

USE AND CARE GUIDES

Cutting Edge Stoneworks



*"Setting the standard for fabrication of natural and engineered
countertops throughout the Carolinas"*

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DEKTON Use and Care Guide

DEKTON IS A SOPHISTICATED BLEND OF THE RAW MATERIALS USED TO PRODUCE THE VERY LATEST IN GLASS AND PORCELAIN AS WELL AS THE HIGHEST QUALITY QUARTZ WORK SURFACES.

Routine Care and Maintenance

Due to its practically zero porosity, the ultra-compact Dekton® surface is highly resistant to staining in day-to-day use and from chemical products, making it ideal for use as a kitchen worktop and as a surface for other kinds of work, both inside and out. For general cleaning, Cosentino recommends the use of Q-Action with a sponge or a sponge with soft fibers. If this product is not available, the best option is to use a neutral soap and water.

In the case of aggressive stains, either from products that are resistant to normal cleaning agents or because they have remained on the work surface without being removed, we recommend using more specific products such as: solvents (acetone or universal solvent type). The accompanying table shows the various types of stains with their corresponding cleaning products.

Acid cleaning products can include any of product that contains acid or descaling agent etc. Alkaline products include basic cleaning agents, ammonia etc.

Solvents can include products such as universal solvent, turpentine (white spirit), acetone, alcohol etc. Oxidants include products such as hydrogen peroxide and diluted bleach.

Prevention of Knocks

Although Dekton® is an extremely resistant surface, knocks should be avoided in areas which are more exposed (corners, edges, bevels etc.).

Performance in Contact with Hot Objects

Recipients such as frying pans, saucepans, casseroles and coffee makers etc. can be placed directly on the work surface after use. Electrical apparatuses which give off heat can also be placed on the unprotected surface. Dekton® is designed to withstand utensil temperatures from domestic use.

Precautions

- Avoid the direct contact with metal parts of electric broiler, cooking worktops or ovens that, in a bad installation get directly in contact with the material.
- Avoid direct radiations in very high temperature such as chimney, barbecues, etc. • Avoid direct contact with flame.
- For Dekton Xgloss, avoid long contact with industrial objects in very high temperatures.
- Do not polish the surface.
- Avoid the use of metal sponges or abrasive particles.
- Avoid direct cutting on the surface with ceramic knife, as they are a material with similar hardness to the top.
- For Dekton Xgloss avoid the direct cutting on the surface.
- Avoid dragging or hitting cooking utensils against worktops of dark colors from the XGloss collection, especially Spectra *For Dekton® 8 mm it is necessary to use protection for hot objects.



Engineered Stone Use and Care Guide

Engineered stone is easy to maintain. It is a non-porous material that is highly resistant to stains, scratches and heat. However, it is not stain, scratch, or heat proof. Follow the proper care and maintenance recommended by your professional engineered stone distributor or installer to keep the engineered stone surface beautiful for many years.

Routine Care & Maintenance

Simply clean with soap and water on a regular basis to keep the lustrous gloss and radiant sheen. Use warm water and a damp cloth with a small amount of non-abrasive cleaner that does not contain bleach.

Although engineered stone is resistant to stain, spills should be cleaned as soon as possible. Liquid spills and stains from fruits, vegetables, or other foods should be wiped up and cleaned with soap and water.

Preventing Damages

Heat

Engineered stone is designed to be resistant to heat and can withstand exposure to normal cooking environment for brief periods of time without being damaged. Although engineered stone withstands heat better than most surfacing materials on the market, all surfacing materials, including stone, can be damaged by extreme temperature changes, whether prolonged or sudden. Trivets and hot pads should always be used when placing hot skillets, pans, crock-pots or other heat generating kitchenware on the engineered stone surface.

Scratches

Engineered stone durable surface is designed to withstand normal use. While it is resistant to scratches, cuts, and chipping, cutting directly on the quartz surface should be avoided. Using cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure long-lasting beauty.

