

# INSTALLATION PACKET

Dear Valued Customer:

Thank you for choosing Universal Marble & Granite to enhance the look of your home. We hope you enjoy your new surface for many years to come.

In this packet you will find valuable information on the new surfaces we have installed. Included are tips and tricks on daily care, stubborn stains and scratches.

Whether you chose granite, marble, quartz or another one of our many products we are confident you will love them, and the value they add to your home.

We have truly appreciated working with your family during this process.

Our staff is always available to answer any follow-up questions you may have.

Sincerely,

The Staff of Universal Marble & Granite

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*“After shopping around at other granite locations, we found the best combination of pricing, customer service and selection at Universal Marble and Granite. Their craftsmanship was outstanding. We would highly recommend them...”*

*- K. A. ~ Perrysburg, Ohio*

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Granite in Chiseled Edge

## In This Packet

- Care and Maintenance of Natural Stone
- Care and Maintenance of Quartz
- Care and Maintenance of Recycled Glass

## GRANITE

### BASICS

Because of its durability, granite is great for heavily used surfaces such as kitchen countertops. Available in every color imaginable, granite has become one of the most popular stones on the market.

Granite is a product of nature. It is a very hard, crystalline, igneous rock composed of feldspar, quartz and lesser amounts of ferromagnesium materials.

Granite will not scratch under normal use. Although granite is an extremely hard surface, it is always possible to scratch if subjected to sufficient force.



## Maintaining Your Natural Stone

### Stain Treatment

Apply a non-abrasive household cleaner and rinse to remove residue. For dried liquids, foods and any hardened marks, remove by gently scraping the surface with a plastic putty knife or a non-abrasive Scotch-Brite® pad and then use a damp cloth to lift any residual stains and marks. For harsh, or hard-to-remove stains, contact your installer.

### Sealing Your Stone

Natural stone's durability is complemented with regular sealing. Universal Marble & Granite recommends sealing your granite every 12 months.

### Food Preparation Areas

In food preparation areas, the stone may need to have a penetrating sealer applied. If a sealer is applied, be sure that it is non-toxic and safe for use on food preparation surfaces.

### Vanity Tops

Vanity tops may need to have a penetrating sealer applied.

### Bath and Other Wet Areas

In the bath or other wet areas, soap scum can be minimized by using a squeegee after each use. To remove soap scum, use a non-acidic soap scum remover or a solution of ammonia and water. Frequent or over use of an ammonia solution may eventually dull the stone surface.

## QUARTZ

### BASICS

Quartz surfaces require simple maintenance. Because Quartz is comprised of high quality natural quartz and advanced polymers, it is durable, scratch resistant and resists stains. The product does not require sealants or waxes and meets stringent sanitation requirements for restaurants and kitchen surfaces.

Mined natural quartz is one of the hardest minerals found in nature. Manufactured Quartz products are composed of 93% natural quartz and then infused with advanced polymer resins and pigments. The production process provides consistent and uniform color across the material.



## Maintaining Your Quartz

### Everyday Care

Simply wipe the surface using a clean, soft cloth or sponge with a mild dish-soap diluted in warm water. Be sure to thoroughly rinse with clean water and dry with soft cloth or paper towels to prevent spotting. For best results, clean liquid spills and dried foods as soon as possible.

### Stubborn Stains and Marks

Apply a non-abrasive household cleaner and rinse to remove residue. For dried liquids, foods and any hardened marks, remove by gently scraping the surface with a plastic putty knife or a non-abrasive Scotch-Brite® pad and then use a damp cloth to lift any residual stains and marks.

### Heat

Quartz is heat resistant. A hot pad or a trivet with rubber feet is recommended to help protect the surface from any heated objects including appliances such as crock pots, electric skillets, etc.

### Scratches

Quartz is highly resistant to scratching. However, to avoid damage, refrain from using knives, screw drivers and other sharp objects directly on the surface. Never cut or chop directly on the surface. Always use a cutting/chopping board when preparing foods.

Lightly scrub surface in a small circular motion with a wet sponge and an abrasive cleanser over stain or scratch. Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level.

