



## ROMAN MARBLE PRODUCTS, INC.



# COUNTERSTONE

## Care & Maintenance

Your new **COUNTERSTONE** worktop will have an overall satin sheen finish. As you use your **COUNTERSTONE** it will acquire a smoother, more silken finish and appearance. Even the cleaning properties appear to improve with use.

There are two types of countertop finishes: matte/satin, and gloss. Soapy water or ammonia-based cleaners will remove most dirt and stains from all types of finishes. However, slightly different techniques must be used to remove difficult stains, depending on the finish.

Some colors may appear to require more frequent cleaning to maintain a uniform finish. Darker colors will tend to require more attention than lighter colors. The same applies for finishes. A gloss finishes will tend to require more maintenance than a matte finish. Over time through care and use your countertop will acquire a patina, changing the appearance of the finish. You may restore the look of the original finish by following the refurbishing guidelines.

### **R O U T I N E C A R E for Counter Tops**

#### **Cleaning for All Finishes**

Most dirt & stains	Use soapy water, ammonia based cleaner, ordinary detergent, or a good solid-surface cleaner. Rinse and wipe dry.
Water marks/hard water scale	Wipe with a damp cloth then dry. For hard stains use a standard household lime-scale remover and follow manufacture's instructions. If necessary use an abrasive scouring pad. Rinse and dry.
Disinfecting	Using a diluted solution of household bleach wipe down surface area. Rinse and dry. (1 part water to 1 part bleach)

#### **Cleaning/Maintenance for a Specific Finish**

Finish Type	Matte/Satin	Gloss
Difficult stains	Use an abrasive cleanser and a Scotch-Brite pad.	Use Soft Scrub, diluted bleach or white polishing compound with a sponge instead of a Scotch-Brite pad.
Maintenance	Rub with Scotch-Brite pad alone.	Enhance shine with a non-abrasive polish

### **R O U T I N E C A R E for Sinks**

Cleaning	Follow same procedures as for counter tops. When using a Scotch-Brite pad be sure to go over entire sink to blend in the finish
Disinfecting	Fill sink ¼ way full with diluted solution of household bleach (1 part water to 1 part bleach)

\*Scotch-Brite is a trademark of the 3M Company. \*Soft Scrub is a trademark of the Clorox Company.



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## Damage Prevention

### **HEAT**

Although your COUNTERSTONE is heat resistant, to a certain degree, always use a hot pad or a trivet with rubber feet to protect your COUNTERSTONE. Hot pans, as well as some heat-generating appliances like frying pans or electric cooking pots, can damage the surface if a hot pad or trivet is not used. If you must put a hot pan on the base of the sink use a protective sink mat, sponge, or cloth beneath. It is best to leave the utensil to cool slightly first, or put a few inches of cool water in the sink before the pan. Also, avoid pouring boiling water directly into your sink without running the cold tap as well. **THIS TYPE OF ABUSE MAY CAUSE A CRACKED SINK.**

### **PHYSICAL ABUSE**

Avoid dropping or pounding of heavy objects on the countertop surface or in the bowl itself, as this may cause the product to chip or possibly crack.

### **CHEMICALS**

Avoid exposing your COUNTERSTONE to strong chemicals, such as paint removers, oven cleaners, bleach, brush/metal cleaners, acid drain cleaners, any cleaners containing methylene chloride, acetone-based nail varnish removers, etc.. If contact occurs, quickly flush the surface with water.

### **SCRATCHES/METAL MARKS**

Nicks, cuts, scratches. While these can permanently mar most other surfaces, they won't compromise the appearance of COUNTERSTONE solid surfaces. That's because COUNTERSTONE can be restored to its original state. To avoid most instances do not cut or chop directly on your COUNTERSTONE. Always use a cutting board.

Metal marks may occur from pots & pans (in particular, aluminum and cast iron). They will show on your COUNTERSTONE, just as they do on porcelain, ceramic, or acrylic. These marks, however, can easily be removed.

(See refurbishing your COUNTERSTONE)



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## Refurbishing Your Surface

Like all materials your **COUNTERSTONE** will develop minor damage through daily use. Including scratches, general or chemical stains, scorches or burns (e.g. by a kettle, toaster, or unglazed ceramic pulled across the surface), and minor impact marks, these can be repaired on-site with a light abrasive cleanser and a product such as a Scotch-Brite\* pad. For heavier damage, light sanding may be necessary. The following are some guidelines that can be followed:

- First identify the extent of the damage and determine whether a minor repair will solve the problem. You may want to consult with your supplier.
- If the damage is minor, try to repair it with an abrasive cleanser or a product such as a Scotch-Brite\* pad.
- If the above step is unsuccessful, light sanding may be required using a wet/dry sand paper. To minimize dust, wet the surface before starting. (See chart below for surface finish)
- If this is unsuccessful, use an electric sander and heavier-grit paper. Always make provisions to control dust.
- If the above guidelines are unsuccessful, you may need to consult a professional for optional repair options. In this case, contact your supplier for assistance.

