



COUNTERTOPS



WORKMANSHIP WARRANTY

Onyx Stone Inc will fabricate and install our material in accordance with the industry standards. We will repair or replace any part that fails due to improper fabrication or defective seams.

Warranty is one year from date of installation for all defective seams and undermount sinks.

Onyx Stone Inc will not be held responsible for any defects or malfunctions due to:

- Accidents or alterations by the customer
- Misuse or damage caused by physical abuse, such as standing on the counters
- Scratches caused by dragging objects across the surfaces
- Chips caused by banging or hitting the stone
- Natural properties of stone such as fissures or mineral deposits
- Natural stone and quartz are subject to thermal shock. Thermal shock is the sudden change of surface temperature. It is recommended that you protect your countertop surface from direct heat sources by using place mats, coasters and/or trivets.
- Scorching caused by placing hot pots/pans placed on countertops
- Seam failure due to settling or structural issues unrelated to the countertop installation
- Staining, surface etching (citric acids, vinegar, cleaning products etc.)
- Sinks dropping due to being plumbed before 24hrs has passed and/or misuse

Our warranty applies to:

- countertops that have not been moved from their original place of installation
- are used exclusively by the original homeowner
- are maintained in accordance with the maintenance instructions provided

Silestone®

CARE & MAINTENANCE

A product designed by **COSENTINO**



NATURAL QUARTZ

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. Dawn Dish Soap, Windex®)



General Precautions

As with any natural stone, certain exposure to heat may cause cracks due to thermal shock. 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. Hot pans, pots or small electrical appliances should not be used directly on top of your Silestone surface as this can cause scorching, dull areas and cracks. Do not use crock pots, electric skillets or griddles directly on your Silestone surface. Additionally it is recommended that a cutting board be used to protect the stone & surface from scratch.



Advanced Cleaning

GREASE STAINS

For grease stains, apply a small amount of Formula 409, Windex, or other common household cleaner to the stain and rub with a non-scratch scouring pad (e.g. Scotch-Brite). Rinse immediately with water.

LIME SCALE AND HARD WATER STAINS

Hard water build-up can cause staining on Silestone surfaces. To clean these areas, apply a paste made from equal parts baking soda and white vinegar. Let it sit on the surface for 10-20 minutes, then remove with cold water using a Scotch-Brite non-scratch scouring pad or sponge. You may have to repeat this process several times in order to completely remove the stain.

Another option is to sprinkle hydrochloric acid on the countertop surface and let it sit for one minute. Rinse with water. Do not use hydrochloric acid products on faucets or sinks as it may damage their finish.

Difficult Stains.

For difficult stains, spray Formula 409, Windex, or any other common household cleaner on the affected area of the Silestone product for 2 minutes then scrub with a non-scratch scouring pad. Rinse thoroughly with water.

Loss of sheen.

The loss of sheen on the surface of the Silestone countertop may be due to the use of products such as waxes, sprays or sealants to try to bring out the surface's luster. However, these products become less effective over time. This lack of sheen therefore has nothing to do with the original mechanical sheen of the product when it leaves the factory. To recover this non-natural sheen, a multi-purpose furniture spray that is suitable for the countertop can be used.

Difficult Spills

Silestone's advanced technology makes its surface resistant to damaging chemicals. To remove difficult spills, wipe the surface with Dawn dish soap, scrub with a Scotch-Brite non-scratch scouring pad and rinse with warm water. For stains that harden as they dry (food, gum, nail polish, paint) remove by gently scraping the surface using a razor blade or putty knife, holding upright so as not to scratch the surface. Then clean using warm water and soap. Gray marks left by the razor can be wiped away with soap and water.

Difficult spots may be treated with one of the cleaners listed below. Leave the cleaner sitting 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. Manufacturer's instructions should be followed when using and storing these products.

Extreme Heat Protection

Silestone is 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 trichloroethane or methylene chloride. Also avoid exposing your 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 and cleaners may dull Silestone's finish.
- Oven/grill cleaner may discolor Silestone and should be avoided.
- Repetitive exposure to extreme heat may damage Silestone's finish.

TO REMOVE STAIN SUCH AS WINE, COFFEE, FOOD, MAKEUP, ETC:

- Apply the appropriate cleaner with a paper towel and wipe off the surface.
- If necessary, the area may be soaked with pads of paper towels for 3-10 minutes.
- Scrub the area with a Scotch-Brite non-scratch scouring pad, rinse and dry thoroughly.

Precautions

DO NOT PLACE SILESTONE OUTDOORS OR IN PLACES WITH UV LIGHTING.

- Over the years, the color and shade of Silestone products may suffer from the effect of the sun's rays.

DO NOT USE WATER REPELLENTS OR SEALANTS TO BRING OUT THE LUSTER.

- Once it has been installed, the sheen on Silestone is the natural luster of the product itself.
- Sealants and water repellents provide an artificial, ephemeral shine.
- Do not use paint strippers, caustic soda, or products with a pH of more than 10.

DO NOT USE BLEACH AND SOLVENT

- Do not use bleach for maintenance. When this product remains on the surface for more than 12 hours, the stone surface may lose its sheen.
- Do not use chlorine-based products like trichloroethane (present in paint stripper).
- The surface of the material should not be re-polished – either on floors or countertops.
- Do not use degreasing agents such as those used in oven cleaners.