



CARE AND MAINTENANCE GUIDELINES



Linnstone quartz surfaces are premium quality solid non-porous products that are highly resistant to stains caused by fruit/vegetable juices, liquid food coloring, coffee, tea, wine, soft drinks, olive oil. Normal cleaning with a damp cloth or paper towel, and if possible, a small amount of mild detergent is all you need to keep your linnstone quartz surfaces looking great. Once clean, rinse and dry the surface thoroughly. To avoid a dull surface, be sure to use a non-abrasive cleaner and rinse thoroughly after use. Linnstone quartz surfaces require minimum maintenance and following the care and maintenance guidelines will help to keep the surface in good condition for years.



REGULAR CLEANING

Cleaning Stubborn Stains or Dried Spills

If needed, apply common, non-abrasive, household cleaners directly to the affected area for a few minutes. Soak the affected area with pads of paper towels for 5 to 10 minutes. Scrub the area gently with a non-scratch pad in a circular movement. Rinse off any cleaner with clean water thoroughly. Then dry with a soft cloth or paper towel thoroughly. If necessary, apply Windex streak-free as the final step to clean any gel residue.

Removing Adhered Materials

Adhered materials refer to materials like gum, nail polish, paint, or any other foreign matter. First, carefully scrape away the excess material with a plastic putty knife or a razor. And then clean the surface with a damp cloth to remove any marks left behind and any residual dirt. Also do not use abrasive pads to clean tougher dirt as abrasives can damage the finish/sheen of your countertops. Any gray marks left by the blade can be removed with household cleaners and ordinary scouring pads. If necessary, use Windex streak-free to rinse and clean any gel residue.

Textured Finishes Cleaning and Maintenance

Texture Finishes refer to finishes other than polishing finishes, such as honed finishes, leathered finishes. These finishes require more cleaning than our polished finish. Fingerprints, grease, wet spots, metalmarks, and other signs of daily living show more on these types of surfaces. Most of these marks can be easily removed with little effort and non-abrasive cleaning products such as Soft Scrub Liquid Gel. These types of finishes are not recommended for high-traffic areas.

CAUTION**Avoid Chemicals & Solvents (Cleaners)**

Quartz can be permanently damaged by prolonged exposure to strong chemicals and solvents. It is advisable to avoid exposing linnstone quartz surfaces to chemicals with PH levels outside of the range 5-8, such as grill cleaners, floor strippers, paint removers/furniture strippers, toilet bowl cleaners, the product with pumice, oil soaps, tarnish, or silver removers, furniture cleaners, drain products, battery acid, dishwasher detergent, etc. If your linnstone quartz surfaces are accidentally exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

Do not use abrasive or strong alkaline/acid or free radicals or oxidizers or the like (whether high, neutral, or low PH) cleaners. Various chemicals are corrosive and/or erosive in their ability to attack any structure including linnstone quartz surfaces. Be very aware of these potential damages to your product.

Avoid Scratch & Hitting

Linnstone quartz surfaces are durable and more resistant to surface damage than other stones. However, all stones can be damaged by force and no stone is chip-proof. Objects hitting edges particularly at sinks or dishwashers may cause chips. Though a minor knife slip will dull the knife and not harm linnstone quartz surfaces, no stone surface is scratch-proof. Surface markings are more visible on mono stone designs than multi-colored surfaces. The use of a cutting board is always recommended when using sharp knives. Care should be exercised when moving heavy objects, and avoid dropping heavy kitchen tools, particularly on the edges of sinks or dishwashers.

Heat Caution

Linnstone quartz surfaces are designed and manufactured to withstand moderate heat but the products are not heatproof. Like any other composite material, linnstone quartz surfaces may be damaged by sudden or lasting exposure to high temperature resulting in cracks, especially at the edges and cutouts of the product. To prevent thermal shock, discoloration, or other damages, it is necessary to use insulating pads when putting hot objects on the surface. Keep linnstone quartz surfaces away from open flames and avoid prolonged contact with very hot pots. We always recommend using a hot pad or trivet, especially when using cooking units such as electric frying pans, griddles, crock pots, or toaster ovens. Do not put hot cookware directly on the surface of linnstone quartz surfaces.

Avoid Sun Exposure

Minimize direct sun exposure to linnstone quartz surfaces. Long-term exposure to direct sunlight may discolor the surface finish. Linnstone quartz surfaces are only for interior applications.

ATTENTION

Color Consistency & Uniformity

Linnstone quartz surfaces are pure natural quartz. Variation in the natural stone (quartz) color, pattern, size, shape, and shade are inherent and unique characteristics to be expected with this product. This does not affect the product's performance in any manner.

Color blotches are intended and designed into many products to enhance natural beauty. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed. The product will not be replaced due to these variations.

Support

Linnstone quartz surfaces are not structural support products. The linnstone quartz surfaces of 2 or 3cm thickness are for countertop only and must be supported. The linnstone quartz surfaces of less than 2cm thickness are for surface finishes such as walls, tub and shower surround, and fireplaces. Horizontal applications such as a tub deck must be completely supported.

Installation

Linnstone quartz surfaces installation is optimized when walls and cabinets are properly prepared for installation. This includes but is not limited to structurally sound, straight, level, and square walls and cabinets, lack of which may cause poor installation and poor seam fit, or inconsistent countertop overhang and placement.

Linnstone quartz surfaces installation does not include qualification of any sink or stove cutouts (any cutouts), faucet hole locations, or cabinet sizes. Linnstone is not responsible for verifying whether sinks, stove, or other cutout appliances, cabinets, and faucet hole locations fit together well, or at all. This is the responsibility of the owner, general contractor, or the like. Linnstone will fabricate cutouts as per supplied model/template information. Linnstone is not responsible for the accuracy of the information provided.

Proper care and maintenance of goods are the responsibility of the owner and/or other users. The Care and Maintenance Guidelines published at www.linnstone.com are for reference.

Linnstone might update the guidelines at its sole discretion at any time. Following the up-to-date guidelines is highly recommended, which is helpful to keep your linnstone quartz surfaces in good condition for years.

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