

Congratulations!

Your new natural stone purchase is an investment in lasting beauty that will give you many years of enjoyment. This guide offers a few tips on how to properly care for your natural stone. By following these simple precautions and cleaning methods, you can help to extend the life of your new countertop.

Know Your Stone

Natural stone has been formed over millions of years. Each piece is unique, but all stones share the following characteristics:

Pits: These are small voids in the surface of the stone. Some pits are so small that they can hardly be seen or felt while others are large and visible. Sometimes we are able to fill the pits with a color matched epoxy but in most cases they are not big or deep enough for the epoxy to adhere to the pit. Pits may be more noticeable in areas near natural light.

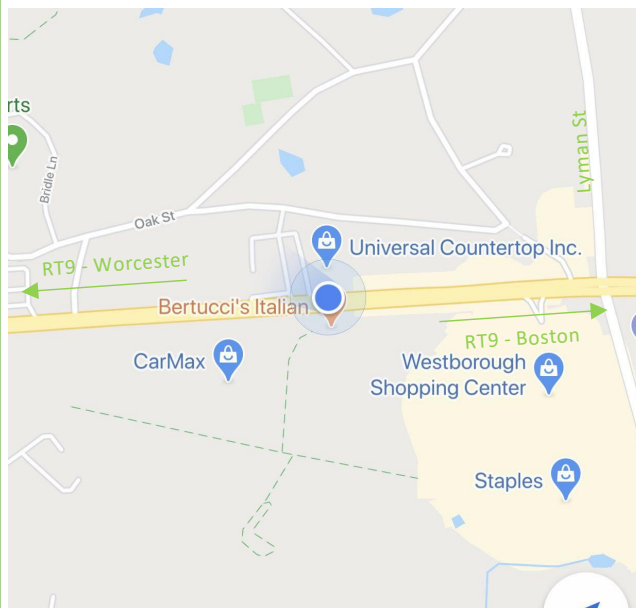
Fissures: These are hairline openings in the stone's surface that can look like cracks and can often be felt. Fissures do not go through the entire thickness of the stone.

Rough Spots: You may notice that some parts of your stone are not as smooth or shiny as other parts. This is due to the fact that the stone is composed of different minerals and each mineral may not achieve the same finish during the polishing process.

All of these characteristics are natural and should not be considered defects or blemishes. As we say in the stone industry, "Mother Nature does not make mistakes."

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Monday	8AM – 5PM
Tuesday	8AM – 5PM
Wednesday	8AM – 5PM
Thursday	8AM – 7PM
Friday	8AM – 5PM
Saturday	9AM – 3PM
Monday	Closed



Natural Stone Care Guide



Preventative Maintenance

Daily Care: For everyday cleaning. We recommend using a mild soap with hot water or a stone cleaner. Be sure to avoid products that contain abrasives, bleach, ammonia, and acids. These types of cleaners may damage the surface of your natural stone and will also breakdown and remove the sealer that is applied to it to prevent staining.

Sealing: We will seal your stone during the production process. However, it is highly recommended that you reseal the stone every 6-12 months depending on the color and material you choose. Lighter stones are naturally more porous and should be resealed more often than darker stones. We always recommend using a water-based sealer which can be purchased at www.universalcountertop.com or in our showrooms. Sealing your stone is simple. Begin by cleaning off the space, then saturate your countertop with sealer, wait about 15 minutes and wipe up the excess. Always make sure that there is nothing on the tops such as existing stains, water spots or wet areas BEFORE sealing. If you apply sealer on top of these you will seal that stain or spot into the surface.

To purchase products specially formulated for your stone please visit www.universalcountertop.com



Troubleshooting

There are a handful of common mishaps that can be easily addressed while others will require a professional technician. We always recommend using these methods first and letting professionals guide you through any alternative methods if needed. If you are reluctant to attempt the following procedures on your own please call us and we will be happy to assist you. It is always helpful to take a picture of the area so that we can see the problem and diagnose it quickly. Try the following only on granite. If you have an issue with a different natural stone please contact our office for further instructions.

Cloudy or Hazy Areas: These can either appear as dull areas on your countertop or look as though there is a residue on the surface. In most cases. It is due to an excess amount of sealer or cleaner being used.

1. First, try cleaning with hot water and a small amount of mild soap.
2. Use grade #000 steel wool (this is the finest steel wool available) to rub area in a circular motion with a little pressure and then wipe with paper towel to spot check.
3. If the above has not had any effect, please contact us for further instruction.

Chips, Scratches, Etching: We recommend letting a trained professional fill or repair scratches, chips and/or etch marks. Please contact us to schedule a visit from one of our technicians. We will ask that you send us a picture of the issue with a piece of tape pointing to the area and a ruler so we can see the size.

Stains: Most stains are removable with a simple stain removal product. We offer an instant poultice spray for oily stains and a specially formulated stain remover for food or colored stains.

Please visit www.universalcountertop.com for more information and to purchase products. Ask about our 5 years countertop insurance plan.

Protect Your Countertop with these Do's and Don'ts

Do continue to seal your stone every 6-12 months.

Do wipe up spills as soon as possible.

Do use coasters under drinks, especially if they contain wine or juice.

Do use cutting boards at all times.

Do use specified cleaners for natural stone.

Visit www.universalcountertop.com

Do contact us with any questions or concerns you may have

Don't put hot objects such as pots or pans directly on your stone. The use of a trivet, hot plate or potholder will reduce the risk of thermal shock.

Don't use products that contain vinegar, bleach, ammonia, abrasives, acids, or scouring powders/creams. These can etch the surface of the stone and cause permanent damage.

Don't leave crockpots, griddles, etc, in use directly on your countertop. Always use potholder or trivets to help avoid direct contact with heat.

Don't sit or stand on your countertop.

