



WEST COAST COUNTERTOPS, Inc.

Solid Surface Products - Plastic Laminate - Cultured Marble

(800) 734-8799



General Product Care & Maintenance – Granite

Just like a diamond, each piece of stone comes with its own unique characteristics from being shaped and molded by intense heat and pressure from within the earth. Stones, including granite are incredibly durable and are as exotic as the parts of the work from which they are milled. Veining, pitting, fissures, seams and color varies (even within the same piece of stone) and are all hallmark characteristics of this luxurious natural material and do not impair the function or durability in any way.

Care and maintenance are important factors in guaranteeing a stone's lasting beauty. Incorrect applications can never be restored by care and maintenance; therefore, it is important to carefully choose the appropriate material for your particular purpose. The existing natural stones seem to be countless, as are their difference in compressive strength, abrasive hardness, acid resistance, skid resistance, water absorption, etc. Once you have made the right choice, care and maintenance are of the utmost importance.

In reference to the polished surface of any stone, please keep in mind that the more the surface is kept free of abrasive particles, the less likely it is to scratch or lose its polish.

Product Characteristics

Granite countertops are made from natural products and often have color variations. Seams and backsplashes are the most common areas these variations become noticeable. We do our best to minimize the variations; however, it is part of the natural beauty of stone products and sometimes cannot be avoided. These natural stone countertops typically contain many different types of minerals. Often times the different minerals take on a different sheen when polished. The difference in sheen may be noticeable in the finished product. These are not defects caused by fabrication or installation error. They occur because of the differences that each mineral accepts the polishing process.

Natural stones are derived from the earth. All natural stones have fissures, pits and/or other voids. These voids are filled with an epoxy resin during the polishing process. During the polishing process, the resin does not polish to the same shine as the stone itself and may be visible in the finished product.



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Cleaning Instructions

The safest way to clean your countertops is to use products designed specifically for stone. Cleaners and disinfectants of this type are neutral on the acid scale and they pose little risk of hurting the polish.

- Clean stone surfaces with a few drops of neutral cleaner, stone soap, or a mild dish washing detergent and warm water. A 50/50 mix of alcohol and water works well in a spray bottle as well.
- Do not use products that contain lemon, vinegar or other acidic products on the granite. The high acid content may etch the surface. Bleach and other products such as scouring powders, or creams contain abrasive particles that will scratch the surface. Do not use any lime dissolving products on areas where mineral deposits from water spills may occur (typically around the faucet), as they can harm the finish of the countertop.
- Use a clean rag for the best results.
- Too much cleaner or soap may leave a film and cause streaks.
- Rinse the surface thoroughly after washing with the soap solution and dry with a soft cloth.
- Change the rinse water frequently.
- Test any new cleaner you use in an inconspicuous area of the countertop prior to using it to evaluate how it will affect the finish.

Scratches

Granite is a quartz based material and therefore, can be scratched by quartz or anything harder. Knives do not usually scratch granite and is strongly not recommended. Diamonds will cut granite. As will certain stoneware dishes containing rough silica. Some pizza stones will scratch granite if they are spun while cutting the pizza. If you use a marble cutting board, make sure the rubber or plastic feet remain secure.

Heat

Natural stone countertops are very resistant to heat and wear incredibly well. While many people believe that it is safe to place hot pots directly on granite, we do not recommend it. A hot pan can cause a stress riser due to the concentrated heat/expansion. This can lead to cracking. To provide the most security, pot mats or trivets should be used at all times. If you have a seam in your countertop, it is best to avoid setting hot materials on top of it. The seam material is heat resistant, but can be damaged if exposed to heat over an extended period of time.



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Stains

Granite countertops are sealed during the fabrication and installation process. But over time, those sealants may deteriorate due to everyday use, spills, cleaning etc. Being porous, unsealed areas may absorb many types of liquids and will be prone to staining. Food oils, present in most foods must be cleaned up promptly after contact to prevent staining. Water, unless distilled, will leave very minor mineral deposits when it dries. Over time and repeated spills, these deposits can become objectionably white. Clean up water spills before they dry to avoid this. There is nothing inherent in your stone that will cause stains. The best way to avoid a stain is to quickly wipe up the compound in question.

While stains are rare, they are caused most often by cooking oil. Do not store bottles of cooking oil directly on your granite. When cooking with oil, wipe clean any of the countertops that may have come into contact with the oil when you are finished. Do not store metal pots and pans directly on your countertops to avoid rust stains.

The sealer is not a waterproofing agent. If your granite darkens when it is wet, do not be alarmed. It will return to its natural color once the water has evaporated. Your granite countertops are sealed with an impregnating sealer. It is recommended that you reseal your countertops every year with a penetrating sealer.

Warranty

Please see separate Warranty Documentation.

Notice

This General Care & Maintenance document serves as a general guide. West Coast Countertops, Inc. makes no guarantees with the information provided within this document.