



# STONE QUARTZ

— SURFACES —

## **Care & Maintenance Guide**

Stone Quartz surfaces are made to last, but even the toughest materials need proper care and maintenance. Follow our Care & Maintenance guide to get the most out of your Stone Quartz surfaces!

First and foremost, Stone Quartz takes pride in the fact that our slabs are durable and made to withstand the test of time, but you will only get out of them what you put into them. Which shows us that the fact that you're reading this guideline in the first place is a good indicator that your Stone Quartz surface will serve you for a very long time.

### **General Tips & Tricks to prevent damaging and to maintain all Stone Quartz surfaces:**

- Preventing Patina, Rust, and Limescale:
  - The best defense against these nuisances is your quick action. Your Stone Quartz surfaces should always be kept dry, if you notice a spill of any kind, be proactive and wipe dry with warm water and a cloth.
- Scratch Prevention:
  - All Stone Quartz surfaces are highly scratch resistant, but not scratch proof. The best way to prevent scratches is to always cut directly on a cutting board and to use caution when handling sharp objects near your Stone Quartz surface.
- Chemical Damage Prevention:
  - See our below list of approved cleaning products and cleaning products to avoid. Prolonged exposure of any chemical, even approved chemicals, may eventually cause damage, so be sure to quickly wipe away the chemical with warm water.
- Heat Damage Prevention:
  - Stone Quartz carries 3 different materials, Quartz, Qrystallo, and Porcelain, all of which have different heat tolerances. Qrystallo and Porcelain have high heat tolerances, but should still be treated with care in



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this regard. Quartz has a heat tolerance of 150° which means it can withstand a lot of heat, but if you were to put a boiling pot directly on to your quartz surface, it might experience thermal shock and damage your surface. The best practice to prevent heat damage is to always place hot cookware directly onto a trivet or heat pad. Be sure to never expose your quartz to extreme temperatures or extended exposure to UV Light.

### **Cleaning Products & Chemicals to Avoid:**

- Oven grill cleaners
- Floor strippers
- Paint removers/strippers
- Toilet bowl cleaners
- Soaps that contain oil.
- Tarnish removers
- Furniture cleaners
- Drain products
- Battery acid
- Dishwasher detergent
- Bluing
- Nail polish remover
- High PH/Alkaline solutions
- Abrasive scrubbing pads/brushes
- Steel wool
- Sealers
- Cleaners with plant oils
- Cleaners specifically made for granite and other natural stones
- Any products containing trichloroethane and/or methylene chloride
- Any products containing citric acid, such as Clorox, Zytex, etc.
- Any products made for porous surfaces
- Any other extreme cleaners of this kind.
- In general, avoid strong chemicals, strong solvents, strong acids or alkalis, strong oxidizers, and/or any similar substances.
- If your Stone Quartz surface were to ever come into direct contact with these potentially damaging products or any other extreme cleaners of this kind, immediately rinse the area with water and wipe it dry with a cloth.

### **Approved Cleaning Products:**

- Daily Cleaning & Care:
  - Oil free soaps, such as Dawn Professional.

- Always use a non-abrasive scouring pad or a soft cloth when cleaning your Stone Quartz surfaces.
- Vinegar can be used, but only if it is regular strength and diluted into a mix of half water and half vinegar.
- Make sure to wipe with a damp cloth and then dry your Stone Quartz surfaces after cleaning to avoid patinas.
  
- Disinfectants:
  - Disinfectant spray, such as Lysol Spray
  - Disinfectant wipes, such as Lysol Wipes
  - Rubbing alcohol with an isopropyl percentage of 60% or greater, best used diluted with water and a drop of one of our approved soaps.
  - Bleach is not recommended, if ever used, it must be diluted.
  - In general, keep away from the extreme disinfectants, especially ones with strong acids like citric acid, as they may cause damage.
  
