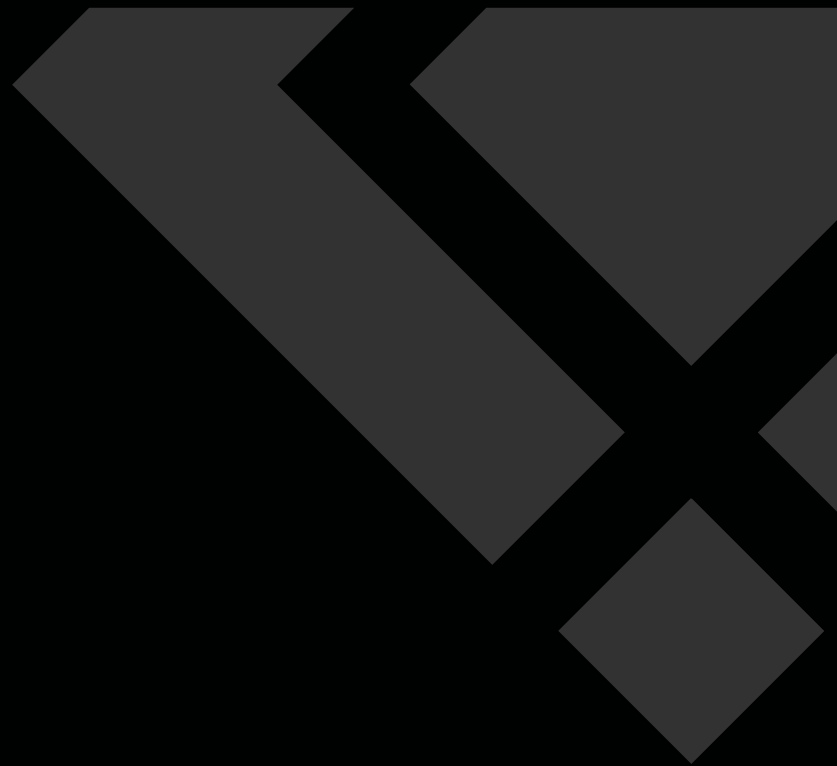




D I M A N T I

STONE COUNTERTOPS & BACKSPLASH

CARE & MAINTENANCE GUIDE





D I M A N T I

Congratulations!

Thank you for choosing natural stone for your countertops. Nothing can match stone when it comes to natural beauty, variety of colour choices, durability, and longevity. With proper care and maintenance, nothing will outperform your new countertop. The easiest way to keep your stone looking great is to avoid bad habits that may damage it. Granite, Marble, Travertine, Limestone, Soapstone, Quartz and Quartzites are similar in many ways, but their differences require varying degrees of maintenance.

Please read the following information very carefully. Following the instructions in this guide will help you keep your stone countertops clean, sanitary, and looking great for years to come.

If you have purchased a Granite countertop, Dimanti has sealed it with the best product on the market. This unique process stops deep penetration of all common household food and drink spills. (Quartz does not require sealing)

Note: Quarried stone (excluding Quartz) is a product of nature and is not subject to the rules of consistency that apply to the manufactured materials. Pits and fissures as well as variations in tonal qualities, veining and shading are all natural characteristics and generally desirable.

Thank you for your co-operation and in the event that you should ever have a question or a problem with your Granite countertop, please do not hesitate to call our office for expert technical advice.

Enjoy Your New Countertop!

Thank you for the opportunity to be of service.

Sincerely,
Phil DiMambro
President and Founder
Dimanti

Bad Advice You May Have Heard

Unfortunately, if you search around the web you'll find lots of conflicting and plain wrong information about the characteristics of countertop surfaces and the correct procedures for Granite/Marble countertop maintenance. We have seen Windex, Pledge, and even Simple Green recommended for cleaning natural stone. True, it will clean the surface and your countertop will look nice and shiny. But as noted above, when used consistently over time, Windex and all other generic cleaners may damage the surface and wear down the Granite sealer. You won't see it right away but unfortunately by the time you notice, the damage is done.

And don't forget when cleaning your mirrors in the bathrooms to spray the glass cleaner away from the countertop and onto the paper towel or cloth **FIRST** then wipe the mirror. Be mindful when spraying the mirror because the over spray can get all over your countertops.

Good Advice

Daily: Hot water and a microfibre cloth are sufficient to wipe up spills and debris and keep your countertops clean and tidy throughout the day.

Weekly: We suggest using Dimanti's in-house Quartz & Granite cleaner to refresh your countertops.

(For any Natural Stone) Approx every 5 Years: Call Dimanti (at 519-737-1155) and book an appointment to get your counter professionally deep-cleaned and re-sealed to keep them looking wonderful!