Finish	Matte/Satin	Gloss
	Sand with 180- or 220-grit fine sand paper until cut is gone	Sand with 400 or 499-grit sandpaper. Depending how deep scratch/cut.
	Restore finish with an abrasive cleanser and a green Scotch-Brite pad.	Wipe the surface and continue with 600-grit sandpaper.
		Buff with white polishing compound and a low-speed (1,500-2,000 rpm) polisher equipped with a wool pad.
	*Scotch-Brite is a trademark of the 3M Company.	Finish with a countertop wax.

### Restoring COUNTERSTONE Luster!

To restore the luster and make sure it does not develop unevenly, use a **gentle** abrasive powder bleach (e.g. Bar Keepers Friend) or a mild cream abrasive cleaner. Blend the scrubbed area into the entire surface by rubbing in a circular motion. Clean the entire top with a wet sponge or cloth, continuing using a circular motion. Rinse/wipe with a damp cloth and dry with paper towel or soft cloth. This should be done once or twice a month over the first few months, also after using an abrasive cleaner or pads. Below is a suggested (but not limited to) list of cleaning products.

Gentle Abrasive Powder	Mild Cream Abrasive (w. or w.o. bleach)	Lime-scale Remover	Hard Surface cleaner
Bar Keepers Friend (Homecare Products, London)	Jif Active Cream (with bleach) (Lever Bros.)	Viakal (Procter & Gamble)	Flash (with bleach) (Procter & Gamble)
	Ajax (Colgate-Palmolive)	Lime-lite (Cussons Ltd.)	Mr. Muscle (Johnson)



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## ROMAN MARBLE COUNTERSTONE \*10-Year Limited, Transferable Warranty\*

\* Your new Counterstone installation entitles you to certain quality assurance standards as provided in this Limited Warranty. To obtain information and service under this warranty, contact the source from whom you purchased your Roman Marble Counterstone installation or call Roman Marble 402 453-1196.

### \* General Warranty Guidelines\*

The following warranty applies to (you) the owner of a permanent installation of Counterstone, when installed by a Roman Marble authorized fabricator/installer and purchased after Jan 1, 2005. Roman Marble, at its option, will repair or replace, without charge, Counterstone product if it fails due to any manufacturing defect (as determined by an authorized warranty service agent) during the first 10 years after initial installation, except for damage caused by physical, chemical or other abuse, damage from excessive heat (including pouring excessively hot water directly into sink), or acts of nature.

This warranty does not cover products made by other suppliers or manufacturers, nor does it cover installations of Counterstone which are not performed by Roman Marble authorized fabricators/installers. The warranty covers seam performance but not appearance. Silicone seams do not constitute part of the Counterstone installation and accordingly are not covered by this warranty. Furthermore, this warranty does not cover any damage to Counterstone caused by or arising out of improperly installed, used or maintained appliances (including garbage disposals), which are either built into Counterstone or placed or stored on Counterstone.

Subject to the conditions below, this warranty is transferable to the next purchaser of your home providing the new owner writes to Roman Marble to register the installation under the new owner's name. If after, or during installation, you decide that you do not like the color you selected, replacement is not covered by this warranty.

### Repair or Replace

Roman Marble will repair any area of the installation that has a manufacturing defect. If a repair is not possible, Roman Marble will replace the defective area of the installation. Roman Marble will pay for the cost of the product, labor involved in the removal and replacement of the ***original*** installation of product only, this may include plumbing and electrical disconnect and reconnect charges to the extent determined necessary by Roman Marble or its warranty service agent. You will be responsible for any other costs associated with or arising out of the repair or replacement. Whether Roman Marble performs repair or replacement of your installation, we will seek to obtain the best possible result, but exact color match cannot be guaranteed. Should we elect to replace your Counterstone installation, your warranty will continue from the original date of installation and not from the date of repair or replacement.

### Specific Rights

Roman Marble's obligation to you is limited solely to repair or replacement of the Counterstone product purchased, including necessary reasonable labor charges as noted above. No implied or expressed warranty of merchantability or fitness for a particular purpose is granted by this warranty except as expressly stated herein. Except as provided herein, Roman Marble shall not be liable in either tort or contract for any loss or direct, consequential or incidental damages arising out of the use or inability to use Counterstone. You shall reasonably cooperate with Roman Marble or its representatives in their efforts to perform their obligations under these warranties.

To qualify for repair or replacement, the owner must provide the original sales receipt or other documentation acceptable to Roman Marble which demonstrates proof of purchase of the Counterstone installation, clearly showing both the date of purchase and that the installation was performed by a Roman Marble authorized Counterstone fabricator/installer.

The foregoing is the only warranty made by Roman Marble for Counterstone solid surface. No representative, dealer or any other person is authorized to make or makes any warranty, representation or promise on behalf of Roman Marble with respect to such products. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon Roman Marble unless made in writing and signed by an authorized employee of Roman Marble.