrub pads. Do not apply any sealers, penetrants or tropical treatments to Alpha Zero under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent.

ADDITIONAL CONSIDERATIONS

Alpha Zero is made with premium minerals and recycled materials that maintain the high aesthetic standard of traditional quartz.

Variation in the natural stone colour pattern, size, shape and shade are inherent and unique characteristics to be expected with this product. This does not affect the material performance in any matter.

Colour blotches are intended and featured in many designs to enhance and replicate the natural beauty. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed. Alpha Zero surfaces will not be replaced due to these variations.

Although our AlphaShield has improved the material resistance, you must remember that the surface is not heat, chemical or fracture proof in any form. Be aware of the potentially damaging effects of these items to your Alpha Zero surface.

Alpha Zero is durable and more resistant to surface damage than other stone, however, all stone can be damaged by force and no material is chip-proof. Objects hitting edges, particularly at sinks or dishwashers, may generate chips. Though a minor knife slip will dull

the knife and not harm Alpha Zero, no stone surface is scratch proof. Surface markings are more visible on monotoned designs than multi-coloured surfaces.

Alpha Zero is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

Alpha Zero does not require any waxes or sealants because it is a non-porous surface. It retains its lustrous gloss and smooth surface without the need for polish or sealant.

HEAT

To prevent heat damage, do not place items including but not limited to, hot pans, electric frying pans, air fryers or oven trays directly onto the surface. We recommend the use of trivets and hot pads.

Alpha Zero recommends checking the Alpha Zero Warranty coverage and exclusions.