

# Solid Surface Care & Maintenance

Keep your surfaces beautiful for years to come!



## Daily Cleaning

- Simply wipe your quartz countertop with a soft cloth, using mild soap and water.
- A mild household cleaner such as Windex, Simple Green, or 409 can also be used.
- Always wipe surface thoroughly to avoid streaking and film build up.
- Spills should be wiped up immediately.
- Always use a non-abrasive cloth when cleaning to avoid dulling your surface.

## Tough Stains or Spills

- **Oils & Grease:** Use a rubbing alcohol and water solution or mild household cleaners, such as Windex, Simple Green, 409, etc.
- Never apply pressure that is heavier than the natural weight of your hand to avoid damaging the finish and causing dull spots.

## Appliances

- Dishwashers must be installed in such a way that the front of the door protrudes past the front edge of the countertop, never lower.
- All drop-in ranges and cooktops must have heat reflective tape in place around the cutout when installed.
- If heat reflective tape is not present, contact your fabricator or kitchen dealer immediately.
- Do not use screws to attach anything to your solid surface.
- Upon replacement of a range or cooktop, contact your fabricator or local solid surface dealer for requirements and assistance.

## Essential Gear

- **Trivets:** Hot pans and heat-generating appliances (frying pans, baking pans, electric skillets, crock-pots, etc.) can damage your solid surface due to excessive heat. To prevent damage caused by heat, ALWAYS USE A TRIVET WITH LEGS to protect the surface. Damage caused by excessive heat may be able to be repaired; however it is not covered under your warranty.
- **Cutting Boards:** Always use a cutting board instead of cutting directly on the surface. While minor cuts and scratches can be buffed out using a circular motion with a Scotch-Brite® pad, care should be taken to prevent them. For semi-gloss and gloss finishes, please contact Counter Solutions by Lumbermen's at 616-261-3239 before attempting to repair the surface. There may be extra cost associated with renewing this type of finish.

## Repairs

- If the need ever arises to repair your solid surface countertop, color matched material (produced at the same time your countertop material was produced) will be required.
- A small amount of this material is provided at the time of install from cutouts (sink, cooktop, etc.). Without this material, neither your solid surface manufacturer nor Lumbermen's Inc. can guarantee color consistency of a repair.
- Inspection and maintenance of caulking is the consumer's responsibility.

## What Not to Use

- Avoid exposing the surface to harsh chemicals, such as paint remover, turpentine, nail polish remover or stove and drain cleaners.
- If these chemicals come in contact with the surface, immediately wash them off with water, using appropriate safety measures to avoid injury.

## Dark Colors

- The formulation used to manufacture the darker colors is the same as all other colors. However, dark colors are prone to show scratches, dirt, grease, and water spots more commonly than lighter colors.
- Please be aware that dark colors will take more maintenance and care to avoid damage to the surface.

## Warranty

Counter Solutions by Lumbermen's warrants the purchaser that our fabricated products will be free of manufacturing or installation defects for one (1) year from the date of purchase by the original purchaser.

Counter Solutions by Lumbermen's warranty obligation is limited solely to the repair or replacement of the fabricated product and excludes labor charges.

Counter Solutions by Lumbermen's warranty does not include the following:

- Scratches, gouges, or chips
- Heat-related damage
- Improper use or abuse post- delivery or installation.
- Installations performed by individuals other than Counter Solutions installers
- Abrasive or chemical damage, including usage of household cleaners or substances unsuitable for the materials.

Countertops that are ordered "furnished only" are inspected before shipping. It is the purchaser's responsibility to inspect all materials at the time of delivery. All damage claims on "furnished only" tops are to be reported immediately.

Countertops that are ordered "furnished only" should be installed immediately to prevent damage.

Some patterns are directional or have random patterns; therefore, Counter Solutions by Lumbermen's will not guarantee color or pattern match at seams, miters, or other joints.

Please refer to the specific brand warranty information on each product's individual website for the material warranty. Counter Solutions by Lumbermen's warrants the fabrication and installation, not the countertop materials themselves.

## Need Help or Have Questions?

Contact your Counter Solutions representative  
or visit [mycountersolutions.com](http://mycountersolutions.com)

