



# Solid Surface Care

Solid Surface countertops provide convenience with an elegant appearance when cared for properly. To safeguard your investment and keep it looking fresh, we have prepared some simple guidelines to address the basic care and maintenance that will assist you to preserve the distinctive look and feel of your countertop.

## **SIMPLE PRECAUTIONS:**

Solid Surface countertops can be renewed or repaired if necessary by a professional fabricator, it's best to try and avoid serious damage by following these few simple guidelines.

### **Preventing Heat Damage**

Solid Surface is heat resistant; however, common sense should be applied concerning exposure to direct heat. Do not place high temperature objects (e.g. teapot) or heat-generating appliances directly on a solid surface product. Hot cookware and heat generating appliances can damage the countertop surface. As with all types of countertops use solid trivets with rubber tip feet or flame resistant heat mats when placing hot objects, heat producing appliances such as electric skillets, crock pots, etc. on the countertop.

### **Protecting the Surface**

Although solid surface materials are resistant to most common household chemicals, avoid exposing the surface to harsh chemicals such as toilet bowl cleaners, drain cleaners, rust removers, contact adhesive solvent, ceramic cooktop cleaners, oven cleaners, paint or varnish removers, lacquer thinners, metal cleaners, and products containing acetone, which may mar or permanently damage if allowed to remain on the surface for an extended period. Accidental spills or splatters from harsh materials should be wiped off immediately and then rinsed with water, using the appropriate safety measures to avoid injury.

Do not cut directly on the surface of your countertop, always use a cutting board. While minor cuts and scratches can be repaired by the consumer, deeper cuts may require service of a professional at an added expense.

Do not stand or sit on the countertop

## **SOLID SURFACE FINISHES:**

There are four types of finishes that can be supplied on your Solid Surface countertop. The following simple definitions should assist with key items to consider when choosing a finish and necessary care and maintenance.

**Matte:** Recommended standard finish especially in high traffic areas with low or no sheen and normally requires the least maintenance.

**Satin:** Slightly higher sheen that may require more attention depending on traffic and use.

**Semi-gloss:** Higher sheen with some reflection requires special consumer instructions, not suggested for a high traffic or high use areas may require a certified fabricator to maintain, service charge may apply.

**Gloss:** Recommended for vertical surface only, requires certified fabricator to maintain finish, service charge may apply.

Darker patterns may need more frequent attention to maintain a uniform finish. Over time with use and general cleaning the surface finish will appear to change. We recommend to periodically cleaning the entire surface following the guidelines for removing stubborn residue to restore or maintain the original finish.

### **GENERAL CLEANING:**

For day to day cleaning, warm soapy water or non-abrasive household cleaners such as glass cleaner, Fantastik®, Formula 409® or commercially available solid surface cleaners will remove most residues. Then rinse and towel dry the surface to prevent spotting especially in areas with hard water. For a final touch, you may apply Protect All Shine Plus™ to your countertop for a clean, dry professional appearance. Stubborn residue that will not come out with day to day cleaning methods requires a slightly stronger cleaner. The following suggestions will assist you to remove stubborn residue and refurbish the finish.

### **REMOVING STUBBORN RESIDUE:**

**Matte:** Apply an abrasive cleaner like Bon-ami®, Comet® or Ajax® and a damp sponge, buff in a circular motion. Then rinse and towel dry.

**Satin:** Apply a mild abrasive cleaner such as Soft Scrub® and a damp sponge, rub in a circular motion. Then rinse and towel dry. If additional blending is necessary, lightly buff with a gray (7448) Scotch-Brite™ pad then rinse and towel dry.

**Semi-Gloss:** Apply soapy water and with a white Scotch-Brite™ pad rub in a circular motion. Then rinse and towel dry.

**Gloss:** This finish is limited to mild detergents or nonabrasive cleaners with a soft cloth.

## **REMOVING MINOR CUTS, SCRATCHES & REPAIRS:**

Solid Surface countertops are completely renewable since the colour goes all the way through. The following guideline will assist with removing minor cuts and scratches. Recommended cleansers are as follows: Bon-ami®, Comet® or Ajax®, Soft Scrub, Local retailer, Green/Blue, White Scotch-Brite™, Local retailer, and 3M Scotch-Brite™

Apply an abrasive cleaner like Bon-ami®, Comet® or Ajax® and a damp green Scotch-Brite™ pad, rub in a circular motion. Rinse and begin blending in a circular motion in progress steps until achieving uniform finish.

**Matte (blending):** With damp sponge and the same abrasive cleaner, buff in a circular motion. Rinse and towel dry.

**Satin (blending):** Apply a mild abrasive cleaner such as Soft Scrub® and a damp sponge, buff in a circular motion. Then rinse and towel dry. If additional blending is necessary lightly buff with a gray (7448) Scotch-Brite™ pad then rinse and towel dry.

**Semi-Gloss (blending):** Apply a mild abrasive cleaner such as Soft Scrub® and a damp sponge, buff in a circular motion. Rinse and lightly buff with a gray (7448) Scotch-Brite™ pad. Rinse again then follow with a white Scotch-Brite™ lightly buff in a circular motion. Rinse and towel dry.

**Gloss (blending):** Specialized tooling is normally required to achieve and maintain a gloss finish. Please contact CRS for assistance. Service charge and travel charges may apply. Should there be a variation with the surface finish, proceed with the blending step over the entire surface. For a final touch, you may apply Protect All Shine Plus™ to your countertop for a clean, dry professional appearance.

If you feel your countertops are in need of service, please e-mail our dedicated Customer Care Team at [service@crsremodeling.ca](mailto:service@crsremodeling.ca) or Call 1-877-648-7997. Requests are entered into our database and service delivery is between the hours are 10am to 4pm, Monday to Friday. After hours or weekend appointments are available, however, a dispatch fee of \$80, plus travel and applicable taxes will be applied. All service work to be performed must be approved beforehand, to help us determine the correct level of expertise and to allocate sufficient time to deliver effective service. Any work not otherwise covered by warranty and or repeat visits will be billable \$80 per hour, plus travel.