



## Polarstone® Quartz Surface Product Care & Maintenance

**The Natural Look of Man-made Quartz Surfacing Material:** Your Polarstone® Quartz Surface has unique aesthetics and properties built into the pure natural quartz slabs. Even though it is man-made, the process cannot control the exact flow of colors through the slab during the manufacturing process. As a result, your product with multiple background colors, multiple vein colors and unique flow patterns to the veining will result in one of a kind slabs. Because of this uniqueness or "Exotic" nature of the look, no slab is exactly like another. Slabs from the same batch should be used for the best possible color match. Color variations, natural color patterns and color movement are natural aesthetics of stone that Polarstone® quartz surfaces attempts to replicate through its unique process.

**Polarstone® Quartz Surfaces - Heat and Scratch Resistance:** Your new Polarstone® quartz surface countertop is heat and scratch resistant, but not scratch and heat proof. As is recommended with every countertop material, you must use cutting boards to protect the countertop as well as protect the cutting edge of your knife. You must **always use heat trivets or pads** to protect your new countertop from hot pots or heat generating appliances like a crockpot or countertop roaster oven. Do not place hot cookware directly onto any countertop, including Polarstone® quartz surfaces.

**Regular Cleaning:** Maintaining your Polarstone® quartz surface is very easy and requires nothing more than common sense to keep the surfaces looking like new for years to come. Because Polarstone® quartz surface is non porous, simple cleaning with mild soap and water will keep your surface looking like new. It is recommended that you wipe up any food or liquid spills as soon as possible using a cloth, microfiber cloth or paper towels. Please note that sponges are not recommended for quartz surfaces. When wiping with a sponge, it leaves a film of liquid on the quartz surface. This liquid will gather and form puddles in a short time period, which will evaporate and leave a dull or spotty looking finish from the sponge residue. A stubborn stain can be cleaned using a non abrasive cleaning pad such as a white Scotch-Brite® pad with a liquid non abrasive cleaner like Formula 409® Glass and Surface Cleaner. DO NOT use abrasive cleansers or harsh cleansing chemicals or pads on your countertops. See below for "*Hard to Remove Stains*". When grease from cooking is an issue, use a degreasing product to help loosen and remove the grease from the surface. Always follow the manufacturer's instructions for use.

**Hard to Remove Stains:** For stubborn stains such as permanent markers, the countertop is not actually stained like a granite, but the staining agent has adhered to the surface of the countertop. It is recommended to use a small amount of glass cooktop cleaner and a soft cloth and work the stained area in a circular motion until the mark is completely gone. We have found that Goo Gone®, Goo Off® and Magic Eraser® also work well on difficult stains. Once the stain is removed, rinse the area with mild soap and water. For hardened food, gently scrape the residue with a plastic scraper or a glass razor scraper to remove the hardened residue, then follow the above instructions if necessary to remove any stubborn residual stain.

**Durability of Polarstone® Quartz Surfaces?** Polarstone® quartz surfaces are tougher than natural stone and highly resistant to cracks, chips and pitting when installed correctly and properly maintained. However no surface is indestructible. Avoid excessive force or pressure, especially on edges and cutouts, including openings for under mounted sink. Polarstone® quartz surface installations require proper structural and level support. Your top should not sag or feel unsupported, especially against the back wall and corners after installation. If you have a concern, bring it to the attention of your installer immediately.

**Improper Load Limits on Countertops**  
A countertop is designed for the everyday loads or weights in a kitchen or bath application. A few examples of what a countertop is not designed to be used for are:

1. A seat for people to sit upon.
2. A ladder for a cabinet installer.
3. A scaffold for a painter or an electrician.
4. A workbench for a tradesmen's tool box or work area.

These are examples of improper use of your countertops. It is within your rights to insist that workmen avoid using your installed materials as their work area or scaffolding. Always inspect your countertops after you have a tradesman working in your home to be sure any damage is rightly assigned to the guilty party.

Thank You for choosing Polarstone® quartz surfaces for your home. It is unlikely that you will experience a problem due to a manufacturer's defect, you can rest assure that Polarstone US backs its Polarstone® quartz surface material with a 15 Year Limited Residential Warranty.

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