



# Cabinets & Countertops



# CABINET *Care & Maintenance* INFORMATION

For more information and videos demonstrating care and maintenance, and door or drawer alignment for your Timberlake cabinets, please visit [www.timberlake.com/care](http://www.timberlake.com/care).



## **CLEANING & CARE**

Your cabinetry is extremely resistant to stains and surface damage that can be caused by common household items. To further protect the original factory finish, be sure to:

- ♦ Wipe up spills immediately using a clean cloth and mild soaps such as Dawn® or Palmolive®.
  1. Prepare a cleaning solution using ½ oz. of soap with warm water.
  2. Apply with a lightly damp microfiber cloth.
  3. Wipe the cabinets thoroughly to dry.
- ♦ Dust your cabinets periodically using a soft, slightly dampened, lint-free cloth.

While your cabinet finish is extremely durable, there are several cleaning techniques and products that should not be used to care for your cabinets.

- ♦ Do not use a paste-wax type material since wax buildup is difficult to remove and will leave a residue that attracts dust and moisture.
- ♦ Do not use any polishes containing silicone.
- ♦ Do not use ammonia, citrus, or oil-based cleaners, steel wool, soap pads, abrasive cleaners or cleaners containing bleach.



### **ROUTINE ADJUSTMENTS**

Cabinet door hinges are adjusted at the factory, but may require adjustments after installation.

### **USE OF TOUCH-UP KITS**

For minor finish repairs, a color-matched touch-up kit has been included in the sink base cabinet which includes:

- ✦ Touch-up marker for finish repairs
- ✦ Fill stick for defect repairs
- ✦ Extra door bumpers

### **NATURAL FACTORS**

All cabinet materials are graded to industry standard, but you can expect some variations, including:

- ✦ Naturally occurring color, grain and texture differences
- ✦ Color deviations, even within the same section of wood
- ✦ Differences between open- and closed-grain areas
- ✦ Variations in the finishing process; each piece of wood is unique and responds differently to the finishing materials used.

### **ENVIRONMENTAL FACTORS**

Excessive heat and moisture can damage your cabinetry. Cabinet finishes should not be exposed to heat in excess of 174 degrees. Avoid placing or mounting small appliances beneath your wall cabinets. These appliances (such as coffee makers or toasters) can produce excessive heat which can cause discoloration or swelling of the wood. Avoid hanging damp items such as dish towels over cabinet frames or doors.

If you install more cabinetry of the same stain or paint color at a later date, they may not match the original cabinets. This can be due to several factors such as:

- ✦ Exposure to sunlight, smoke and chemicals
- ✦ Change in door samples or displays due to age

Because of these factors, Timberlake is not responsible for texture differences or color and grain variations in the wood or laminate materials used in your cabinets.

If you should need any additional touch-up products or have specific questions about your cabinets, please contact us at [careteam@timberlake.com](mailto:careteam@timberlake.com).

### **MORE INFORMATION**

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**TIMBERLAKE**<sup>®</sup>  
CABINETS  
A DIVISION OF AMERICAN WOODMARK CORP.



## Portfolio Select & Portfolio 5-Year Limited Warranty

Timberlake hereby warrants to the original homeowner, for residential applications only, that all cabinets and accessories manufactured and sold by Timberlake are free from defects in material and workmanship for a period of five years from the date: (a) that you purchase your new home, or (b) that you install new Timberlake cabinets or accessories in your remodeled home, as the case may be. This warranty is expressly limited to repair or replacement of the defective part at the discretion of Timberlake, and does not include labor for removal or replacement. This warranty does not extend to defects caused by improper handling, storage, installation, assembly or disassembly, intentional damage, product modifications, exposure to the elements including humidity which may result in warping or splitting, accidental misuse, abuse or negligence.

Natural woods may vary in texture, color and wood grain, and exhibit subtle changes as they age. For example, wood joints may eventually have visible cracking around the joint area and cabinet colors may darken or lighten over time. Sunlight, smoke, moisture, household cleaners and other environmental conditions may cause materials to vary from their original color and/or to warp, split or crack. These variations are considered to be the nature of the material in relation to its environmental exposure and are not covered under this warranty.

### ADDITIONAL LIMITATIONS AND DISCLAIMERS

TIMBERLAKE MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH HEREIN AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE LENGTH OF THE HOMEOWNER'S WARRANTY PERIOD. THE LIMITED WARRANTIES SET FORTH HEREIN ARE LIMITED TO THE FIRST AND ORIGINAL HOME BUYER, OR CABINET PURCHASER IN REMODELED APPLICATIONS, AS THE CASE MAY BE, AND ARE NOT TRANSFERABLE THEREAFTER. IN NO EVENT SHALL TIMBERLAKE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE HOMEOWNER OR TO ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES ARISING FROM PERSONAL INJURY, LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF PROPERTY, ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER FROM NEGLIGENCE, WARRANTY, STRICT LIABILITY OR OTHERWISE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

### CLAIMS

All claims for defective cabinets and accessories must be submitted to Timberlake in writing and must specify the defects present in the cabinets and accessories. After Timberlake has had an opportunity to inspect the cabinets and accessories, they will, at their discretion, either replace defective cabinets and accessories or repair any defects in the cabinets and accessories. All claims must be submitted to the following address: Timberlake Claims Department, Post Office Box 1980, Winchester, Virginia 22604.

