



Engineered stone care and maintenance

Taking care of your quartz surface

Engineered quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean engineered stone, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Minimal maintenance

Virtually maintenance-free, engineered stone's hard, non-porous surfaces require no sealing to renew the luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your engineered stone countertop looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Stubborn stains or dried spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch Scotch-Brite® pad is recommended along with the non-abrasive cleaner, available from all Edstein showrooms and online for your convenience.

Heat tolerance

Engineered stone is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 100°C (212°F). However, like all stone material, engineered stones can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

Scratch resistant

Engineered stone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

Cleaning agents to avoid

It is important to be aware that like any other surface, engineered stone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your engineered stone surface with products that contain trichloroethane or methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Warranty

Please register your warranty online with the appropriate company — detail as per company websites below:

Caesarstone — www.caesarstone.com.au/contact/warranty-registration

Silestone — www.silestoneoceania.com/customer-service/quartz-warranty/

Smartstone — www.smartstone.com.au/smart-facts/

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Natural stones care and maintenance

Helpful information

All granite or marble countertops are made from natural stone that has been quarried from mountains all over the world. As a natural product they are prone to variations in color, pattern and density that actually adds to the beauty and charm of the material. Tiles in stone are under the same management and will also vary from tile to slab material as well as from piece to piece and crate to crate.

Granite is one of the hardest stones next to diamonds and is available in thousands of different colours. Durable and hard wearing suitable for use in kitchens, bathrooms or any work surfaces in the home or commercial applications. The durability of granite makes it suitable for outdoor use as well.

Marble is fairly soft and functions much better in less used areas.

Both materials can be scratched if abused and both can stain if not cleaned up immediately.

Heat tolerance

Granite like all stone material, can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, slow cookers, or roaster ovens.

Care and maintenance

Natural stone requires sealing initially, and is simple to maintain with occasional cleaning and maintenance. Your granite is surface sealed as part of the Edstein production process.

For the first 12 months simply use hot soapy water as your cleaner and then polish dry to a high gloss shine. After 12 months you can revitalise the shine of the surface by using a polish cream designed specifically for natural stone. Lithonn products are recommended.

If any materials do happen to mark the surface these can be removed by applying specific Lithonn products

Do not use cream cleansers or abrasive scrub pads on natural stone.

Avoid leaving oil residue on Natural Stone benchtops for long periods of time, clean up after cooking to maintain Natural Stones Appearance.

Avoid using harsh chemicals such as bleach 5 acids on Natural Stone.

Warranty

Edstein guarantees the installation of stone (including but not limited to granite, marble, limestone, travertine, dolomite, soapstone) countertops. However because of the natural composition of natural stone as well as issues such as settling, we cannot guarantee that the stone will not crack on the countertop. We will however repair any cracks free of charge that occur within 1 year of installation. Any cracks that occur after 1 year will be repaired on a service charge basis.



Ultra compact surfaces care and maintenance

Taking care of your ultra compact surface

Ultra compact surfaces (UCS) require very little maintenance. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean UCSs, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come. In addition, Windex is an ideal product to clean gloss finishes.

Minimal maintenance

Virtually maintenance-free, UCS's hard, non-porous surfaces require no sealing to renew the luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your UCS countertop looking like new. Afterwards, thoroughly rinse with clean water to remove residue.

Heat tolerance

UCS's are extremely resistant to large fluctuations in heat and cold. For safety reasons we always recommend placing a trivet directly between your hot pan and the surface. This is simply a safety precaution for customers so they are not burnt from the heat which may transfer from the hot item to the UCS countertop surface.

Stubborn stains or dried spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a Scotch-Brite® pad is recommended along with the non-abrasive cleaner, available from all Edstein showrooms and online for your convenience.

UCS's advanced technology makes its surface extremely resistant to damaging chemicals. Difficult spots may be treated with one of the cleaners listed below. Allow the cleaner to sit for up to 10 minutes, then scrub and rinse thoroughly.

Windex, Diluted Bleach, Acetone, Rubbing Alcohol, Mineral Spirits, Vinegar, CLR, Solvents, Oxidants.

Scratch resistant

UCS's are highly scratch resistant surfaces; we always recommend use of a cutting board for two reasons:

1. Knives or metal household utensils will leave grey marks when cutting directly on the surface. These marks are called "metal transfer" and can be removed with cleaners as noted above.
2. UCSs can dull your knives and cooking utensils, it is wise to protect the investment you have in these items.

Cleaning agents to avoid

Avoid exposing your UCS to strong chemicals and solvents for an extended period of time. Although these surfaces are stain proof to many household cleaners, it is advised never to leave these cleaners on your benchtop surface for an extended period of time. Always avoid contact of your UCS with hydrofluoric acid.

Warranty

Please register your warranty online with the appropriate company — detail as per company websites below:

Dekton — dekton.com.au/warranty/

Neolith — cdkstone.com.au/wp-content/uploads/2019/07/Neolith-25-Year-Warranty-Terms-Conditions.pdf

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