Chemical

Avoid exposing engineered stone to any strong chemicals and solvents. It is important to note that some of these chemicals and solvents can be found in household items like paint removers, paint and stain strippers that contain trichloroethane or methylene chloride, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, and chemicals with high

alkaline/PH levels (oven cleaners, drain openers, etc.). Avoid using cleaning products that contain oils, powders or abrasives.

Although long-term or frequent exposure must be avoided at all times, the following products may be used with short-term exposure (removing and rinsing immediately after application with water) to clean difficult stains or residues. Always handle such cleaning agents with care and rinse the applied surface with water completely afterwards.

Recommended cleaners:

Simple Green, Denatured Alcohol, 10x Stone Polish, Hopes Surface Cleaner, Soap and Water, Rock Doctor

All products must have all excess removed immediately after application with water and cloth. Prolonged exposure may ruin the surface of the slab.

Chemicals to Avoid

The below list of chemicals should be avoided with engineered stone; however, the below list is not a complete list, and there may be other chemicals not listed here that may damage engineered stone. The effect of any chemical usage on engineered stone is ultimately dependent on the type of chemical, the length of exposure, and the degree of concentration.

Oil soaps, bluing agents, dyes, stains, paint thinner or strippers.

Solvents such as acetone, nail polish remover, lacquer thinner, or bleach (short-term exposure at 50% dilution may be acceptable for purpose of cleaning difficult stains-based on removing and rinsing applied area immediately).

Chlorinated solvents such as trichloroethylene or methylene chloride

Benzene, toluene, methyl ethyl ketone

Concentrated acids such as hydrocyanic acid, hydrofluoric acid, hydrochloric acid, sulfuric acid, nitric acid.

Chemicals with high alkaline/PH levels (pH > 10)

***If any of the substance listed come into contact with engineered stone, rinse with plenty of water and follow routine cleaning procedures immediately.*

Removing Difficult Spills

On stubborn or dried spills where routine cleaning procedures do not work, use a non-abrasive cleaning pad along with the following recommended cleaners:

If gum, nail polish, paint, or other substances are accidentally allowed to adhere to the surface, they can be removed with the use of a plastic scraper or putty knife to gently scrape off the substance and by following routine cleaning procedures.



LIMESTONE Use and Care Guide

While limestone is an attractive, heat-resistant choice for kitchen countertops, compared to other natural stone countertop options, such as granite and marble, limestone requires significant upkeep. Limestone is more porous than other stone, and usually light in color, so is more easily stained. However, when you know how to properly care for your limestone countertops, they make an affordable and sophisticated upgrade for your kitchen.

Scratches

Limestone countertops scratch easily. Avoid scratches by using cutting boards when using knives and placing dishes and utensils that could potentially scratch the countertops on trivets or placemats. If you find small scratches in your limestone, lightly buff them out with a fine steel wool. You may also use a small amount of polishing compound, designed to take scratches off car doors, or grout on the scratch.

Discoloration or Staining

With limestone countertops, all spills must be wiped up immediately to prevent staining. Limestone countertops are particularly susceptible to stains from acidic liquids, such as lemon juice or black tea. Hot pans may also create stains by burning or scorching the limestone. Remove stains by making a simple poultice from flour and hydrogen peroxide. To make the poultice, mix 1 cup of flour with 2 to 3 tablespoons of hydrogen peroxide. You may also use a store-bought poultice.

Other Considerations

If you can, consider the care that goes into limestone countertops before you choose to install them and make choices to minimize the amount of care and cleaning you have to do. Choosing limestone countertops with a matte, or honed, finish instead of a polished finish reduces fingerprints and make any scratches or buffed out stains less noticeable. Lighter colors of limestone shows fewer scratches and texture damage, while darker limestone hides more stains.

Sealing

Limestone absorbs liquids and easily stains, especially when acidic foods, come into contact with the stone. When you install your limestone countertops, they should be professionally sealed. After that, limestone countertops should be sealed at least once a year to prevent staining. While no sealer is 100-percent effective at keeping stains from seeping into your limestone countertops, water-based sealants offer the most protection. Specific cleaning sprays that contain sealing properties may be used on a weekly or monthly basis for added protection.