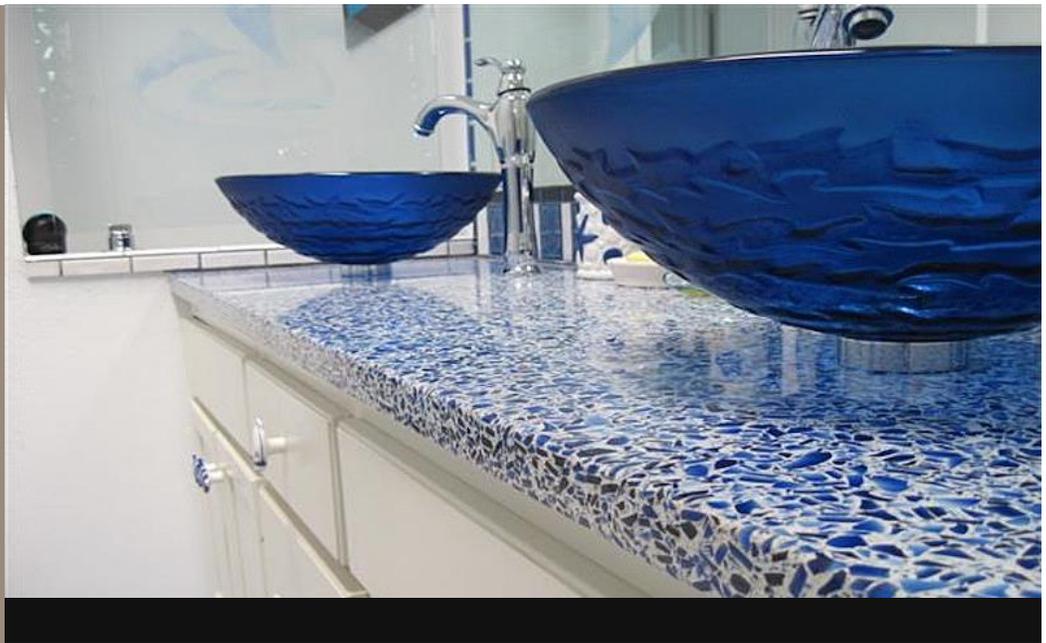
- Avoid using cleaners that contain bleach or an abrasive formula
- Avoid using cleaners contain Pine Oil - without very thorough rinsing, these products may leave behind a stubborn residue. The pine oil attract and hold dirt on the surface, eventually reducing the cleanliness of the surface and affecting its appearance.
- Avoid using highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polish agents that have alkaline/pH levels (pH 8.5 or higher).
- Avoid using abrasive scrubs and cleaners that contain either soft or hard abrasive particles.
- Avoid exposing the quartz surface to strong chemicals such as paint removers and furniture strippers containing trichlorethane or methylene chloride.

## RECYCLED GLASS BASICS

Recycled glass is composed of 100% recycled glass in a cement or petroleum based binder. A finished countertop often ranges from 70 to 85 percent in recycled content.

It is eco-friendly at an affordable price. The production process reduces energy consumption, cuts down on the use of raw materials and encourages a better greener future.

Recycled glass surfaces are durable. They are heat, scratch and wear resistant.



### Cleaning

Simply wipe the surface using a clean, soft cloth or sponge with a mild dish-soap diluted in warm water. Be sure to thoroughly rinse with clean water and dry with soft cloth or paper towels to prevent spotting. For best results, clean liquid spills and dried foods as soon as possible. Always avoid using products containing bleach or ammonia.

### Polishing and Sealing

Recycled glass never requires sealing or topical waxes to remain durable and beautiful as the day it was installed. It is non-porous, and with normal cleaning, will remain smooth with the original glossy finish. We recommend against using sealants, penetrants or topical treatments under any circumstances.

Although recycled glass is extremely durable, it is not indestructible. It can be damaged can by strong chemicals and solvents. As stated above, products containing bleach, ammonia, trichlorethane or methylene chloride must be avoided. These components are typically found in paint removers, furniture strippers and tarnish remover. If accidentally exposed to your recycled glass, immediately flush with water and then clean thoroughly with diluted vinegar and water solution.

### Heat

Recycled glass may not withstand sustained heat directed on its surface. This includes but is not limited to heat produced by direct transfer of hot pots to the surface, radiant heat from crock pots or electric fry pans or direct exposure to heat lamps. It is always recommended that a trivet or hot pad be employed to prevent unnecessary heating of the material surface.

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