

**Some extra tips we recommend for
more effective cleaning:**

- ◆ Daily Cleaning:
 - ▶ Use a mild soap with water solution or
 - ▶ Use rubbing alcohol and water solution.
- ◆ Oils:
 - ▶ Use mild soap, wipe with water or
 - ▶ Wipe with rubbing alcohol.
- ◆ Cosmetics (Shampoo, creams, makeup):
 - ▶ Use mild soap, wipe with water or
 - ▶ Use rubbing alcohol or Hydrogen Peroxide (max 30%), rinse with water.
- ◆ Metal (Kitchen tools, metal pots and knife marks):
 - ▶ Use a white latex eraser. Rub eraser easily on affected area. Once stain is gone clean surface with one of daily cleaning solutions as recommended above.
- ◆ Permanent Markers:
 - ▶ Apply rubbing alcohol to the stain to remove it. Rinse with mild soap and water solution.
- ◆ Food Coloring:
 - ▶ Use mild soap, wipe with water or
 - ▶ Use rubbing alcohol and water solution.
 - ▶ Last resort – Soak a cloth with 50% bleach / 50% water solution. Lay cloth on top of stain for 10 minutes. Wipe with mild soap and water.
- ◆ Hard Water:
 - ▶ Use cleaning vinegar and water solution.
- ◆ Silicone:
 - ▶ Use rubbing alcohol or DAP® silicone remover.

If these recommendations do not resolve your issue, please call, and schedule a service call. Please note: Service calls are subject to service fee.

EXCEL GLASS AND GRANITE WARRANTY: One full year on craftsmanship only. After installation, any service issue that needs addressed (chip, scratch, stain, etc.... as a result of use) will be subject to a service fee.

Your new countertop is one of a kind. With a little basic care and maintenance, it will last a lifetime.

EXCEL GLASS
AND GRANITE
Excellence since 1947

103 Jayhawk Drive
Jeannette, PA 15644

P: (724) 523-6190

F: (724) 523-6193

www.excelglassandgranite.com

Natural Stone Care & Maintenance Guide



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We would like to offer you a few basic care and maintenance tips for your new countertop.

CLEANING: Use a mild liquid dishwashing detergent, soft, clean cloth, and warm water for best results. You may also use a neutral cleaner (stone soap) available in most hardware stores. Too much cleaner or soap may leave a film and cause streaking, a little goes a long way. Rinse thoroughly with clean warm water and dry with a clean, soft cloth.

Do not use products that contain lemon, vinegar, ammonia, acids, scouring powders or creams. These products contain acids and abrasives that may etch or permanently damage the surface of the top. **Do not use Windex®.**

CAUTIONS: We recommend that you use coasters under glasses, particularly those containing alcohol or citrus juices. Most common foods and drinks contain acids that may either etch or dull the surface.

Granite is very resistant to heat; however, we recommend that you use a trivet or mat under a hot pot. Quartz is not heat resistant. Use placemats under china, silver, ceramic, or other like products. Dragging these items across your countertop may etch or scratch the surface. We recommend the use of cutting boards, why ruin a perfectly good knife?

If you spill (i.e., wine, oils, hot or cold liquids etc....) wipe up immediately to minimize absorption. Your **countertop is neither stain nor scratch proof**, but very resistant.



SEALING: Your new countertop is sealed upon installation with a permanent impregnating stone sealer providing a 15-Year Limited Performance Warranty. This application will slow down the natural rate at which stone absorbs a liquid giving you more time to clean up a mess before it creates an issue. The Warranty does not cover staining or damaging due to spills, nor does it cover neglect. The surface of your material is factory finished and in no way can be altered or modified by Excel Glass and Granite before or after your installation.

Impregnating sealers work by repelling water, or, water and oil, not by blocking the pores of the material or creating a physical barrier. The reason is so that air can still move through the pores allowing the material to 'breathe' naturally. It is the best technology available to protect against staining while preserving the look and natural integrity of your surface. Because the pores of your stone remain open, the surface is not immune from staining, but the sealer will give you plenty of time to clean up

liquids before they absorb into the pores and stain. Because of this:

1. Impregnators cannot stop acid etching of acid sensitive surfaces including the following stones: Marble, limestone, travertine, and onyx. These stones contain calcite, a form of calcium, which reacts and dissolves on contact with acids, even mild acids such as lemon juice, cola, and wine. In populated urban areas, rain can be acidic. The use of acid sensitive materials outdoors is not recommended as discoloration and acid damage may occur.
2. Impregnators do not make surfaces impervious to staining. Given enough time, or enough pressure, water and oil can penetrate, so spills should be wiped up in a timely manner.
3. Impregnators do not provide a physical barrier and therefore do not provide protection from physical wear and tear; scuff marks or dirt being ground into the texture or pits of rough surfaces.

CAULKING: Upon installation, we may caulk backsplashes and areas that may require it. We cannot be responsible for any shrinkage or voids that may occur over time. Any further attention needed will be the responsibility of the builder or homeowner. Clear caulk is used and appears white in color when applied at install. The caulk will turn clear in color when it dries completely and can be painted over.

WEIGHT BEARING: Unlike a laminate countertop surface, granite, marble, and quartz solid surface countertops are very hard, but not flexible. Additionally, they DO NOT have a plywood backing, so when too much weight is applied in one spot, it could cause a crack.