

SOLID SURFACE USE & CARE GUIDE

Customer information in regards to Solid Surface countertops. Please take the time to read.

Solid Surfaces were created for a lifetime of easy care. They are durable and, in most cases, can be repaired or refurbished if damaged. With simple care and maintenance, a kitchen or bath area, as well as high-use commercial applications, will last for many years. Follow these guidelines and instructions to preserve your solid surface products and prevent permanent damage.

Some colors may require more frequent cleaning to maintain a uniform finish. Darker colors tend to require more attention than lighter colors. Over time, even with proper care, your countertop will acquire a patina, changing the appearance of the finish

Experience has shown that water left to dry on the surface will cause a film build-up from mineral deposits and even from chlorination. This film will dull the countertop surface, making the finish appear cloudy, blotchy and uneven. To prevent this film build-up, it is very important to wipe the countertop completely dry after spills and cleaning.

It is also important to note that standing water left under soap dispensers, drain trays, drying racks, and even potted plants will also develop this cloudy appearance. In some cases it is found that only a complete surface re-sanding will remove this cloudy and blotchy appearance. Service charges will apply.

In extreme cases other repair techniques may be necessary.

Everyday Care

General cleaning of your solid surfaces can be done by wiping the surface with a damp cloth or sponge, then dry with soft cloth or paper towels to prevent spotting; especially in areas with hard water.

Basic Stains

Clean with an ammonia-based product such as household glass cleaner or commercially available non-abrasive spray-on cleaners for solid surface products. Wipe dry with a soft cloth or paper towels to prevent spotting.

Removing Hard Water Marks

Use cleaner formulated for removing hard water marks, such as CLR® or Lime-A-Way®.

Stubborn Stains

Dark colors in countertop surfaces and particularly dark colors that have been finished to a gloss, like anything else, will potentially show signs of use, such as scratches and soap residue, more readily than light colored solid surface materials. Therefore, a gloss finish generally requires additional maintenance and care to retain its original luster. (Note: please contact your certified fabricator/installer if you are uncertain which type of finish is applied to your solid surface).

DO NOT attempt to repair scratches, chips or burns, contact a certified fabricator/installer

MATTE FINISH is the standard finish delivered by your certified fabricator/installer. It is a low or no-sheen finish and is recommended in all high-use areas.

SATIN FINISH has a slightly higher sheen than Matte and requires more attention depending on frequency of use and area of application.

Lightly scrub surface in a small circular motion with a wet sponge and soapy water over stain.	
Darker Color	Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level.

GLOSS FINISH is a higher and reflective sheen that requires additional care and maintenance.
DO NOT USE ABRASIVE CLEANSERS AND PADS OF ANY TYPE ON A GLOSS FINISH.

Spray a non-abrasive product such as Formula 409® over stain and wait for a couple of minutes. Then, scrub in a small circular motion with a wet sponge.	
Darker Color	Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level. Do not use abrasive cleansers, or pads...

After completing the above procedure, rinse with clear water and wipe dry with a soft cloth or paper towels to prevent spotting.

Preventing Damage

Minor damage that may accidentally occur is most often repairable by a certificated fabricator/installer. However, be sure to follow these guidelines to prevent damage to your surface:

HEAT: DO NOT PLACE HOT COOKWARE DIRECTLY ON SURFACE.

Solid Surfaces have excellent heat resistant properties compared to other countertop materials. However, placing hot pans, as well as some heat generating appliances such as electric grills or deep-fryers, can damage the surface. Always use a hot pad or a trivet with rubber or felt feet with a minimum ¼" legs to protect the surface. Avoid subjecting Solid Surfaces to extreme hot temperatures.

CHEMICALS:

Avoid Strong Chemicals

Some chemicals are not compatible with Solid Surfaces. Avoid surface contact with:

Strong chlorinated solvents

Chloroform

Ketones

Methylene chloride (paint removers)

Very strong acids such as concentrated sulfuric and hydrochloric acids

Acid drain cleaners should not be used.

Paint Removers, acetone, and oven cleaners

Surfaces exposed to these agents should be promptly flushed with water. Contact for even a short period of time can cause surface damage, spots, or staining. Severe damage caused by incompatible chemical contact will require professional repair.

Contact your certified fabricator/installer for assistance.

SCRATCHES:

Never cut or chop directly on a Solid Surface, always use a cutting/chopping board.

FRACTURES:

Avoid standing on countertops or dropping heavy objects on the surface.

NOTE: Gloss reduction, scratching, and staining on solid surfaces incurred over time due to use is NOT a manufacturing defect but is considered normal wear and tear – This is NOT covered under any Warranty. However, the countertop can be re-sanded and refinished periodically if you so choose -- You will be charged the standard service rate. If your product is nicked or deeply scratched, please contact your certified fabricator/installer for advice about the most effective method of repair – repairs are performed by an experienced professional (service charge may apply).

SOLID SURFACE SINK & BOWLS

Solid Surface sinks and bowls are highly resistant to staining by common household foods, liquids, and cosmetics. However, leaving food residue and chemicals on the surface to air dry can result in a stubborn stain unless rinsed immediately with water.

Everyday Care and Basic Stains

Clean regularly with Soft Scrub® or a mild detergent such as those used for hand dishwashing.

Stubborn Stains and Minor Scratches

Apply a mild abrasives cleanser such as Bon-ami®, Comet® or Soft Scrub® on the area and buff in a circular motion with a green Scotch-Brite® pad. Buff over the entire sink to blend the finish and then rinse.

Disinfecting

To keep sinks bright and clean, occasionally apply liquid bleach and water using the following steps.

Fill sink 1/4 full with water and add 1 cup of bleach.

Carefully (without splashing) scrub the entire surface with a green Scotch-Brite® pad and sponge. Then, drain and rinse.

Preventing Damage

Solid Surface sinks and bowls are highly durable. However, be sure to follow these guidelines:

Allow heated cookware to cool before placing in sink

Always run cold water when pouring boiled water or hot liquids into sink

Do not expose the surface to harsh chemicals, such as paint remover, turpentine, nail polish remover (acetone) or drain, stove and toilet cleaning products. If the chemicals come in contact with the surface, immediately wash them off with water, using appropriate safety measures to avoid injury.

Avoid dropping heavy objects on the surface