



Care & Maintenance/Warranties

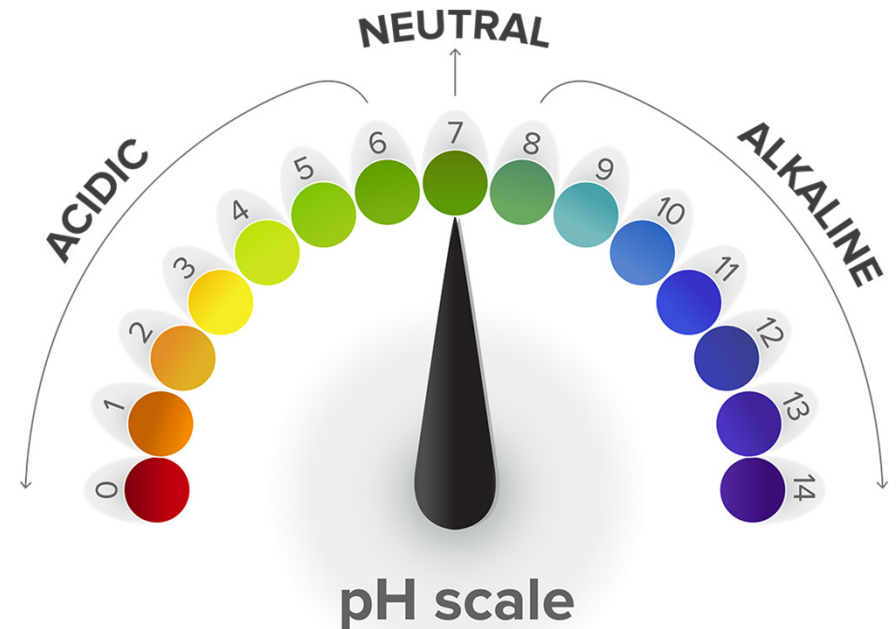
Care & Maintenance/Warranties

Educating customers on the proper care of their countertops will help ensure their product is protected and maintains its beauty for years to come.

Providing customers with the proper tools and information regarding their warranty gives them peace of mind with their purchase.

Quartz Care & Maintenance

- Non-porous and non-absorbent so naturally resists microbial growth
- Stain resistant
- Soap and water is the general recommendation, but some manufacturers offer additional recommendations on their websites
- pH neutral cleaners are acceptable (when in doubt, call and ask for them to verify the pH level of their product)
- Always use a hot pad or trivet
- Paint, silicone, hard water residue can all be cleaned easily by scraping with a razor blade



Quartz Care & Maintenance (cont'd)

- DO NOT use any harsh or abrasive cleaners (bleach, ammonia, scouring pads, etc)
- DO NOT apply sealer – most manufacturers will void the warranty if there is an issue and the surface tests positive for a sealing agent
- Never place a small appliance that produces heat over a seam, the seam can fail
- Use of hot pads or trivets required to avoid cracks in material
- Never climb or stand on your countertops



Quartz Warranty

- Varies by manufacturer but ranges from 10 years to lifetime
- Warranties only cover manufacturer defects
- Chips and/or cracks are not covered by warranty as they are caused by misuse/abuse
- 1 year labor warranty
- Helpful warranty information can be found on our website:
<https://accentcountertops.com/warranty-information/>



C A M B R I A[®]



caesarstone[®]



LG

Natural Stone Care & Maintenance

- Granite, Quartzite & Marble are naturally porous and need to be sealed periodically
- Each stone has different properties, and some are more “thirsty” for sealer than others and require multiple applications. More porous stones may still stain within a matter of seconds if spills are not cleaned up immediately.
- The best way to avoid a stain is to use coasters and clean up spills as soon as they happen.
- When you sell the enhanced sealer, our installer will show the homeowner how to use it before leaving

No sealer is bulletproof!
Spills should still be cleaned
up as soon as they occur



Natural Stone Care & Maintenance

- Soap and water is the general recommendation but there are many natural stone cleaners on the market that are also acceptable
- You can make your own cleaner by mixing 4 tbsp of isopropyl alcohol, 4 drops of dish soap, and water in a 1-liter spray bottle
- Always use a hot pad or trivet
- Paint, silicone, hard water residue can all be cleaned easily by scraping with a razor blade
- DO NOT use any harsh or abrasive cleaners (bleach, ammonia, scouring pads, etc). Marble is especially susceptible to etching from harsh chemicals
- Never place a small appliance that produces heat over a seam, the seam can fail
- Never climb or stand on your countertops



Soapstone Specific Care & Maintenance

- Mineral oil is essential to keeping uniform coloration as it scratches easily, and scratches are initially discolored
- Sealers are not necessary as this material is non-porous
- Otherwise care for it the same as granite



Natural Stone Warranty

- Stonemark granite comes with a 15 yr warranty against stains
- Marble, Soapstone, Prefab, and Pro Program do not come with a warranty on material
- Accent sells a limited lifetime warranty against stains for \$350 which also comes with our enhanced sealer (if the customer gets stains we will come out as many times as needed to remove them)
- 1 year labor warranty

Ultra Compact / Ultra Durable Care

- Very little maintenance – soap & water or any normal household cleaners are acceptable
- Some extra care should be exercised on polished finishes since scratches can occur (no abrasive cleaners)
- No sealing required
- Tolerates heat better than other products but can still be susceptible to thermal shock
- Never place a small appliance that produces heat over a seam, the seam can fail
- Never climb or stand on your countertops



Ultra Compact / Ultra Durable Warranty

- 25-year warranty on both Dekton and Stonemark ultra compact/ultra durable
- Warranty covers manufacturer defects
- Chips, cracks, or scratches on high gloss finishes are not covered under warranty
- 1 year labor warranty



Accent IQ: Knowledgebase for HD associates

Navigate to the bottom of www.accentcountertops.com

ABOUT ACCENT COUNTERTOPS

Accent Countertops is a high-quality countertop fabricator and installer in Salt Lake City Utah & Reno Nevada. We offer granite countertops, marble countertops, quartz countertops, and other natural stone countertops and stone fabrication. We are a factory-direct company as we design, fabricate, and install from start to finish. No middle-men and no extra markups. Save money and get the best quality countertops and stone fabrication for your project.

COUNTERTOPS | FIREPLACES | VANITIES
| KITCHEN | BATHROOM

100% SATISFACTION

At Accent Countertops, we strive for perfection in everything we do, every single day. That's why we're recognized as experts in fine Granite, Marble and Quartz. To give our clients peace of mind we provide you with a 100% Satisfaction Guarantee with all our services and an unmatched customer service experience. As a quality craftsman, we stand behind our work, and the final result will be professional, high-quality, and done right.

LOCATION

Accent Countertops

Address :

4103 S 500 W
Murray,
UT –
84123
United States.

Tel : (801) 269-0701

Email : sales@accentcountertops.com

RESOURCES

[Dealer Knowledge Base](#)

[Employee Knowledge Base](#)

BUSINESS HOURS

Monday: 9:00am – 5:00pm

Tuesday: 9:00am – 5:00pm

Wednesday: 9:00am – 5:00pm

Thursday: 9:00am – 5:00pm

Friday: 9:00am – 5:00pm

Saturday: 10:00am – 2:00pm

Sunday: Closed

MAKE A PAYMENT

[Click Here to Pay](#)

Username: Dealer

Password: Accentdealer21

