

Countertop Care and Maintenance Guide

Natural Stone

- Natural Stone is a broad category of minerals that are harvested from all over the world
- Granite, Marble, and Quartzite are the most common Natural Stones used for countertops
- Soapstone, Onyx, Dolomite, Slate, and Travertine are also used but have their own qualities, along with strengths and weaknesses
- Avoid contact with caustic or acidic chemicals because Natural Stones are sensitive to exposure of both high or low pH

Sealing

- Natural Stone needs to be sealed to help prevent staining
- Sealer will need to be reapplied to maintain a high-level of stain resistance and protection
- The time between applying additional sealer can vary drastically depending on the stone and how porous the material appears to be
- Ask one of our Countertop Specialists if it may be time to re-seal your Natural Stone countertop
- Premium Sealer by Accent Countertops can be purchased with your countertops

Sealers will not completely prevent staining, wipe spills immediately to prevent damage

Quartz

- Quartz is a man-made surface that comes in a wide range of colors and patterns
- Quartz is non-porous and is resistant to staining by most household items; like coffee, wine, vinegar, lemon juice, olive oil, and makeup
- Avoid caustic chemicals, like oven cleaner and liquid drain cleaner as they can damage your countertop
- Outdoor use of Quartz is not recommended, except for specific colors
- Avoid exposure to ultra-violet radiation from man-made sources
- In general, most Quartz does not need to be sealed, however, there are some manufacturers that do recommend sealing

Protection Tips

- We strongly advise against putting direct heat on your countertop
- Use a hot pad or trivet with countertop appliances; like crock-pots, electric skillets, air fryers, and insta-pots
- Avoid cutting and chopping directly on your countertop
- Use placemats and coasters to protect your tops from scratches and stains
- Never sit or stand on your countertop

Ultra Compact

- Ultra Compact is a ceramic surface that is similar to porcelain
- Ultra Compact is extremely durable and highly resistant to stains, scratches, burns, and abrasions
- The material itself is resistant to damage from acidic or caustic chemicals
- Adhesives and caulking that are used during fabrication and installation may be damaged by exposure to these chemicals
- It can be difficult to repair chipping with this material, so it is best to be mindful around the edges of your countertop

Cleaning Tips

- Use our MORE® Triple Pack cleaner and polish with a soft cloth, mild soap and warm water, or an ammonia-free glass cleaner
- Avoid abrasive cleaners that may dull the finish or scratch the surface of your countertop
- Avoid acidic cleaners or harsh chemicals
- Scrub lightly with a non-abrasive brush to remove stains or stubborn spots
- Too much cleaner, polish, or soap can leave a film
- Clean up spills quickly to avoid stains

What do I do if I damage my countertop?

It is important not to try to repair it yourself, unless you have the correct equipment, supplies, knowledge, and skill to successfully complete the repair. Otherwise, you will more than likely cause more damage that will result in your countertop to become unrepairable. Contact one of our Countertop Specialists for information on our repair services and costs.



Granite Gold Protection Plan

When you purchase the Granite Gold Protection Plan, your countertops are covered if you accidentally damage them. All you need to do is file your claim within 30 days and a professional will come out to your home!