



LUMINA STONE
THE NEW QUARTZ ERA

FAQ's
LUMINA STONE

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WHAT IS LUMINA STONE MADE OF?

Lumina Stone is an engineered stone composed by 93% of natural stone and 7% of flexible resins and pigments to create a very durable material with high-quality performance.

WHAT MAKES LUMINA STONE SO REMARKABLY DIFFERENT?

Lumina Stone is an exclusive natural marble-looking stone that has been pursued for years, incomparable to competitors due to its translucent transparency, incredible shifting of shades and movement inside the patterns and its astonishing white background.

Our new NEOS technology, have considerably improved the final product, resulting in the conception of a New Generation Quartz, Lumina Stone brings together the benefits and durability of engineered stone, with the look of high-end natural stone.

WHAT IS NEOS?

Nano Enhancement of Surfaces, NEOS, is a new and beyond-belief technology that will be hard to go unnoticed in the market. It is a new high-performance stain and substance repellent technology developed for the new Sequence Collection by Lumina Stone.

This is due to the chemical stability of NEOS which resists ranges between pH1 and pH13, making it the only protectant resistant to a broad range of chemicals. NEOS has been innovated to form a permanent bond with the components Lumina Stone; its technology requires minimal maintenance and requires no future application because NEOS lasts forever. This makes Lumina Stone the most durable product in the industry.

neos

WHAT FINISHES I CAN FIND?

Lumina Stone Surfaces features three exquisite textures: Polished, S-Tech Matt or S-Tech Leather to complement any design aesthetic.

Polished is the classic finish for Lumina Stone, intensifying the color, clarity and shine of the surface.

Matt finish texture with a uniquely soft touch that offers high-quality color consistency.

The Leather texture features a distinctly rustic yet smooth feel and appearance.

HOW TO FIND A DEALER?

Where to Buy Lumina Stone' locator put you in contact with the best distributors working with us. Click at www.luminastone.eu and find your nearest center.

Our experts will not only help you to buy your Lumina Stone surface and decide which color suits you best but will also advise you about other spaces where you can use Lumina Stone, how to maintain it and how to register the warranty.

HOW TO CARE YOUR LUMINA STONE SURFACE

Lumina Stone requires very little maintenance to keep the surface looking its best. It is a non-porous material, therefore cleaning with a damp cloth and warm clear water is all that is required. For routine cleaning, simply wipe down your surface with a damp cloth or paper towel and a pH neutral cleaner for natural stone.

Lumina Stone has created a cleaner/conditioner that has the perfect pH balance and pH activity level for customers' daily cleaning needs. It has been designed to gently remove dried-on soils, grease, oily residues, spills and dried-on foods. This streak free cleaner contains a conditioner that maintains Lumina Stone surfaces to keep your investment safe and beautiful for years to come. It wipes off very easily with a paper or cotton towel.

You can find all the information regarding Lumina Stone care and maintenance recommendations **on www.luminastone.eu**

HOW TO CLEAN UP SPILLS BEFORE THEY DRY

Use a nonabrasive cleaning pad such as a white 3M Scotch-Brite™ Light Hand Pad coupled with pH balance cleaner for natural stone.

Granite cleaners that are available at Lowe's, Home Depot or local grocery stores are typically pH neutral and can safely be used to clean Lumina Stone, such as Stone Care™ Granite, Quartz & Stone Daily Cleaner. Soft Scrub® All Purpose Cleanser can be safely used on Lumina Stone. Denatured alcohol could be also used, if needed.

HOW TO REMOVE STUBBORN STAINS AND DRIED SPILLS SUCH AS WINE, COFFEE, TOMATO SAUCE...

Any multi-purpose cleaner or detergent can be safely applied on these stains if water is used to cleanse the surface thoroughly off the detergent residues after treatment. For extra-stubborn spills, use Scotch-Brite™ Light Duty Scrub Sponge. Let Lumina Stone Cleaner/Conditioner emulsify on the stain, then wipe off. If the stain persists, you can use stronger cleaners such as Soft Scrub® All Purpose Cleanser. Surfaces should never let dry out without rinsing thoroughly any residual cleansers.

HOW TO REMOVE COOKING GREASE?

When grease from cooking is an issue, you can use Greased Lightning® Multi-Purpose Cleaner & Degreaser, or a comparable degreasing product to remove the grease from the surface. Follow the cleaner manufacturer's instructions.

HOW TO REMOVE PERMANENT MAKERS?

Keep permanent markers and inks away from Lumina Stone countertops. In case any meets the surface, clean first as mention at How to care your Lumina Stone surface FAQ. If the stain persists, moisten a cloth with Goo Gone® or a comparable product, and rub it into the stain. Rinse thoroughly with warm water to remove any cleaner residue.

HOW TO REMOVE A RUST STAIN?

For rust stains, use Scotch-Brite™ Light Duty Scrub Sponge coupled with Soft Scrub® All Purpose Cleanser. Scrubbing done with this product would not damage your Lumina Stone quartz surface. Surfaces should never let dry out without rinsing thoroughly any residual cleansers.

If the stain persists, you can use a poultice such as Lustro Italiano® Rust Remover Powder.

HOW TO CLEAN LUMINA STONE FLOORING?

Spray a clean and damp dust mop with an antistatic aerosol 6 or 7 times and leave it to stay overnight to dry prior to use. Mop the floor in the morning. Scotch-Brite™ Microfiber Cloth or similar, whether dry or damp, are also successful in picking up dust and dirt from Lumina Stone surfaces without leaving any lint.

PERIODIC CLEANING?

In the case of surfaces subject to heavy traffic of use be, Lumina Stone recommends the use of a heavy duty intensive and neutral cleanser at least once a month, which is stronger than a daily cleaning product. Such type of a periodic cleaning will provide mirror gloss effect.