### WARRANTY INFORMATION FOR COMMERCIAL PURCHASERS

To merchants who purchase from Timberlake cabinets and accessories for resale in any form, including builders, dealers and distributors, Timberlake extends the following warranty: Timberlake will replace, without charge, any cabinet and accessory that is not saleable because of defects in material or manufactured workmanship discovered within one year from the date of delivery to merchant. Notice of claim under this warranty must be given promptly, in no case later than ninety (90) days after defect becomes known to merchant. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TIMBERLAKE HEREBY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE REMEDY OF REPLACEMENT IS THE SOLE AND EXCLUSIVE REMEDY FOR TIMBERLAKE'S OBLIGATIONS ARISING FROM THE SALE OF ITS CABINETS AND ACCESSORIES. IN NO EVENT WILL TIMBERLAKE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGES, including, without limitation, costs of installation, removal or re-installation, damage to other property, loss of profits, loss of goodwill, or other economic loss, whether such incidental or consequential loss or damage is claimed on account of breach of warranty, breach of contract, negligence, strict liability in tort, or any other legal theory. CABINETS AND ACCESSORIES SOLD FOR RESALE ARE ALL SUBJECT TO THESE TERMS, AND ALL OFFERS ARE EXPRESSLY CONDITIONED UPON ACCEPTANCE OF THESE TERMS.

# FORMICA® LAMINATE AND COLORCORE2™ BY FORMICA GROUP USE AND CARE GUIDE / WARRANTY



## USE AND CARE GUIDELINES

Formica® Laminate and ColorCore2™ by Formica Group are designed for beauty and durability. Like any surfacing materials they can be damaged by abuse and carelessness. When used as recommended with proper use and care, the end result is years of satisfaction.

## PROTECTING THE SURFACE

Before selecting the surface material, consider the type of use it will receive, as well as its texture, color, and reflective values. A rough-textured surface has different advantages, depending upon use, than a smooth-textured surface. For example, high-gloss finish laminates are not recommended for use in heavy-duty applications such as countertops. Dark colors tend to enhance scratches, marring and fingerprints.

## SCRATCH AND IMPACT PROTECTION

Formica Brand Laminate and ColorCore2 surfacing material are resistant to scratches and impacts under normal use conditions.

### Use cutting boards, chopping blocks, or other protective surfaces.

- Do not chop, slice, pound, or hammer on any laminate surface.
- Knives or other sharp utensils may slice or scratch the surface.
- Heavy blows from a hammer or meat tenderizer may crack or gouge the surface.

### Use place mats, doilies, and trivets on laminate surfaces when necessary.

- Ceramics and abrasive objects can cause scratching and premature wear – do not slide these items across surface.

### Follow recommendations for cleaning – do not use abrasive cleaners, steel wool, sandpaper, or Scotch-Brite® scouring pads (see Cleaning section inside).

## HOT OBJECTS

Cookware still hot from the stove, oven or microwave, as well as electric skillets, waffle irons, curling irons and hot rollers, should not be placed directly on laminate surfaces. Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material. Use a trivet, insulated hot pad or other protective device beneath all hot cookware, heat generating appliances, or other heated objects.

- Formica Brand Laminate and ColorCore2 surfacing material can withstand heat up to 275°F (135°C) for short periods of time.

**Avoid ironing or placing a hot iron on laminate surfaces.  
Do not place lighted cigarettes directly on laminate surfaces.**

## ORDINARY CLEANING

Formica Brand Laminate and ColorCore2 surfacing material are very easy to clean.

- In most cases, you only need to use a clean, damp, non-abrasive cotton cloth and a mild liquid detergent or household cleaner.
- Rinse with clean water, using a clean, non-abrasive cotton cloth.
- Do not flood the laminate, especially near seams, since water can penetrate and cause the substrate to swell.
- Dry the surface with a soft, clean, non-abrasive cotton cloth.

For specific types of surfaces, use the following care guidelines.

## MATTE AND SPARKLE FINISH LAMINATES

Especially hard-to-clean areas may require special attention. Use a nylon bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area using a rotating motion. Rinse and dry the surface as indicated above.

## SCULPTURE AND DIMENSIONAL FINISH LAMINATES

These surfaces may require special attention to clean the depressed areas. Use a nylon-bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area, using a rotating motion. Rinse and dry the surface as indicated above.

## HIGH GLOSS FINISH LAMINATES

If residual streaks and smears remain after normal cleaning, use a mild glass cleaner and then dry with a clean, non-abrasive cotton cloth. Avoid exterior glass cleaner.

## ABRASIVES

Abrasive pads, scouring powders or cleaners may permanently dull and scratch the laminate surface making it susceptible to staining.

Ceramics, including unglazed materials and other abrasive objects, can cause scratching and premature wear – do not slide these items across surface.

## CHEMICAL DAMAGE

Never use cleaners containing acid, alkali, or sodium hypochlorite. These cleaners will mar, etch, corrode, and permanently discolor the laminate surface. Also, make sure that bottles, rags, and other materials contaminated with these cleaners never contact the laminate surface. Accidental spills or splatters from these compounds should be wiped off immediately, and the area rinsed thoroughly with water.

# FORMICA® LAMINATE AND COLORCORE2™ BY FORMICA GROUP USE AND CARE GUIDE / WARRANTY CONTINUED



## EXAMPLES OF CLEANERS CONTAINING ACID, ALKALI, OR SODIUM HYPOCHLORITE INCLUDE, BUT ARE NOT LIMITED TO:

|                          |                          |
|--------------------------|--------------------------|
| ceramic cooktop cleaners | oven cleaners            |
| chlorine bleach          | rust removers            |
| coffeepot cleaners       | some countertop cleaners |
| drain cleaners           | some disinfectants       |
| lime scale removers      | toilet bowl cleaners     |
| metal cleaners           | tub and tile cleaners    |

## SPECIAL CLEANING RECOMMENDATIONS

### RESIDUAL GLUE

Sometimes new decorative laminate has a streaky appearance caused by contact adhesive used during fabrication. Clean with a non-abrasive cotton cloth and an adhesive solvent such as Formica® Brand Non-flammable Contact Adhesive Solvent. Use solvent sparingly, as excessive amounts may delaminate edges. Read and follow all warnings and instructions on the labels of all solvent products.

### PAINT AND VARNISH

Remove most oil-base paints, varnishes and lacquers from decorative laminate surfaces with a suitable solvent. Read and follow all warnings and instructions on the labels of all solvent products, and remember that most solvents are extremely flammable. Use solvent sparingly, as excessive amounts may delaminate edges. Remove most water-based paints with an ammoniated household cleaner. For stubborn paint spots, gently use a plastic, non-metallic, non-abrasive pad. Never use steel wool or other abrasive scouring pads.