- Heavy Duty Stains:
  - The stain removal methods mention in this section are only for the following stains, all other stains should be removed using the methods mention in the “Daily Cleaning & Care” section.
  - Stains that are considered heavy duty are from the following sources:
    - Machine oil
    - Hair shampoo
    - Food coloring
    - Olive oil/cooking oils
    - Ink/markers
    - Red wine
    - Make-up
    - Paint
    - Epoxy
    - Coffee & tea
    - Herbs & spices
    - Food
    - Rust
    - Metal marks
  
  - For the stains in this section (Heavy Duty Stains), Stone Quartz recommends Bar Keepers Friend or Vim Cream cleaners.
  - Since these cleaners are strong and naturally abrasive, you will only need to place a very small amount on a damp non-abrasive rag/cloth. Then, gently wipe the affected area, follow up with a thorough rinse and finally dry the area with a rag or cloth.
  - If the area is still affected after this process, apply the cleaner (Bar Keepers Friend or Vim Cream) directly to the affected area, allow no more than one minute to pass, then gently wipe the affected area with a non-abrasive rag/cloth, finally, thoroughly rinse and dry the affected area.

## Frequently Asked Questions:

- Will My Stone Quartz Surface Develop a Patina Over Time?
  - All stone surfaces develop patinas over time, one version of a patina is a chemical patina, which is a patina that is accelerated by using the wrong cleaners for the surface. The other type of patina is a natural occurring patina, which occurs naturally over an extended period of time. Natural occurring patinas are neither a “defect” with your Stone Quartz surfaces, nor is it a stain. It can easily be removed using the proper cleaners.
- Where Can I Find Stone Quartz’s Recommended Cleaning Products?
  - All of our recommended cleaners can either be found at your local grocery store or on the brand’s website under their “Where To Buy” page.
- How To Clean Stone Quartz “Matte” and “Concrete” Finish Surfaces?
  - “Matte” and “Concrete” finish surfaces are more abrasive and exposed than other surface finishes. This allows the naturally occurring signs of daily living (i.e., metal marks, finger prints, residue, etc.) to be more apparent on “Matte” and “Concrete” finish surfaces, but still can easily be removed with the above recommended cleaning methods. Finishes such as “Matte” and “Concrete” may require more regular cleaning than other surface finishes.
- Does Stone Quartz Offer Their Customers a Warranty?
  - Stone Quartz offers a 25-year Residential Warranty on our Quartz and Qrystallo surfaces. We are extremely confident that, if you follow this care and maintenance guide, all of our surfaces will stand up to the test of time. We always try our best to keep our prices as low as possible, and lower than our competition, but with that being said, we acknowledge that renovating or building can be expensive regardless, which was the main reason why we decided to offer a warranty. The only question we want our customers to have, is which colour to pick.
- Does My Stone Quartz Surface Need To Be Sealed?
  - Unlike granite, marble, and other stones, Stone Quartz surfaces never have to be sealed. All Stone Quartz surfaces are non-porous and highly stain resistant.
- Can I Cut Directly On My Surface?
  - Even though your Stone Quartz Surfaces are highly scratch resistant, you should never cut directly on your Stone Quartz surfaces, always use a trivet or a cutting board.

- Can I Put Excessive Weight Or Stand On My Surface?
  - Stone Quartz surfaces are strong and durable, but because of the fact that you do not know the maximum load capacity of the underlaying cabinetry, you should always refrain from resting excessive weight on any surface.
  
- Can I Use An Abrasive Pad/Brush/Scourer?
  - Please refrain from using any abrasive product (pad, brush, or scourer), abrasive products like these can damage the finish of your surface.
  
- Can I Place Exceptionally Hot Cookware On My Surface?
  - Stone Quartz carries 3 different materials, Quartz, Qrystallo, and Porcelain, all of which have different heat tolerances. Qrystallo and Porcelain have high heat tolerances, but should still be treated with care in this regard. Quartz can withstand very brief exposures to moderate levels of heat, but most surfaces can potentially be damaged by a rapid change in temperature. The best way to prevent potential heat damage to your surface, is to never put hot cookware directly on your surface, instead use a trivet or heat pad. Be sure to never expose your quartz to extreme temperatures or extended exposure to UV Light.

**Tip:**

When trying a new cleaning product for the first time, be sure to test it on either a sample piece or a very inconspicuous area of your surface (i.e. underneath the finished edges of your surfaces) to ensure the safety of the rest of your surface.