

Quick Tips:

In ALL cleaning tips, always use a clean, soft cloth to wipe (NEVER RUB).

Daily Cleaning:

- Use a mild soap and water solution OR use a neutral stone cleaner

Oils:

- Use mild soap, wipe with water OR use a neutral stone cleaner

Cosmetics:

- Use mild soap, wipe with water OR rubbing alcohol (30% max), rinse with water

Metal: (Kitchen tools, metal pots and knife marks)

- Use a white latex eraser AND use a mild soap and water solution

Permanent Marker:

- Use a cleaning product approved for quartz care and rinse with water ASAP (x2)

Food Coloring:

- Use a mild soap and water solution

Hard Water:

- Use cleaning vinegar and water solution

Silicone:

- Use DAP Silicone Remover®

If these recommendations do NOT resolve your issue(s), please call and schedule a service.

Please note that scheduled services are subject to a service fee.

Excel Glass and Granite Warranty

One full year on craftsmanship only.
After installation, any service issue(s) that needs addressed (like chip, scratch, stain, etc. due to use), will be subjected to a fee.

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

Contact Us

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QUARTZ CARE & MAINTENANCE GUIDE

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Quartz Basic Care and Maintenance Tips

Cleaning

When there is a spill, clean up immediately to minimize potential staining. Quartz is NOT completely stain and scratch proof; only stain and scratch resistant.

FOR BEST RESULTS, Use a mild liquid dishwashing soap with soft, clean cloth and warm water. May also use a neutral stone cleaner (available in most hardware stores). Rinse thoroughly with clean, warm water and dry off with a clean, soft cloth.

Use CAUTION when applying soap or cleaner to countertop; too much cleaner may leave a film and cause streaking. A little goes a long way.

AVOID

Using metal utensils/knives directly onto the countertop as it can cause scratching and permanent damage. Use a cutting board when using sharp utensils to prevent scratching.



Recommendations

Use coasters under glasses, especially those containing juice or alcohol. Most common foods and drinks contain acids that may etch or stain the surface. Use placemats or trivets under hot items as the heat may cause damage and/or discoloration.

Granite VS Quartz

Granite is very resistant to heat, although we still recommend using a trivet or mat under hot pots. Quartz is vulnerable to heat, which can damage or discolor your top. Use placemats or trivets under every hot item. Granite needs a sealer due to being porous while Quartz does NOT since it's a non-porous material. Porosity refers to the presence of small holes or spaces on a surface that can absorb liquids and stains. The only similarity between the two is that each slab of material is unique.

Quartz Warranty

Each quartz brand has a different warranty policy. If you would like to know what warranty your quartz falls under, please call us so we may assist you.

Lighting

Lighting plays a crucial role in shaping the functionality and ambiance of any home. Now, why would a countertop company care about what lighting you use in your home? We don't! However, we have noticed throughout the years that different types of lighting will create a slight variation in some stones shading. Warm/Cool lighting will cause different effects on the stone. Excel can only offer suggestions based on style but cannot maintain responsibility on how some stone appears under lighting aesthetics as the lighting is the homeowner's responsibility.

Seams

Seams are deemed necessary when a countertop is too heavy to carry in one piece, a tight environment like stairs, graining/veining, can't fit on a slab/remnant, etc. Seam placement is dictated by Excel Glass and Granite. Industry standard for seams is +/- 1/16" gap and lippage.

Complimentary Caulking

Upon installation, we may caulk backsplashes and other areas that may require it. We are NOT responsible for any shrinkage or voids that may occur overtime. Any further attention needed is the responsibility of the builder or homeowner. Clear caulk is used and appears white in color during installation but will become clear in color once it's dried completely. The caulk is paintable, but we do NOT paint any caulking as that is the homeowner's/builder's responsibility.