### STAINS

To remove or minimize stains, use full strength Fantastik® All Purpose Cleaner, Formula 409®, Pine-Sol® (original formulation) or other mild household cleaner on the affected area, and allow it to draw out the stain. Blot with a clean, damp, non-abrasive cotton cloth, and then rinse with clean water. When a recommended cleaner changes its formulation, the change may be harmful to the laminate surface. Formica Corporation cannot be held responsible for these changes. Solvents such as denatured alcohol can also be used. Follow all directions and warnings on the solvent label because many are extremely flammable.

### STUBBORN OR "FUGITIVE" STAINS THAT MAY DISAPPEAR ON THEIR OWN, AFTER A SHORT TIME OR AFTER REPEATED CLEANINGS, INCLUDE:

|                       |             |
|-----------------------|-------------|
| coffee and tea stains | food stains |
| fingerprints          | glass rings |
| food dyes             | water marks |

### STAINS WHICH ARE STUBBORN OR EVEN PERMANENT, AND MAY NOT DISAPPEAR, INCLUDE:

|                    |                  |
|--------------------|------------------|
| cash register inks | lemon juice      |
| food pricing ink   | marking pen inks |
| indelible inks     | newsprint        |
| label inks         | wood stains      |

## SOME MATERIALS AND LIQUIDS, SUCH AS DYES AND PHARMACEUTICAL PRODUCTS, WILL PERMANENTLY STAIN LAMINATE. EXAMPLES INCLUDE:

|                      |                 |
|----------------------|-----------------|
| dermatological       | povidone-iodine |
| hair dyes and rinses | Red-2B dye      |
| laundry bluing       | silver nitrate  |
| Mercurochrome®       | tannic acid     |
| peroxides            | tar compounds   |

These stains may be reduced by applying a paste of baking soda and water on the area to pull out the stain. The paste will be slightly abrasive, so do not rub. Wipe up the paste with a clean, damp, non-abrasive cotton cloth, and then rinse clean with water.

Periodic application of a self-cleaning wax can help minimize future staining.

*Scotch-Brite® is a registered trademark of 3M Company. Fantastik® is a registered trademark of DowBrands Inc. Formula 409® and Pine Sol® are registered trademarks of The Clorox Company. Mercurochrome® is a licensed trademark of Beckton Dickson.*

## LIMITED WARRANTY

Formica Corporation expressly warrants that, for a period of (1) one year from the date of first sale, these products will be reasonably free of defects in materials and workmanship, and that when properly handled and fabricated, will conform, within accepted tolerance, to applicable manufacturing specifications. Colors subject to dye lot variations. This limited warranty only applies to Formica Brand Laminate which is stored, handled, fabricated and installed in the manner recommended by Formica Corporation. Due to the variety of uses and applications to which Formica Brand Laminate may be put, **FORMICA CORPORATION CAN MAKE NO WARRANTY THAT THIS PRODUCT IS SUITABLE FOR ANY PARTICULAR PURPOSE AND CAN MAKE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, OTHER THAN THOSE SET FORTH ABOVE.**

## DISCLAIMER OF WARRANTIES

**THE WARRANTIES SET FORTH HEREIN OR IN FORMICA CORPORATION'S WARRANTY DOCUMENTS WITH RESPECT TO A PRODUCT ARE THE ONLY WARRANTIES MADE BY FORMICA CORPORATION IN CONNECTION WITH THESE PRODUCTS, AND ARE EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PRODUCTS SOLD BY FORMICA CORPORATION ARE SOLD ONLY TO THE SPECIFICATION SPECIFICALLY SET FORTH BY FORMICA CORPORATION IN WRITING. FORMICA CORPORATION'S SOLE OBLIGATION FOR A REMEDY TO BUYER SHALL BE REPAIR OR REPLACEMENT TO NON-CONFORMING PRODUCTS, OR AT THE OPTION OF FORMICA CORPORATION, RETURN OF THE PRODUCT AND REFUND OF THE PURCHASE PRICE. BUYER ASSUMES ALL RISK WHATSOEVER AS TO THE RESULT OF THE USE OF THE PRODUCTS PURCHASED, WHETHER USED SINGLY OR IN COMBINATION WITH OTHER SUBSTANCES.**

# FORMICA® LAMINATE AND COLORCORE2™ BY FORMICA GROUP USE AND CARE GUIDE / WARRANTY CONTINUED



## LIMITATION OF LIABILITY

No claim by buyer of any kind, including claims for indemnification, whether as to quality or amount of products delivered or for non-delivery of products, shall be greater in amount than the purchase price of the products in respect of which damages are claimed.

**IN NO EVENT SHALL FORMICA CORPORATION BE LIABLE TO BUYER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, RELIANCE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR COVER, OR LOSS OF PROFIT, REVENUE OR USE, IN CONNECTION WITH, ARISING OUT OF, OR AS A RESULT OF, THE SALE, DELIVERY, SERVICING, USE OR LOSS OF USE OF THE PRODUCTS SOLD HEREUNDER, OR FOR ANY LIABILITY OF BUYER TO ANY THIRD PARTY WITH RESPECT THERETO. BUYER SHALL INSPECT FOR NONCONFORMITY PROMPTLY UPON RECEIPT.**

Failure by buyer to give Formica Corporation written notice of claim within 30 days from date of delivery or, in the case of non-delivery from the date fixed for delivery, shall constitute a waiver by buyer of all claims in respect of such products.

## MANUFACTURER

Formica Corporation  
10155 Reading Road  
Cincinnati, Ohio 45241-5279

## TECHNICAL SERVICES

Technical assistance may be obtained through your local Formica® Brand Products Distributor or from Formica Corporation trained representatives in sales offices throughout the country.

To assist these representatives, Formica Corporation maintains a sales technical services staff in Cincinnati, Ohio. For technical assistance, contact your distributor or sales representative; write the company directly at Formica Corporation Technical Services Department, 10155 Reading Road, Cincinnati, OH, 45241; call (513) 786-3048 or 1-800-FORMICA™; or fax (513) 786-3195.