Cleaning

Limestone countertops should never be cleaned with traditional kitchen cleaners. If you cannot find a cleaner designed specifically with limestone countertops with a cleaner that has a neutral pH or a mixture of warm water and mild detergent. Never use any sponges or other cleaning supplies with rough surfaces when cleaning because they have the potential to scratch the countertops. A soft rag or washcloth works best.

TENAX ProSeal - This solvent based sealer for stone is made by Tenax in Italy and in tests this product represents the best value for sealing natural stone. It tested very good for granite (including the exotic granites), and it works on limestone, sandstone, terrazzo, concrete agglomerate, and even engineered stone. Tenax states that you can get 200 – 300 square feet of coverage per liter of Proseal! The product must be evenly applied on dry and clean materials.



MARBLE Use and Care Guide

Marble Surfaces are more susceptible to staining by many common liquids such as mustard, oil, vinegar, citrus juices, toothpaste, mouth wash, etc. Any acidic Substance that may come into contact with your marble countertops will cause a chemical reaction that will etch and remove the polish of the marble countertop

Marble is a natural product that is a more porous than granite and therefore, more susceptible to staining and chipping. Marble is a soft material which will scratch easier than granite. Marble has extrusions (small visual cracks that are not faults in the marble slab.) Marble has marks of efflorescence (appears as a white powdery residue on the surface on the stone.) Marble can come with shade, veining, pattern variances from one end to the other.

Marble requires to be sealed more often than granite, Seams in marble countertop are more visible than in granite. Seam locations are at the sole discretion of the fabricator unless specified before production. Marble is recommended honed because of the etching

Marble is porous by nature. It is more porous than granite, so it more easily absorbs liquids. That means that oil, wine, juice and other spills penetrate deeper into the stone very quickly, and they are hard, if not impossible, to get out. Even in the bathroom, be cautious with things like nail polish, liquid makeup or remover that can stain the tops. Marble's natural beauty often leaves people undeterred but fortunately there are **sealers** which are commercially available for the do-it-yourselfer, as well as **professionals** who can help.

TWO PRIMARY FINISHES:

A **polished** finish has a glossy surface that reflects light and emphasizes the color and markings of the material.

A **honed** finish is a satin smooth surface with relatively little reflection of light. Generally, a honed finish is preferred for countertops

HOW TO CLEAN

Do clean surfaces with mild detergent or stone soap.

Do blot up spills immediately.

Do not use vinegar, lemon juice, or other cleaners containing acids on marble.

Do not use abrasive cleaners

Clean stone surfaces with a few drops of neutral cleaner, or a mild liquid dishwashing detergent and warm water. Use a clean, soft cloth for best results. Too much cleaner or soap may leave a film and cause streaks. Do not use products that contain lemon, vinegar, or other acids on marble or limestone. Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.



NATURAL STONE Use and Care Guide

Purchasing natural stone is an investment in elegance that will give you many years of wear. Following some simple precautions, properly sealing, and using the correct cleaning methods and products, will insure you a lifetime of use from your natural stone. Below are a few tips on how to properly care for your natural stone and help extend its life and beauty.

SEALING YOUR STONE:

Natural stone has been formed over millions of years, but improper care can ruin nature's exquisiteness. Although we usually think of stones as "hard," It is a porous material that can absorb spills and stains if untreated. Sealing your stone with a quality impregnating sealer will prevent most spills from damaging your investment.

There are a wide variety of sealers available, so you need to select one for your specific needs and natural stone type. Impregnating sealers, with new, advanced fluoropolymer technology, penetrate the stone and help protect it against water and oil-based stains. Industry professionals now recognize that natural stone is best protected with a fluoropolymer-based sealer. We seal your new stone with Tenax Proseal on polished stone and Tenax Protec on honed and brushed materials

Polished Marble is easily etched if any acidic liquids are spilled or sprayed on it. Be careful of makeup, nail polish, nail polish remover and ammonia-based cleaners. They can all etch the polished marble surface.

