

Get To Know Your Stone

Congratulations on the purchase of your new natural stone countertops. An investment that will add lasting beauty for years to come. The first step in the stone care and maintenance is to understand your stone and its characteristics. These characteristics are formed over millions of years by different amounts of heat, pressure, and minerals giving each piece of natural stone its unique look. They should not be considered defects, damages, or blemishes, after all, Mother Nature does not make mistakes.

Pits: These are small voids in the surface of the stone that vary in size and visibility. They are usually more noticeable near natural light sources. Sometimes we are able to fill in the larger pits with a color matched epoxy while others are so small an epoxy cannot adhere to the pit.

Rough/Dull Spots: Some parts of your stone may not be as smooth and/or shiny as other parts because your stone is composed of different minerals and each mineral may not achieve the same finish.

Fissures: These are often confused with cracks but are actually hairline openings in the surface of the stone that can sometimes be felt. Unlike cracks, fissures do not go through the entire thickness of the stone and will not compromise the integrity of the stone

The color you chose is:

Type of stone:

Got Questions?

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PROLINE
SERVICES INC.

NATURAL STONE & QUARTZ

Natural Stone

Care Guide



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Do's and Don'ts of Natural Stone

- **DO** wipe up spills as soon as possible.
- **DO** seal your stone every ____ months.
- **DO** use trivets or pot holders for hot objects.
- **DO** use cutting boards.
- **DO** use cleaning products recommended for natural stone.
- **DON'T** use abrasive cleaning products such as bleach, vinegar or ammonia. This will remove the sealer applied to the stone and may etch the polish finish.
- **DON'T** put hot objects directly on stone. Thermal shock/rapid temperature change may cause cracks.
- **DON'T** sit or stand on your countertop. This is especially important on overhangs.
- **DON'T** drag heavy items across the surface. Some objects may scratch the surface with excessive force.
- **DON'T** hesitate to call us with any questions or concerns.



Care and Maintenance

Cleaning: Avoid cleaning with abrasive products such as ammonia, vinegar, bleach. Quality stone cleaners can be purchased at Proline Services. Our favorite cleaner has a touch of sealer to help protect your investment while cleaning. Please contact us for more details to purchase. Otherwise a mild soap and water is all that is needed.

Maintenance: Since natural stones are porous, it is necessary for you to seal your stone to prevent staining. Some stones are more porous than others and will require more frequent sealing. Generally stone needs to be sealed every 6-12 months. **Proline Services Inc.** will seal your stone before/during installation. Sealing your countertops is a simple process and based on your stone selection we recommend sealing every ____ months. Sealer can be purchased from **Proline Services Inc.**

To Seal Your Countertops:

1. Clear all items off your tops and then clean them. If you have any stains you will want to remove those first.
2. Saturate top with sealer and let sit for 10 minutes. If sealer is absorbed quickly apply more.
3. After 10 minutes wipe up excess sealer.
4. You're done, continue normal use of your countertops.

Please note all other finishes other than polished require more daily cleaning and sealing. Please refer to the special insert for honed, brushed, leather finishes.



Troubleshooting

Some issues that you run into with natural stone are easily addressed, while others will require a professional technician. Below are the most common issues that can occur and the next steps to take.

Cloudy/Hazy/Dull Areas: These often occur for a couple of reasons. Most common are due to hard water, excess sealer, or too much soap. This may have a slight residue feel but you shouldn't feel anything "stuck" to the surface.

1. First try cleaning the area with the scrubby side of a sponge with granite cleaner or product such as Simple Green or Method. Dry and check.
2. Try using #000 steel wool, with a gentle rubbing motion and HOT water. Dry and check.
3. If this does not work please contact our office and we will lead you through the next steps.

Stains: There are times when even proper sealing cannot protect against certain items left for too long on the countertops. The usual offenders are wines, food coloring, dyes (hair), and cooking oils. Please contact our office as we offer a few different stain removal products based on the type of stain. We also recommend cleaning with our **Clean & Protect** cleaner which has a bit of sealer in it to add a bit more protection.

Chips/Scratches: It is possible to chip or scratch your stone with enough force. It is best to let our professional technicians address these issues. When calling for a repair it is helpful to send us a couple of pictures of the issue and a detailed description so that we can send the proper technician and tools required.

If you have any questions or concerns regarding your countertops, please contact our office. Our knowledgeable staff is ready to help!