In Canada, call 1-800-363-1405. In Mexico, call (525) 530-3135.

For the most current technical information, go to [www.formica.com](http://www.formica.com).

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All ™ brands are trademarks of the respective owners.

For warranty information, please visit [www.formica.com](http://www.formica.com) or call 1-800-FORMICA™.



GreenGuard Environmental Institute

Formica® high-pressure laminate (HPL) is GreenGuard Indoor Air Quality Certified under the GreenGuard Standard for Low-Emitting Products.



## Care & Use

Congratulations on the purchase of your Q Premium Natural Quartz™ countertop.

Q is a beautiful, durable and resilient countertop surface that will provide you with many years of trouble free performance. Maintaining your Q quartz is simple and easy.

- For every day cleaning use a soft sponge or dishcloth with warm water.
- For stubborn or greasy clean-ups use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc. or ordinary dish washing detergent e.g. Palmolive with warm water and a "White Scotch Brite"
- Never use red or green Scotch Brites on Q as they contain aluminum oxide (the same abrasive in sand paper) and may dull Q's finish.
- Do not use abrasive cleaning agents such as regular Comet and Ajax. If needed, Bon Ami and Bar keepers friend are both approved non abrasive cleaning powders that will clean without effecting Q's finish.
- Though most common household cleaners have no effect of Q, never allow your Q™ countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride, Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of Q.
- There is no need to seal your Q countertop. Sealers cannot penetrate Q™ and remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.
- Q™ is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between Q and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the Q warranty.

Follow these simple care and use guidelines and your Q™ countertop will provide you with many years of trouble free use.

Contact Q Premium Natural Quartz surfaces for further information by calling 1-800-490-0060 or by visiting our website at [www.QfromMSI.com](http://www.QfromMSI.com)





## **Residential Lifetime Warranty**

M S International, Inc. (MSI) warrants Q Premium Natural Quartz to be free of manufacturing defects from the date of installation when fabricated and installed in private single-family residences by an authorized Q Premium Natural Quartz Fabricator.

This Residential Lifetime warranty is limited to the original purchaser of the Q installation. In newly constructed single-family residences where Q has been installed, the warranty is available to the original owner and resident and is non-transferable.

All decisions regarding this warranty are at the sole discretion of MSI. No representative, dealer, salesperson, distributor, fabricator or other persons are authorized to make any warranty or promises on behalf of MSI with respect to Q products. If it is determined by MSI that Q Quartz materials failed due to a manufacturing defect, MSI will, at its sole discretion, repair or replace such materials. MSI will strive to obtain the best possible resolution. The decision to repair or replace is at MSI's sole discretion and an exact color match is not guaranteed.

### **Terms and Conditions**

- This warranty applies only to Q Premium Natural Quartz materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation.
- This warranty applies only to materials that have been maintained according to the Q Premium Natural Quartz Care & Maintenance guidelines. Care & Maintenance guidelines are available at [www.QfromMSI.com](http://www.QfromMSI.com). To request service under this warranty you must contact the company who sold you your Q Quartz Surfacing or contact M S International, Inc. directly at 1-800-490-0060 within thirty; (30) days of failure. Please also have your proof of purchase available.
- Following installation, you must register your product within thirty; (30) days. To activate your warranty, simply complete the online form made available at [www.QfromMSI.com](http://www.QfromMSI.com).

### **What is not covered under this warranty?**

- Any residence where the owner is not the occupant.
- Materials and/or services that have not been paid for in full.
- Use in any commercial application. Commercial use includes but is not limited to, use in stores, rental properties, offices or any other place of business.
- Product installed in any outdoors application.
- Product used as flooring material.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage

from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.

- Chips at edges or other areas caused by impact damage.
- Scratches. Q Quartz is highly scratch resistance but is not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance
- Routine maintenance including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Q Quartz Care & Maintenance Guidelines.
- Failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by M S International, Inc. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- Seam appearance and performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Chemical damage.
- Creative use of the material such as thermal bending or curving.
- Material that has been reduced in thickness.
- Securing mechanical fasteners directly into the material.
- Failures due to inadequate support for the installation.
- Any other cost incurred including but not limited to painting, plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to modify, remove and or replace in the process rectifying a Q Quartz manufacturing defect covered under this warranty.
- Transportation, freight, tear out, demolition in any form, disposal and re-installation, fabrication or associated cost beyond the cost of the product.
- Natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These are inherent characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.
- Spots or blemishes on mono colors smaller than a U.S. ten (10) cent coin and on multi colored materials smaller than a U.S. Quarter (25) cent coin. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect Q's structural integrity or performance therein.
- Q Quartz materials contain important product information on the back of each slab. Removing this product information will void the warranty.
- M S International, Inc. is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.
- M S International, Inc. shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR Q PREMIUM NATURAL QUARTZ AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO Q QUARTZ SURFACING AND M.S. INTERNATIONAL, INC. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

### **Care & Use**

Congratulations on the purchase of your Q Premium Natural Quartz™ countertop.

Q is an elegant, durable and resilient countertop surface that will provide you with many years of comfort and satisfaction. Maintaining your Q quartz is simple and easy.

- For every day cleaning use a soft sponge or dishcloth with warm water.
- For stubborn or greasy clean-ups use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc. or ordinary dish washing detergent e.g. Palmolive with warm water and a “White Scotch Brite”
- Never use red or green Scotch Brite on Q as they contain aluminum oxide (the same abrasive in sand paper) and may dull Q’s finish.
- Do not use abrasive cleaning agents such as regular Comet and Ajax. If needed, Bon Ami and Bar keepers friend are both approved nonabrasive cleaning powders that will clean without affecting Q’s finish.
- Though most common household cleaners have no effect of Q, never allow your Q countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride, Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of Q.
- There is no need to seal your Q countertop. Sealers cannot penetrate Q and remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.
- Q is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between Q and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the Q warranty.