CAN I USE BLEACH ON LUMINA STONE?

No. Do not expose Lumina Stone to products including, but not limited to, bleach, oven cleaners, Comet®, SOS®, 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 topical treatments to Lumina Stone under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent.

If any of the substances mentioned above meet your Lumina Stone countertop, rinse the exposed surface immediately and thoroughly with water.

CAN I USE STRONG ALKALINE CLEANER ON LUMINA STONE?

No. Do not expose, in use or otherwise, Lumina Stone to abrasive or strong alkaline or acid or free radicals or oxidizers 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 Lumina Stone. Be very aware of these potential damages to your surface, especially paint removers or furniture strippers containing trichloroethane or methylene chloride.

If any of the substances mentioned above meet your Lumina Stone countertop, rinse the exposed surface immediately and thoroughly with water.

CAN I USE ACETONE ON LUMINA STONE?

No. Do not expose Lumina Stone 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.

If acetone meets your Lumina Stone countertop, rinse the exposed surface immediately and thoroughly with water.

WILL SUBSTANCES PENETRATE LUMINA STONE SURFACES?

Thanks to NEOS, Lumina Stone is a non-porous material, it performs less water absorption and stains. By following Lumina Stone care and maintenance recommendations, and mainly not letting spills dry out on your surface, no substances will penetrate the surface to leave a mark on it.

WHERE TO ORDER SAMPLES?

To order samples, please contact your nearest distributor at www.luminastone.eu and find your nearest center.

THE SAMPLE I SAW LOOKS DIFFERENT FROM THE INSTALLED SLAB

Lumina Stone is made with pure natural quartz. Variation in the natural stone color 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 manner.

Color blotches are intended and designed into many designs to enhance 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. Product will not be replaced due to these variations.

IS LUMINA STONE CHIP OR SCRATCH PROOF?

Lumina Stone is durable and more resistant to damage than other stone material. It is even stronger than granite. 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 Lumina Stone, no stone surface is scratch proof. In fact, it is very difficult to scratch, because Lumina Stone Quartz is a 7 on the Mohs Scale, only topaz, corundum and diamond are higher.

Furthermore, our new technology Nano Enhancement of Surfaces, NEOS, will repeal substances with absolute certainty. It is a new high-performance stain and substance repellent technology develop for Lumina Stone surfaces, unique in the stone industry. If eventually your countertop gets chipped, please contact your fabricator. They should be able to give some ideas. It really helps if you keep the chip, a professional can glue it back in place. If you don't, most fabricators have chip repair kits. Notice that surface markings are more visible on monotone designs than multi-colored surfaces.

IS LUMINA STONE HEAT PROOF?

Phi Technology has improved the heat resistance of Lumina Stone surfaces, nevertheless, no stone surface is heat proof. The resin may be affected by thermal shock. It means that dramatic changes in temperature or exposure during long periods of time to high temperature may damage the countertop.

For example, putting a pan on the surface after having taken it out from the oven or a hot utensil already used on the stove may affect it. To prevent this situation, you only must use hot pads or trivets (preferably, wood trivets).

ARE SEAMS VISIBLE ON LUMINA STONE?

Lumina Stone's products are not seamless. Seams are visible. Where there are seams, the product pattern and shade can change.

We highly recommend to read our professional Lumina Stone Fabrication Guide to get further information about seams.

DOES LUMINA STONE NEED TO BE SEALED SOMETIME?

Lumina Stone quartz 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.

WHAT SLAB OPTIONS I CAN GET?

The slab dimensions of Lumina Stone's surfaces are: **JUMBO SLAB (1600mm x 3200mm)** or **ORIGINAL SLAB (1400mm x 3000mm)**. The slabs are available in three thicknesses: 12mm - 20mm -30mm

All colors are available in all sizes and thicknesses.

CAN I USE LUMINA STONE FOR COMMERCIAL APPLICATIONS?

Yes. Lumina Stone is perfect not only for residential applications, but also for an extensive range of commercial uses such as furniture cladding, reception counters, bar tops, flooring, coffee tables, etc. Transform your business space from common to spectacular. Add a touch of elegance and design to offer unforgettable experiences.

CAN LUMINA STONE BE INSTALLED OUTDOOR?

No. Lumina Stone is made with 93% natural quartz and 7% resin and pigments, approximately. Resin can be damage in the case of continuously exposure to adverse weather conditions or ultraviolet light.

CAN LUMINA STONE BE USED AS BACKSPLASH?

Yes, Lumina Stone can be used in vertical applications such as wall cladding or backsplash, including behind your gas cooktop.

HOW MANY YEARS ARE COVERED BY LUMINA STONE WARRANTY?

Lumina Stone products have stringent quality standards and quality controls to offer an excellent product. Now improved with NEOS, Lumina Stone offers unique marble effect quartz designs with the best high-quality performance.

VALIDITY OF THE WARRANTY:

15-year Residential Limited Warranty. Lumina Stone guarantees that our material will be free from manufacturing defects during the indicated period.

Thanks to its beyond-belief technology NEOS, Nano Enhancement of Surfaces, an innovative high-performance stain and substance repellent technology developed for Lumina Stone surfaces, we are the only brand to include a **Lifetime Stain Warranty**. Lumina Stone guarantees that your countertop will resist staining and will be protected from a broad range of chemicals and acid corrosion (between pH1 and pH13).

Detailed info [on www.luminastone.eu](http://www.luminastone.eu)

WHERE TO FIND THE BATCH NUMBER

Please contact your fabricator to obtain this information. Please notice you are responsible for entering the correct batch number. In case it is not correct, your product may not be properly covered.

Example:

Standard Lumina Stone Label on the Back of Slabs

