

Care and maintenance of product

Whilst our materials are made to withstand tough treatment, a few simple precautions will help keep their sparkle and avoid any accidental or lasting damage.

Everyday Cleaning

EarthStone products have been polished with diamond polishing equipment. Simply wipe over the surface with a damp cloth using mild detergent only. For tough marks use a solution of diluted liquid bleach, thoroughly rinse off after 5 minutes.

Do not use scourers, steel wool products or abrasive cleaners.

Cleaners containing an acid should not be used on EarthStone products. These include: vinegar, citrus/eucalyptus based cleaners (this includes 'Eco' cleaners). This is not an exhaustive list and you should be contacting your local branch with any queries.

Stain Resistance

EarthStone products are stain resistant to most common household food and liquid products. It is recommended not to leave food and liquid spills on the surface for extended periods. Chemicals such as solvents, acetone, acid or alkaline products can cause damage. Again, for tough marks use a solution of diluted liquid bleach and thoroughly rinse off after 5 minutes.

Important product information concerning EarthStone products

Description

EarthStone products are engineered from quarried natural materials including granite, stone, marble, quartz, and other materials such as shell, glass and porcelain, crushed into graduated-size pieces and mixed with specially formulated UV stable polymers.

Each slab is individually formed on Flexiweb reinforced mesh, fired and then meticulously diamond polished to form a deep, lustrous shine. The finished surface is heat, scratch, stain and impact resistant.

Colour

Due to the fact some EarthStone products are made from up to 95% natural material, variation in stone colour and particle size is to be expected across any single slab. This is quite normal and is not considered a product fault or defect. Smaller grained, lighter coloured slabs are more susceptible to marking and we recommend following our Care and Maintenance advice carefully. A full display of the EarthStone product range of colours is available for inspection at your local Earthstone outlet or on the web: earthstone.co.uk

Joins

EarthStone products are cut to order from 1300mm x 3000mm or 1600mm x 3200mm slabs and most benchtop applications will inevitably require joins. Our accredited installers are trained to make all joins as precise and discreet as possible, usually positioning them at the shortest possible run close to the sink or cooktop. Stone size and colouration may vary slightly between slabs, installers inspect each slab and endeavor to match all slab joins as closely as possible. The intended location of all slab joins is indicated on your quotation documents and your EarthStone representative will have already discussed this with you before any benchtops are installed. We cannot guarantee a perfect 'invisible' join.

Movement

Movement/settlement of the existing structure /house can result in cracking, this may also result if there is a failure of either a sink seal or cooktop seal as the substrate may expand due to moisture ingress and place excessive stress on your EarthStone benchtop due to its (the substrate material) expansion. Waterfall end vertical joints may also crack if exposed to moisture over the floor area, or if the substrate material is exposed to water, or directly placed on a concrete/tiled hard surface.

Scratch Resistance

EarthStone products are scratch resistant, however we recommend that you do not chop on, or gouge the surface with sharp implements. Cutting boards should be used when cutting on EarthStone surface to prevent any chance of scratching.

Heat Resistance

EarthStone products are heat resistant up to 148 C (300 F). However, you should always try to avoid placing hot cookware straight from the oven or cooktop onto the surface, as prolonged, excessive heat can cause scorching in some cases.

Generally, allow pans to cool before placing on the surface and, for peace of mind, we recommend the use of trivets or heat protection pads.

Special care should be taken with cast iron and other heavy based cookware which retain heat for a longer period.

Similarly, products should not be exposed to naked flames and both hot fat and oil spills should be removed immediately.

Special care should be taken with induction and gas cooktops. Both of these generate extremely high temperatures in the base of the cookware. Likewise microwave ovens can 'superheat' some cookware, so again we recommend the use of trivets or heat protection pads to protect your benchtop.

Weight

Standing/sitting on your EarthStone benchtop is not recommended by either the owner, family or any tradesperson.

EarthStone Mother of Pearl products

This unique product combines a mix of beautiful (and natural) mother of pearl shell.

Shell colour and dispersal will vary between individual sheets. Shells are formed from calcium carbonate and are softer than the composite sheet, which may cause the embedded areas to be susceptible to staining, abrasion by harder compounds and can react to vinegar, citric & other acids.

Over-exposure or use of these substances will diminish surface quality and affect the warranty. As with any boutique solid surface product we advise that the Mother of Pearl products be looked after like all EarthStone products.

In addition to 'Care of Product' advice specified, any spillage of vinegar or fruit juice on the surface should be immediately wiped off with soapy water and a clean, damp cloth. Do not use calcium cleaners as these products will dissolve the shells. If this product is chosen, a Mother of Pearl Customer Acceptance form will need to be signed by the customer upon acceptance of the quote.

Natural Stone / Glass Features

During the natural formation/manufacture process of many of our raw materials, tiny air pockets/ pores are trapped within. These will vary to a greater or lesser extent throughout EarthStone products. We have no control over their innate features, these are deemed an acceptable part of the product.

Samples

We have no control over the inherent features of either stone (granite, marble, quartzite) glass, shell or porcelain. Displays and samples are provided as an indication only, batch variations will occur. It is impossible to continually provide current samples of the variations in materials. This is referred to in the Terms and Conditions of Sale.