Follow these simple care and use guidelines and your Q countertop will provide you with many years of trouble free use.

Please visit our website at [www.QfromMSI.com](http://www.QfromMSI.com) for additional info. [Warranty Registration](#)

## **CARE AND MAINTENANCE**

- **CLEANING**

Cultured Marble and cultured Onyx provide extremely durable, nonporous surfaces, which resist staining. Routine Cleaning with a soft sponge or cloth, or nonabrasive aerosol foam cleaner, is all that is normally needed to give many years of trouble-free services. [Products such as "Soft Scrub" or "Comet" are not recommended, as they tend to reduce the shine of the gel coat, and leave small scratches.]

- **POLISHING**

To maintain luster and make cleaning easier, periodic applications of paste wax or products like "Gel Gloss" may be applied. Take care in using a clean, soft, cloth for both applying the wax and polishing the top. ["Gel Gloss" can be purchased at home centers and plumbing supply stores that sell cultured marble.]

- **REMOVING SCRATCHES**

Mild abrasives such as automotive polishing compound, or baking soda, will remove simple scratches and stains. After using a polish compound, if the scratches are still visible, try using 600 grit wet/dry sand paper, lightly rubbing at the area. [To sand as flat as possible, try using a small block of wood with the sand paper around it, this prevents from putting any type of indentation in the surface by using your hands, and allows for more even sanding.] At Virginia Marble we use air powered disc sanders, and orbital buffers, for the volume of sanding and buffing that we do. A soft terry cloth will work just as well.

- **CUTTING OR DRILLING**

Masonry blades are recommended for cutting tops or panels made of cultured marble. Always cut from the rough or unfinished side of the marble, once the material has been cut, the edge cannot be refinished, so work with an edge that will be concealed on the finished product. Drilling requires the same steps as cutting.

Virginia Marble is willing to provide a gel coat repair kit to any customer, with instructions and the material you need to patch certain areas on the top. If you should chip the gel coat surface, this can be fixed with little effort. However, a chip that goes beyond the surface of the gel coat and into the matrix of the top will be a different matter. The repair kit is really only to patch gel coat, other material will be needed to repair a deeper chip, and should probably be done professionally.

## **WARRANTY**

Seller warrants to its immediate purchasers that all new products supplied by seller are free from defects in workmanship and materials used in manufacturing of the same, when installed and used in accordance with seller's recommended procedures. Seller's obligation under this warranty is limited to repairing or replacing, as seller may elect, any product sold by seller which shall be returned to seller's place of business, with transportation charges prepaid, and as to which examination shall disclose to seller's satisfaction to have been thus defective, provided that such products shall be so returned no later than thirty-six (36) months from seller's shipment of same to purchaser. Such defective product shall be repaired or replaced at seller's place of business.

This warranty shall not apply, and seller have no liability with respect (1) to the removal or reinstallation of warranted products; (2) to any product installed or used in any way so as to have affected adversely such product; (3) damages to products while in transit after leaving seller's place of business; (4) cracks or chips in surface unless caused by defects in workmanship or material; (5) slight imperfections, warpage and shade variations in products; or (6) any transportation or cartage charges.

Close inspection of synthetic marble may reveal minor surface irregularities and warpage, color variation, small particles of foreign matter and other conditions commonly encountered with products of nature such as stone, marble, granite, etc.

This warranty is in lieu of all warranties, express or implied, including, but without limitation, warranties of **MERCHANTABILITY** and **FITNESS FOR PARTICULAR PURPOSE**, all other representations to purchaser, and all other obligations for liabilities, including liability for incidental or consequential damages on the part of the seller. No person is authorized to give any other warranties or to assume any liability on seller's behalf unless made or assumed in writing by seller.

## CARE AND MAINTENANCE GUIDE FOR NATURAL STONE AND ENGINEERED STONE PRODUCTS

### NATURAL GRANITE DISCLAIMER:

Granite is a coarse grained crystalline igneous rock composed primarily of quartz and feldspar. It forms from slowly cooling magma that is subjected to extreme pressures deep beneath the earth's surface. Because it is a natural material, it is subject to variation in mineral composition affecting color, flecks and other aspects of appearance.

Granite is a natural material, each top is one of a kind. This material will vary to some degree from piece to piece.

### HANDLE WITH CARE:

The weight of a granite or engineered stone vanity top is heavier than that of a cultured marble vanity top. Please address safety and handling issues for lifting, loading and unloading accordingly.

Also notable is the size and the composition of the quartz deposits within each granite top. The smaller the quartz count, the more dense the material, therefore the stronger the product. **ALL GRANITE IS FRAGILE.**

Example: Ubatuba has a naturally higher quartz content, making it a more fragile product than other granites. Special care must be taken in handling all natural stone tops.

Each top will have a HEAVY/FRAGILE sticker on the outside of the carton. This should draw attention for anyone who handles the product.

### CLEANING:

Always wipe up spills as soon as possible with warm water and a cloth or paper towel.

- Clean stone surfaces with a few drops of non-acidic soap scum remover, or a mild liquid dishwashing detergent.
- Frequent or over-use of soap scum remover could result in dulling the surface of the stone.
- Too much cleaner or soap may leave a film and cause streaks.
- Thoroughly rinse and dry the surface after washing.
- Blot up spills immediately.
- Do not use products that contain lemon, vinegar or other acid content as it may etch the surface.
- Do not use abrasive cleaners such as dry cleaners or soft cleansers.
- Do not use cleaners that contain acids such as bathroom cleaners, grout cleaners, or tile cleaners.
- Do not mix bleach and ammonia, this combination creates a toxic and lethal gas.
- Customer should avoid products containing harsh chemicals such as paint strippers, furniture strippers, bleach, nail polish and oil soaps. If these products do come in contact with the countertop rinse immediately with clean warm water to minimize the negative effects.

### SPILLS AND STAINS

Blot the spill with a paper towel immediately. Do not, wipe the area, this will only spread the spill. Flush the area with plain water and mild soap and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary.