Stone countertop maintenance is very easy. In fact, if all you ever did was follow these instructions, your stone will still look great 20 years from now.

What You Should Do

- Do: Protect your countertops with coasters, trivets, or place mats, particularly under those glasses containing alcohol or citrus juices.
- Do: Blot up spills immediately on Granite tops. Acidic substances like wine, coffee, fruit juices, tomato sauce, and soda can etch the polish or stain the surface if let for a long period of time. Cooking oils may also leave a stain if not wiped up quickly. Simply be mindful.
- Do: Clean surfaces using a microfibre cloth. Always use warm water. Repeated or excessive use of household cleaners will cause a build-up of chemicals and mineral deposits that will dull your countertop's shine.
- Do: ALWAYS USE CUTTING BOARDS. Again, avoid the possibility of scratching the surface and protect your knives.
- Do: Use trivets and hot pads under pots, pans, and dinnerware. Yes, you can take a hot pot off the stove and put it right on your Granite, without any problems. However, this is untrue for all other surfaces, especially Quartz. But you must consider other issues as well.

What You Should Not Do

- Don't: Cut on your countertop surface, it could prematurely scratch, dull, and damage your stone as well as wear the knives' edges quickly.
- Don't: Leave any cooking appliances (i.e., Crockpot, Instapot, Green Egg or others) directly on your countertop as you risk excessive isolated heat which may cause cracking or burning at the surface.
- Don't: Use generic cleaners such as bleach, glass cleaners, or degreasers. The products at your local store contain acids, alkalis, and other chemicals that can damage the countertop surface, leave dirt attracting residues, or degrade the Granite sealer leaving the stone more vulnerable to permanent staining. Trying to save money by using these chemicals only ensures that you'll spend a lot more time and money on unnecessary repairs in the long run. This will also void your warranty.
- Don't: Use vinegar, ammonia, bleach, or citrus cleaners.
- Don't: Use bathroom, tub & tile or grout cleaners. The powders and even the "soft" creams contain abrasives that will scratch and dull surfaces.
- Don't: Sit or stand on your countertops. Unlike laminate countertops, Granite, Marble, and Quartz countertops are very hard, but not flexible and they DO NOT have a plywood backing so too much weight in one spot could cause a crack.
- Don't: Place toiletry products directly on your countertop surface. Hair products, perfumes, colognes, nail products, creams, lotions, and potions may stain or damage the surface or etch the polish leaving a ring. Protect your countertop by placing these products on a decorative tray like they do in fancy hotels!

Quartz Care & Maintenance

Maintaining your Quartz is simple and easy:

For every day cleaning use a microfiber cloth with warm water. Remembering to keep the counter clean, and dry, allowing the stone to breathe. For greasy clean-ups you can use a gentle, ordinary dish washing detergent (ex: Palmolive with warm water) or pick up our in-house Quartz & Granite cleaner. Please note that a clear dish soap is preferred. **Never use red or green Scotch Brite pads, or Magic Erasers/Mr. Clean, on Quartz as they contain aluminum oxide (the same abrasive in sand paper) and will dull the finish of your stone.**

Never allow your Quartz countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride, Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of the Quartz.

There is no need to seal your Quartz countertop. Sealers cannot penetrate Quartz and remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.

Always use a trivet or hot pad between the Quartz and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the Quartz warranty.

Cleaning your countertops, including the seam, is a standard part of countertop maintenance and it is to be expected over time. Food prep should be done in an area away from the seam. Follow these simple guidelines and your Quartz countertop will provide you with many years of trouble-free use!

***** We highly recommend purchasing our Quartz Cleaning Kit that we sell in our showroom. The kit includes a Quartz Cleaner & Quartz Rescue spot cleaner! *****

Dimanti Residential 1-Year Warranty

Dimanti will warrant from the original date of installation, a seam that parts or an undermounted sink that drops or comes loose. This warranty applies to the repair of a parting seam or dropped sink that has been permanently installed in the interior of your residence.

The residential 1-year limited warranty is available only to the original owner of the residence where the stone has been installed. In the case of newly constructed single-family residence, this warranty is available to the first owner purchasing the residence.

This warranty applies only to the materials that have been maintained according to the Dimanti Care & Maintenance Guidelines.

This warranty does not apply to materials that have been subjects to abuse or misuse. It does not apply to commercial applications or outdoor installations.



Heat Advisory Warning

With the rapid increase of available countertop cooking appliances, we feel it's necessary to remind all clients to thoroughly read the corresponding appliance manual to ensure you are avoiding damage to your surface through sudden and excessive heat, as well as to ensure the use of a **SOLID TRIVET** under all hot pans, pots/instant pot, griddles, electric frying pans, slow cookers, and roaster ovens.

It is our hope that you'll enjoy your solid surface countertop for a lifetime!