



CACHE VALLEY COUNTER TOPS, INC.
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Solid Surface Care & Maintenance

It is important that you read this entire paper and familiarize yourself with the information contained in it

Removing Stains

Soapy water and a sponge will remove most stains. Do not use 409® or Fantastik®. For more stubborn stains use a blue scotch-brite® pad and Soft-Scrub®. Apply the Soft-Scrub® to the countertop and scrub in a circular motion using the blue scotch-brite® pad. Both of these products are available at most stores. Always scrub in a circular motion. Finish by buffing in a circular pattern using an Abralon (soft, spongy, red and gray) sanding pad. If you did not receive an Abralon polishing pad, please pick one up at our showroom. Polish using Countertop Magic or a similar countertop polish.

Heat Warning!

Solid surface materials withstand heat better than many other surface materials. However, hot pans, electric frying pans, waffle irons, crock-pots, and other heat-generating appliances, can damage the surface. To prevent heat damage, always use a trivet with rubber feet between the appliance and the countertop.

General Guidelines

In most cases, solid surface can be repaired if damaged. However, be sure to follow the guidelines here to prevent any permanent damage to your solid surface. Damage caused by customer abuse or consumer error will not be covered under warranty.

- Avoid exposing solid surface to strong chemicals, such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Remove nail polish with a non-acetone-based nail polish remover and flush with water.
- Do not cut directly on your solid surface countertop. Cutting directly on it will damage the surface. Always use a cutting board to protect your countertop.
- Run cold water when pouring boiling water into sinks.
- Always use a trivet under heat producing appliances. You should have been provided a trivet with your countertop. If you did not receive one, please contact us. Hot pans can also damage your solid surface. Use a trivet with legs or a hot pad, under all hot pans.

Removing Cuts and Scratches

For minor scratches and blemishes follow the same steps used to remove stubborn stains. For deeper scratches, start by sanding in a circular motion using a green scotch-brite® pad with Ajax® cleanser or some other abrasive cleanser. Both of these products are available in most stores. Scrub until all scratches are gone. Apply heavy pressure on the scotch-brite® at first, and then gradually use lighter and lighter pressure. Next sand with the provided maroon scotch-brite® pad. Again sand in a circular motion using light pressure covering a slightly larger area than previously sanded. Blend the area being sanded with the rest of the surrounding countertop. Then polish with a blue scotch-brite® pad and Soft-Scrub®. Next buff with the provided Abralon sanding pad. *Remember to sand in a circular motion progressively using less and less pressure. Always wipe off the surface between sanding steps.* Finish by polishing with Countertop Magic. All of these sanding steps can be accomplished by using an orbital palm sander or a vibrating sander.

For deeper scratches that cannot be removed with the above steps, please contact Cache Valley Counter Tops. We would be happy to explain how to remove deeper scratches by yourself. Some scratches and damage may require repair by a professional. Many customers will hire CVCT to professionally resurface their countertop as needed. We charge \$50 per hour and can refinish most countertops in 2-3 hours. Please contact us by phone to schedule an appointment if you would like this service.

Solid Surface Sink Cleaning

Your sink has a matte finish on it. For normal cleaning, use a maroon or blue scotch-brite pad and a mildly abrasive cleanser such as Soft Scrub®. Scrub in a circular motion. This should remove most stubborn stains. Occasionally clean your sink by filling it 3/4 of the way full with warm water. Put a cup of bleach in the warm water and let the solution soak for 10 minutes. Drain and wash the sides and bottom of your sink completely with clean water.

Additional Help or Information

For additional information or questions concerning the care and maintenance of your solid surface, please contact Cache Valley Counter Tops at (435)258-2174. Caring for and maintaining your solid surface will keep it looking good and performing well for many years.

You may find that your solid surface looks different after 6-12 months of using and living with it. The solid surface will assume a look based on the way you clean and maintain it. For questions concerning the appearance of your solid surface and how to maintain it, please contact us. We are happy to help and want you to get the most benefit from your investment. We would be happy to show you how to perform any of the above procedures in our showroom, on our display countertops. Just come in and we will show you exactly what to do. Thank you for your business.