### SEALING THE GRANITE TOP:

Most stones, once protected, will be easy to clean, and you may want to try just warm water at first to give you the desired results: towel dry to remove streaks. **WE RECOMMEND THE CUSTOMER RE-SEAL THE PRODUCT THIRTY TO SIXTY DAYS AFTER INSTALLING IT WITH REGENT STONE SEALER.** With every stone vanity top is a care procedure that explains in detail the sealer process. Pour the sealer on the granite countertop and allow the sealer to absorb into the granite and then wipe off excess sealer.

## REGENT STONE CARE KIT DIRECTION

There are three 8oz. bottles in the kit – everything you need to keep your natural stone looking new.

**STONE SOAP** (cleaner) is a ph neutral easy to use cleaner that is excellent for day to day use. Just spray a little on the surface, wipe off with a cotton cloth, as the non-streaking emulsifying agents deep clean the stone.

**PROTECT AND SHINE** (cleaner & polisher) is a easy to use cleaner and polish. It is recommended that you do small areas at a time, using a cotton cloth to buff out the surface. This will provide additional shine as well as stain protection between sealing applications.

**SILICONE IMPREGNATOR** (sealer) provides excellent water and oil repellency, is colorless, orderless and will not change the appearance of the product. Before using, make sure surface to be sealed is completely dry. Spray product on surface of stone, taking care to cover the surface with a thin film of product. Wait 10 –15 minutes (sooner if stone absorbs product more quickly) and apply a second coat. Wipe off excess after 10 – 15 minutes do not let product dry on surface then buff with clean cotton cloth.

Any questions on sealing or stain remover, please feel free to contact directly Regent Stone at the contact information below to answer your questions or concerns.

**CONTACT INFORMATION 1.800.624.8210 or [www.Regentstoneproducts.com](http://www.Regentstoneproducts.com)**

### ITEMS REGENTS RECOMMEND:

#### REGENT STONE CARE KIT

[www.regentstoneproducts.com](http://www.regentstoneproducts.com)

*Go To HomeCare Tab and select the Stone Care Kit Tab*

#### BELLINZONI MANGIA MACCHIA STAIN REMOVER

[www.regentstoneproducts.com](http://www.regentstoneproducts.com)

*Go To HomeCare Tab and select the Stain Remover Tab*

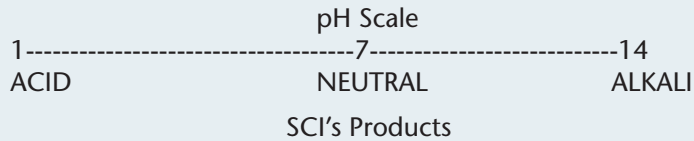
#### STONE SEALER – REGENT SILICONE IMPREGNATOR

[www.regentstoneproducts.com](http://www.regentstoneproducts.com)

*Go To HomeCare Tab and select the Sealer Tab*

## PRODUCTS NOT TO USE AND WHY NOT TO USE THEM:

**\* Stone is a chemical in a solid form. When an improper chemical is used, it reacts.\***



pH is a unit of measure to determine the alkalinity and acidity of a solution

*\* There are some companies that will say their products are pH neutral but they can really be a 13 on the ph scale and the company adds a buffer which will say the product is a 7 but really the effect it has on the stone is the effect of a 13*

### ACIDS – these are acidic chemicals and they will burn the stone and also dull the stone.

- Drano
- Lime Away – as an example, this will eat marble and take the shine away immediately
- Calcium, Lime, Rust Remover (CLR)
- Kaboom & Zap – this will also eat marble and take the shine away immediately
- Vinegar
- Fruit Juices
- Alcoholic beverages
- Most household/bathroom cleaning products

### ALKALIS

- Windex – attacks color minerals of the stone. Black for example will turn grey over time. If anyone ever says they have been using windex for years and nothing has happened, have them compare it to a fresh piece of marble and they will be able to notice the difference immediately.
- 409, Fantastic, Kaboom & Zap, Strippers, Degreasers, Ammonia, most household cleaning products
- Soap & Water – soap leaves a film and water leaves mineral deposits both of which cause dulling.
- Murphy's Oil Soap & Pine Sol – these two products can stain the stone and darken the color of the stone over time. They will also create a very slippery surface and can leave a filmy haze on the stone.
- Bleach & Water – using this will take the color out of the stone which can never be put back in



## **ONE YEAR LIMITED WARRANTY FOR NATURAL STONE AND ENGINEERED STONE PRODUCTS**

Seller warrants to its immediate purchasers that all new products supplied by seller are free from defects in workmanship and materials used in manufacturing of the same, when installed and used in accordance with seller's recommended procedures. Seller's obligation under this warranty is limited to repairing or replacing, as seller may elect, any product sold by seller which shall be returned to seller's place of business, with transportation charges prepaid, and as to which examination shall disclose to seller's satisfaction to have been thus defective, provided that such products shall be so returned no later (12) months from seller's shipment of same to purchaser. Such defective product shall be repaired or replaced at seller's place of business.

The seller will not provide, or pay the cost of removal of defective products, installations of repaired or replaced products, or third party transportation of either repaired, replaced or defective products. The warrantee must provide any pay for such items.

This warranty shall not apply, and seller have no liability with respect (1) to the removal or reinstallation of warranted products; (2) to any product installed or used in any way so as to have affected adversely such product; (3) damages to products while in transit after leaving seller's place of business; (4) cracks or chips in surface unless caused by defects in workmanship or material; or (5) any transportation or cartage charges.

Close inspection of the product may reveal minor surface irregularities, color variation, small particles of foreign matter and other conditions commonly encountered with products of natural stone, marble, granite, etc.

