

KNOW YOUR STONE

PORCELAIN COUNTERTOPS



ATTENTION

This Porcelain Countertop Installation Expectation Sheet ("Expectation Sheet") contains further details regarding your project. The terms and conditions of this Expectation Sheet are made a part of the purchase from Stone Edge Countertops. To the extent there is a conflict between the Terms and Conditions and this Expectation Sheet, the Terms and Conditions shall prevail. All capitalized terms used but not otherwise defined in this Expectation Sheet shall have the meaning ascribed to them in the Terms and Conditions.

ROUTINE CARE

Porcelain requires very little maintenance. Simply wipe your Porcelain or Dekton surface by using a non-abrasive sponge with soap and warm water on a regular basis to maintain its beauty and shine for years to come. In addition, any pH balanced general-purpose cleaner may be used. (e.g. Pot and Pan Soap, Dish Soap, Windex®)

Difficult Spills

To remove difficult spills, wipe the surface with Pot and Pan Soap and scrub with a Scotch Brite pad and rinse with warm water. For stains that harden as they dry, such as food, gum, nail polish, and paint, remove by gently scraping off of surface (using a blade or putty knife /putty remover), and then clean using warm water and soap. Gray marks left by the razor, can be wiped away with soap and water or glass cooktop cleaner. Difficult spots may be treated with one of the cleaners listed below. Allow the cleaner to sit for up to 10 minutes. Scrub and rinse thoroughly. For stubborn stains see below ---

For Wine, Coffee, Food stains, Fruit juice. Use common alkaline detergents or oxidants such as including Dish soap, Formula 409, Windex, Diluted Bleach and water .

For Wax, Shoe polish, Rubber marks, Dyes, Markers , Inks, Adhesives. The following solvents can be used Lacquer Thinner, Acetone, Rubbing Alcohol , Mineral spirits.

For Rust, Lime scale, Cement/ plaster residue. Use Acidic based cleaners including Vinegar and water or other over the counter acidic based cleaners like CLR.

For Tar, Nicotine. Use Solvents or oxidants.

For smears, residue or films. Apply Weiman glass cooktop cleaner or Magic glass cooktop cleaner and wipe clean with a generous amount of water with clean rags. The use of a squeegee may also ease the cleaning process.

Caution should be exercised in the handling and storage of any of the above chemicals / products. Manufacturer's instructions should be exercised when using and storing these products.

EXTREME HEAT PROTECTION

Porcelain and Dekton are resistant to large fluctuations in heat and cold. For safety reasons we always recommend placing a trivet or a hot pad directly between your hot pot/ pan and the surface. This is simply a safety precaution for customers so they are not burned from heat which may transfer from the hot item to the countertop surface. Chemicals to Avoid Avoid exposing your surface to strong chemicals and solvents for an extended period of time. Although Porcelain and Dekton are Stain proof to many household cleaners, it is never advised to leave these cleaners on your surface for an extended period of time. **Always avoid contact of your Porcelain and Dekton surface with Hydrofluoric acid.**

GENERAL PRECAUTIONS

Although Porcelain is extremely scratch resistant, we always recommend use of a cutting board for 2 reasons.

1- Knives or metal household utensils will leave grey marks when cutting directly on a porcelain or Dekton surface. These marks are called "metal transfer" and can be removed with cleaners as noted above; however it is a lot easier to simply cut on a cutting board. 2- Porcelain and Dekton can dull your knives and cooking utensils and it is wise to protect the investment that you have in these items.

Avoid direct contact with metal parts of electric boilers, cooking worktops or ovens that, with a incorrect installation, get directly in contact with the material.

Do not polish the surface.

Avoid the use of sponges made from metal or with abrasive particles.

Avoid standing or jumping on your porcelain countertops. It is recommended to use a step stool to reach hard to reach areas to avoid cracking your countertops.

Although porcelain countertops are impact resistant avoid sitting on your countertops.

Avoid direct cutting on the surface with ceramic knives as they are made from a material with similar hardness to the worktop.

For polished porcelain surfaces avoid the direct cutting on the surface.

Avoid dragging or hitting cooking utensils or other objects against dark colour worktops.

Polished Porcelain surfaces can be damaged by cleaning agents containing acids, bases or salts such as sodium sulphide.

On textured surfaces, avoid friction with objects of similar hardness to avoid degradation of the surface (gloss, lustre, surfaces appearance, etc.).

Although Porcelain and Dekton can withhold forceful impact, it is not recommended to stand or sit on your porcelain countertops.

Customer is responsible for ensuring final wall preparations including, but not limited to, painting, backsplashes, wall papering, molding or decorative accents are completed after the countertop has been installed as incidental damages may occur

COLOR CONSISTENCY

Porcelain is made up of natural materials including clay, feldspar, and other natural minerals and pigments. The manufacturing process sinters and fuses the particles together. Variance in color, shade and pattern is an inherent trait expected of the Porcelain product. Samples are cut from large porcelain stone slabs and only represent a limited portion of the actual stone. Please refer to samples only as a general indication of a particular color's design pattern, aesthetics and hue.

Customer has read, understands and agrees to the information and terms contained in this Expectation Sheet as attested by Customer's signature below:

Customer's Name (Printed): _____

Customer's Signature: _____

Date: _____