PROTECT YOUR INVESTMENT:

Do use coasters under glasses, especially if they contain alcohol or citrus juices. **Do** use trivets or mats under hot dishes or cookware. **Do** use placemats under china, ceramics, silver, or other objects that may scratch your stone's surface. **Do** place a small rug or mat at entryways to trap dirt and sand from normal foot traffic. **Do** dust countertops, islands, vanities, and floors frequently. **Do** blot up spills immediately to minimize permanent damage to the stone. **Do** clean surfaces by wiping with clean water or spraying with StoneTech Professional™ Revitalizer™ cleaner, then wiping dry with a clean cloth.

DO NOT use vinegar, bleach, ammonia or other general-purpose cleaners, bathroom tub and tile cleaners, grout cleaner. **DO NOT** use abrasive cleansers, soft or dry or alkaline cleaners not specifically formulated for natural stone.

CLEANING PROCEDURES

Keep your stone dry and free of dust, sandy soil will minimize the scratches and wear-patterns that can develop from everyday use of some natural stone, such as marble, limestone, and sandstone. Sweep or dust all-natural stone surfaces regularly to remove loose soil and dust.

Clean your natural stone on a regular basis with warm water and a clean, non-abrasive cloth, sponge or mop. In addition, using a neutral cleaner specially formulated for natural stone like 409 Granite Cleaner will help remove soils that normal dusting or damp mopping leave behind.

Do not use general purpose cleaners or you may damage your stone or the sealer applied. Do not use products that contain lemon, vinegar, or other acids as these may etch the stone surface and damage the polish. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface.

SPILLS

No matter how careful you are, spills are going to happen. A quick response and the right solutions can keep spills from damaging your stone or the sealer.

Etch Marks - Substances that are highly acidic, such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks,

will "etch" most marble, limestone, and travertine- whether the stone is sealed or unsealed. Although sealing allows you time to wipe up a spill, it cannot stop the chemical reaction that may leave a dull area or etch mark in the stone.

In addition, cleaners are not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone or degrade the sealer. Selecting the correct cleaning products is so important to the lifetime beauty of your natural stone.

Professional refinishing is the best way to permanently remove etch marks and restore your natural stone's even finish.

Food Spills - Scoop up the food with a plastic spoon. Blot with dry, white cloth. Spray the area with 409 Granite Cleaner. Wipe dry with a clean cloth.

Liquid Spills - Blot away the excess with a clean, dry, white cloth; turning the cloth frequently. Spray the area with 409 Granite Cleaner. Wipe dry with a clean cloth.

Mud - Let the mud stain dry completely. Remove dried mud with a soft plastic or nylon brush. Spray affected area with 409 Granite Cleaner. Wipe dry with a clean cloth. If the stain remains, contact a professional cleaner.

Oily Stains - If you identify the stain as having an oil base (from foods like salad and cooking oils, butter, or some cosmetics) you may be able to remove the stain using a poultice. We recommend StoneTech Professional™ Extract Oil Stain Removal Paste. This easy-to-use poultice is designed to slowly remove oily stains from natural stone surfaces. Follow the directions on the label.

QUARTZITE Countertop Maintenance

Cleaning quartzite countertops correctly will keep them looking beautiful for many years to come. Quartzite is a naturally occurring metamorphic rock that, through heat and pressure over time, creates a hard and dense stone with all the beauty of marble but responds more like granite. Quartzite might seem indestructible, but it's not. The maintenance is very minimal and requires care similar to that of granite."

Routine Care and Maintenance

"We recommend using a non-acidic, low pH cleanser such as mild soap and water or stone-specific cleaners easily found at your local retailer."

Not every quartzite has the same makeup and you should always ask your sales rep if quartzite is right for your application.

As with all stone, quartzite countertops should be sealed and resealed periodically; about every one or two years depending on usage.

Decrease stains and damage with:

- Use of coasters for glasses and mugs
- Immediate cleaning of potentially staining substances (citrus, vinegars, wine)
- Removal of debris
- Use of hot pads and trivets

STONE CLEANERS:

- Should be pH neutral
- Can be diluted or concentrated for different soil levels
- Should not strip the sealer

STAIN-PROOF®, formerly known as Dry-Treat™, develops world leading **impregnating sealers & enhancers** for natural stone, bricks, pavers, tiles, engineering concrete, grout AND **specialty cleaners**.