This warranty is in lieu of all warranties, express or implied, including, but without limitation, warranties of *merchantability* and *fitness for particular purpose*, all other representations to purchaser, and all other obligations for liabilities, including liability for incidental or consequential damages on the part of the seller. No person is authorized to give any other warranties or to assume any liability on seller's behalf unless made or assumed in writing by seller. Seller warrants to its immediate purchasers that all new products supplied by seller are free from defects in workmanship and materials used in manufacturing of the same, when installed and used in accordance with seller's recommended procedures. Seller's obligation under this warranty is limited to repairing or replacing, as seller may elect, any product sold by seller which shall be returned to seller's place of business, with transportation charges prepaid, and as to which examination shall disclose to seller's satisfaction to have been thus defective, provided that such products shall be so returned no later (12) months from seller's shipment of same to purchaser. Such defective product shall be repaired or replaced at seller's place of business.

# Cultured Marble

## Care and Maintenance Guidelines



### GLOSS/SEMI GLOSS FINISH

- Marbleized Marble
- Solid Color Marble (100/200 Series)
- Spray Granite Colors (all 300 Series)
- Two Tone Colors
- Onyx

This finish is smooth and shiny. Any cleaning should be handled the same as the automotive finish on your car. Cleaning should be done with simple soap and water and a soft cloth or sponge. Application of a high grade automotive paste wax forms a barrier coating that will both increase the luster and make the product easier to clean by making it more difficult for dirt and grime to adhere to the surface.

Any Satin/Matte finished product can be brought to a gloss finish by applying a progressive buffing starting with coarse automotive buffing compound. (This is the finish that comes standard on all Gloss/Semi Gloss finishes.) The part can be made glossier by further buffing with a fine automotive buffing compound and then a polishing compound. It should be noted that the shinier the part, the more noticeable small imperfections become.

### SATIN/MATTE FINISH

This finish has a smooth, dull or abraded appearance. These products can be cleaned more aggressively with soap, water, and preferably, a Scotch Brite Pad. Abrasive cleansers can be used and will not harm the finish. However, depending on the grit of the abrasive particles, they can leave noticeable scratch marks in the product that will have to be removed by sanding or using Scotch Brite on the entire piece.

*Any Gloss finish can be made Satin/Matte by simply using Scotch Brite on the entire piece.*

### MAINTENANCE AND REPAIR:

#### Gel Coated

- Marbleized Marble
- Solid Color Marble (100/200 Series)
- Granite Colors (all 300 Series)
- Two Tone Colors
- Onyx

All of the above products have a 10 to 20 mil gel coat protective wear surface. Gel coat is an extremely wear and stain resistant coating that is backed with a thick layer of synthetic marble.

- Marbleized and Onyx Colors

These products have a clear Gel coat and the color is derived from the cast synthetic backup material.

- Solid and Spray Granite Colors (100, 200 & 300)

These products have a colored gel coat.

With all of the gel coated products, minor scratches, burns, and stains can be either:

- Buffed out using a medium automotive buffing compound
- Buffed out using a coarse then medium automotive buffing compound
- Block sanded using 800 grit then medium automotive buffing compound

*You MUST be careful NOT to buff or sand through the gel coat wear surface. Once this is done, the piece is no longer protected in that spot.*

# *Cultured Marble*

## Care and Maintenance Guidelines (continued)

### **ALL CULTURED MARBLE TOP DIMENSIONS ARE NOMINAL.**

Cultured Marble shrinks as it cures allowing it to release from the mold it is formed in. The amount of shrinkage is proportional to the length of the part and the thoroughness of the cure. The more thorough the cure, the greater the shrinkage. A 25" x 22" top can have a finished dimension as small as 24 3/4" x 21 3/4". A top that needs to have a finished dimension should be ordered as a special order top.

### **COLOR VARIATION WILL OCCUR ON MARBLEIZED OR VEINED TOPS.**

Just as real marble and cut stone have natural variations, the mix of background color and veining color are randomly dispensed through the supply line for the marble mixture. This mix is then fed into the molds by hand, thus creating more random patterns. Solid color tops are more controlled and colors will be within acceptable standards. Bathrooms containing more than one cultured marble top should be either solid color or spray granite in order to create an acceptable appearance. Also, stock size tops and custom tops should not be used in the same room. Side splashes can also have a different appearance in a marble top pattern. These are made in a flat mold and consequently have a cloud type appearance. Only spray granite and solid colors will match within an acceptable tolerance.

### **ALL CULTURED MARBLE TOPS WILL HAVE A MINOR FLAW OR FLAWS.**

Because each top is man made, there will be some minor imperfection in the top. These can vary from sheen of the finish to minor dimples or dimensional differences.

### **COLOR SAMPLES ARE MEANT AS A GUIDE ONLY.**

With marbleized or veined colors, it is unrealistic to assume that the veining pattern cast in a 5" x 3" sample mold can exhibit the same pattern as that attained when casting on the much larger surface of a top. When selecting or matching colors, lighting and reflection may affect color, as well as different surfaces, such as porcelain, ceramic, acrylic, fiberglass and enameled surfaces.

## *Natural Granite and Cultured Marble*

### **1-YEAR WARRANTY**

Our Natural Granite and Cultured Marble vanity tops carry a one (1) year limited warranty against manufacturing defects. Claims regarding veining, background color, broken or chipped products must be made at the time of delivery. If the product is found to have a defect in materials or workmanship within the terms of this warranty, Rynone will repair or replace the product at their discretion. Rynone will not be responsible for labor, installation, freight or any other charges incidental to removing or replacing a defective product



Rynone Manufacturing Corp. • North Thomas Ave. • PO Box 128 • Sayre, PA 18840

Phone: (570) 888 5272 • Fax: (570) 888-1175

[www.rynone.com](http://www.rynone.com)

## **Prism Quartz by Rynone Care and Maintenance**

Web: [www.rynone.com](http://www.rynone.com)

Prism Quartz by Rynone is simple to clean with its hard, nonporous surface. We recommend you use a mild household cleaner, such as 409<sup>®</sup>, Fantastik<sup>®</sup>, Lysol<sup>®</sup>, or Windex<sup>®</sup> directly on a damp cloth or sponge. Rinse thoroughly after cleaning. In case of stubborn spills or stains, soak the area for up to 10 minutes with one of the above cleaners and vigorously wipe away with a non scratch Scotch Brite<sup>®</sup> pad.

