

General Care, Cleaning and Maintenance for Natural Stone, Engineered Stone / Quartz and Solid Surface Countertops

- Use coasters under all beverage containers.
- Use trivets to protect the countertop and to avoid a rapid change in the surface temperature that may lead to thermal stress, resulting in a cracked surface or edge.
- Hot pads should be used, especially when using cooking units such as electric frying pans, crock pots, toaster ovens, air fryers, etc.
- Cookware should cool before being placed on a countertop or into an integrated solid surface sink.
- Run cool water in a solid surface sink before and while straining hot liquids to protect the sink from thermal shock.
- The use of a cutting board is recommended to protect your countertop from scratches, chips and other damage.
- Please note that sand, dirt and grit are abrasive and may damage the surface or scratch the finish.
- It's always best to clean up spills immediately. Don't wipe the area as it will spread the liquid. Flush the area with a solution of water and mild (PH-neutral) dish soap and rinse with fresh water. Dry the area thoroughly with an absorbent, lint free cloth. Repeat if needed.
- Similar to most materials, excessive force and / or pressure from objects can damage your countertops. You should never stand, climb or sit on your countertops.
- Clean countertops with a solution of mild (PH-neutral) dish soap and water. After cleaning, rinse the surface thoroughly with clean water and dry with a soft, lint free cloth.
- Similar to any item cleaned in your home, an excessive concentration of cleaner, soap or water may leave a residual film and streaks.
- Please note that water left to evaporate on its own may leave a film or water spot.
- In the bath or other wet areas, soap scum and buildup can be minimized by using a squeegee after each use.
- Damage caused by improper cleaning techniques will not be covered by the manufacturer's warranty, if applicable, nor is it covered by Solid Surface Designs, Inc.
- Products containing lemon, vinegar or other acid based cleaners may dull or etch surfaces, and if applicable, these cleaners may degrade the sealer. Scouring powders or creams often contain abrasives that can scratch or dull the finish.
- As with any surface, your countertops can be permanently damaged or discolored by exposure to chemicals or solvents such as oven grill cleaners, floor strippers, paint removers / strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, battery acid, etc. Rust removers (laundry rust stain removers, toilet bowl cleaners, etc.) contain trace levels of hydrofluoric acid (HF). Most surfaces / finishes will be damaged if exposed to HF.
- Damage caused by improper cleaning products will not be covered by the manufacturer's warranty, nor is it covered by Solid Surface Designs, Inc.

Natural Stone (Granite, Limestone, Marble, Onyx, Quartzite, Soapstone, Travertine)

Sealer: all Natural Stone surfaces fabricated by Solid Surface Designs, Inc. have been thoroughly sealed with a penetrating sealer. The sealing product Solid Surface Designs, Inc. uses is an "impregnator" which does not actually seal the stone, but acts as a repellent. Sealed stone can absorb small amounts of liquid. It is not uncommon to see a slight discoloration where water or other liquid has been spilled or a beverage container has been placed. Over time the moisture should evaporate completely, leaving no trace.

The above information also applies to soapstone, marble or granite with a honed finish with the following exceptions: marble and soapstone are softer than granite and their surfaces can be scratched easily. Marble and other softer stones and surfaces with a honed, leathered or finish other than polished, though sealed, are more apt to stain and show cooking oil or oil from hands.

Sealer does not make the stone stain proof. Sealer makes the stone stain resistant.

If for any reason you encounter a stain that you can't remove, please give us a call. We may be able to remove or lighten a stain by applying a poultice. The cost for this service is typically \$250.00 if the jobsite is located within one hour of SSD.

Engineered Stone / Quartz

For more information please refer to the specific brand's Care and Maintenance recommendations.

Caesarstone – www.caesarstoneus.com/care-and-maintenance

Cambria – www.cambriausa.com/product-care

Corian Quartz – www.corianquartz.com/-use-care

HanStone – www.hyundaiincusa.com/hanstone-quartz-care-and-maintenance

MetroQuartz – www.metroquartz.com/wp-content/uploads/2020/03/MQ-CareMaintenance-3.17.20.pdf

OneQuartz – www.daltile.com/how-to/how-to-care-for-and-maintain-tile/how-to-care-for-and-maintain-quartz-countertops

Q from MSI – www.msisurfaces.com/quartz-countertops/quartz-care-and-maintenance

Silestone – www.silestoneusa.com/silestone-maintenance

Vadara Quartz – www.vadaraquartz.com/support/care-and-maintenance

Viatera – www.lxhausys.com/us/support/careAndMaintenance/CNM_VIATERA

WilsonArt Quartz – www.wilsonart.com/media/Technical_Resources/en/Care_&_Maintenance_-_Quartz.pdf

Solid Surface

Solid Surface countertops will have a matte finish unless a special order is placed. Over time and with normal use and cleaning, the countertop will develop a soft, natural gloss. This can be enhanced by using a product like Countertop Magic or Hope's Countertop Polish.

For more information please refer to the specific brand's Care and Maintenance recommendations.

Corian – www.corian.com/-use-care-

HiMacs – www.lxhausys.com/us/support/careAndMaintenance/CNM_HIMACS

LivingStone – www.livingstonesurfaces.com/consumers/what-is-livingstone/

WilsonArt Solid Surf. – www.wilsonart.com/media/Technical_Resources/en/SolidSurfaceC&M.pdf

***Solid Service • Solid Reputation • Solid Value
Solid Surface Designs, Inc.***