



NATURAL STONE & QUARTZ SURFACE CARE & WARRANTY

CLEANING: For cleaning of polished natural stone or quartz surfaces, clean on a daily basis with warm water and a soft clean cloth. If a cleanser is desired, use a mild dish soap (Ivory or Dawn) or any water based spray cleaner such as clear vinegar formula Windex® or Natural Stone Cleaner 409®. If a film develops, use a white vinegar and water solution (1 part vinegar to 3 parts water) and a clean, soft cloth to remove streaks, smudges and oils. For cleaning of honed or leather finished natural stone or quartz products, use Countertop Magic® or mild dish soap with warm water and a soft cloth.

SEALER/STAINS: Sealer penetrates the stone, buying you time to wipe spills up. However, spills should still be wiped up in a timely manner. Spills left over a period of time could seep into the stone and cause staining. If a stain occurs, it is likely it can be removed depending on the nature of the stain.

- If you purchased a natural stone (excluding soapstone) your countertops have been sealed prior to installation. After installation you may choose to use a sealer product such as StoneTech® Impregnator to provide additional protection from everyday dirt and spills. Some stones may only need sealing every few years depending on the stone's porosity and your daily use of the countertops. Using StoneTech Revitalizer Spray on a regular basis will minimize the need to reseal.
- To determine if your countertop needs resealing, perform a "water test" by placing some water onto your stone. If within 15-20 minutes the water begins to absorb into the stone, it is time to reseal. To reseal, we recommend StoneTech® Professional Care System. Silestone® (excluding Silestone® Leather series) and quartz surfaces do not require sealing.
- Soapstone requires multiple applications of mineral oil (found at any local drug store) over the years. This will darken the color and assist in covering scratches. Do NOT use sealer on soapstone countertops.
- Few granite and most marble, limestone, and travertine require an immediate application or multiple applications of sealer by the homeowner. The natural porosity of these stones and its use in your home requires them to have more initial sealing. If you have a more porous surface such as limestone, we recommend Bullet Proof by Stone Tech®. When sealing, be sure to follow instructions as directed by the product.
- Marble, limestone, travertine, and onyx are prone to etching. (Slate and most granite are acid resistant.) When acid comes into contact with a stone surface, a chemical reaction takes place that may cause etching. Sealing will give you time to wipe up spills but can not stop the chemical reaction. Many household foods and cosmetics contain acids that can degrade a stone's surface. Some acidic foods are: juice, coffee, wine, soft drinks, tomato based products, and lemons. Do not leave these items resting on your countertops for any length of time.

CHIPS & SCRATCHES: Even though it is extremely difficult to scratch granite and quartz surfaces, the use of a cutting board is recommended. Cutting directly on granite can dull your knives. Quartz is more susceptible to scorching or cracking from high heat items - use a trivet or cutting board. Granite does NOT harbor bacteria or mold. Tests conducted by the Hospitality Institute using e-coli contaminates show granite is second only to stainless steel in bacteria resistance. It is extremely difficult to chip your countertop. In the event you get a chip, save the pieces. It can be repaired by a technician.

IMPORTANT

- Do NOT use plumber's putty or any oil based adhesives on your tops. Do NOT use Scotch-Brite®, scouring or steel wool pads, or any acid based cleaner on your countertops. Do NOT set Liquid Plumber, Drano or any like chemicals onto your countertops.
- Granite, marble and other stone products are natural products, many of which are crystalline in structure. Fissures and pits are not fabricating defects. Some stones may have more than others; each stone is unique. Feel pits and fissures and expect them.

The above information is a compilation from several manufacturers & given as a general guideline. For more detailed information, please refer to the brand manufacturer's website for your specific product.

WARRANTY: Village Floor & Wall, Inc. warrants workmanship for 1 year from the date of installation. Materials are warranted to the same extent and for as long as the manufacturers warrant such. Inspect your job thoroughly immediately following installation, to see if everything is completed as agreed. Warranty items that are covered by your contractor should be reported to them, they in turn will contact us. The following are excluded from the terms of this warranty: loss or damage from normal wear and tear, humidity level changes, negligence or improper maintenance. Loss or damage which the homeowner has not taken timely action to minimize is also excluded.