The natural quartz makes it the toughest interior surface available on the market. It resists scratching and staining better than any other natural stone or solid surface. Do avoid excessive force or pressure because that may mar or chip the surface. Don't worry about spills from coffee, wine, lemon juice, olive oil, vinegar, makeup, and many other common household products; just avoid harsh chemicals.

Do not place kitchen utensils such as frying pans or saucepans directly on the surface right after using. Leave them on top of a tablemat (if possible with rubber support) to cool down. Thermal shock caused by the difference in temperature (cold/hot) could damage the surface.

### **RECOMMENDED PRECAUTIONS**

- Do not place outdoors or anywhere exposed to direct UV rays.
- Do not place objects recently removed from the heat directly on the surface, use a tablemat/pan stand or similar.
- Do not use repellents, sealants, polish, etc.
- Do not polish.
- Do not use degreasing agents with a high mineral content or highly vigorous products. Avoiding using metallic scouring pads. The use of this type of product can lead to the loss of the product guarantee.

### **Examples of products that should not be used on Prism Quartz surfaces:**

- Paint strippers, brush or metal cleaning products
- Oven cleaning products, methylene chloride cleaning products
- Acids for unblocking drains
- Nail polish remover with acetone, etc.

If any of these products are ever spilled onto the surface, remove as soon as possible using plenty water and mild soap.

**SILESTONE**<sup>®</sup>  
by COSENTINO



## **Silestone<sup>®</sup> Care and Maintenance**

Silestone is virtually maintenance-free. It does not need to be sealed and cleaning is a cinch. Simply wipe the surface with soap and water on a regular basis to maintain its beauty and shine for years to come.

### **Difficult Spills**

To remove difficult spills, soak the area for 10 minutes with a mild household cleaner (such as Formula 409<sup>®</sup>, Lysol<sup>®</sup>, or Windex<sup>®</sup>) then rinse and clean away with a soft Scotch Brite<sup>®</sup> pad. For stains that harden as they dry, such as food and gum, remove by gently scraping off of surface (using a blade or putty remover), and then clean using warm water and soap.

### **Extreme Heat**

Silestone is resistant to heat and can withstand moderately high temperatures for brief periods of time without being damaged. As with any natural stone, however, certain exposure to heat may cause cracks due to thermal shock. Always use a trivet to place hot items on Silestone. Do not use crock pots or electric skillets while in direct contact with Silestone natural quartz surfaces.

### **Harsh Chemicals**

The following will harm Silestone: Drano<sup>®</sup>, Liquid Plumber<sup>®</sup> oven cleaners and floor strippers. Do NOT use these or any other harsh chemicals on your Silestone natural quartz surface.

### **Sunlight Exposure**

Continuous long-term exposure to direct sunlight (UV Rays) may result in slight discoloration of Silestone natural quartz surfaces.

### **General Precautions**

To prolong the life of your knives, always use a cutting board. Natural quartz is one of the hardest minerals found in nature, making Silestone highly scratch-resistant. That same hardness may dull the sharpness of most knives.

Silestone<sup>®</sup> Quartz.  
A Cleaner, Safer  
Countertop.



## Routine Care

Silestone requires very little maintenance. Simply wipe your Silestone surface with soap and warm water on a regular basis to maintain its beauty and shine for years to come. Any pH balanced general-purpose household cleaner may be used. (e.g. Dish Soap, Windex®)

## Difficult Spills

To remove difficult spills, wipe the surface with Dawn dish soap scrub with a non-scratch scotch brite pad and rinse with warm water. For stains that harden as they dry, such as food, gum, nail polish, and paint, remove by gently scraping off of surface (using a blade or putty remover), and then clean using warm water and soap. Gray marks left by the razor, can be wiped away with soap and water. Silestone's advanced technology makes its surface extremely resistant to damaging chemicals. Difficult spots may be treated with one of the cleaners listed below. Leave the cleaner to sit for up to 10 minutes. Scrub and rinse thoroughly.

- Lacquer Thinner
- Rubbing Alcohol
- Ammonia
- Mineral Spirits
- Vinegar
- Formula 409
- Windex
- Paint Thinner

Caution should be exercised in the handling and storage of any of the above chemicals / products. Manufacturer's instructions should be exercised when using and storing these products.

## Extreme Heat Protection

Silestone is extremely resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. Although Silestone is more heat resistant than any other stone surface, all stone can be damaged by sudden and extreme temperature changes, especially near the edges. For this reason, we recommend using a trivet or a hot pad to protect your Silestone surface from extreme heat.

## Chemicals to Avoid

Avoid exposing your Silestone surface to strong chemicals and solvents. Items to avoid include: nail polish remover, permanent markers or inks, oil soaps, and furniture cleaners or paint strippers that contain trichlorethane or methylene chloride. Also avoid exposing you Silestone surface to chemicals with high alkaline/PH levels, such as oven cleaners.

Caution must be used for the following:

- Products containing oils or powders may leave a residue.
- Repetitive use of abrasive scrubs/cleaners may dull Silestone's finish.
- Use of oven/grill cleaner may discolor Silestone and should be avoided.
- Repetitive exposure to extreme heat may damage Silestone's finish.

Apparent stains like wine, coffee, food, makeup, etc.:

- Apply the appropriate cleaner with a paper towel and wipe. If necessary, the area may be soaked with pads of paper towels from 3-10 minutes;
- Scrub the area with a non-scratch scotch brite pad;
- Rinse thoroughly ;
- Dry thoroughly.

### General Precautions

Although Silestone is extremely scratch and heat resistant, we recommend protecting your Silestone surface by using a hot pad or trivet for extreme heat protection, and by using a cutting board in order to avoid damage to your knives.

### Recommended Non-scratch pad



### Dawn dish soap



### Dawn High Surfactant Formula - Seeks out Greasy Soil and Lifts It Out

