



In order for your ONE Natural Stone 20 Year Limited Warranty to remain in effect, you must carefully follow these care and use guidelines.

ROUTINE CLEANING

- Natural stone surface countertops are easy to maintain. Natural stone is a material that has been treated with a proprietary stone sealant to protect it from staining. This treatment makes natural stone surfaces highly resistant to staining and low maintenance. By following the recommended care and maintenance it will help ensure your natural stone surface remains beautiful for many years.
- Your natural stone countertop is millions of years old and can be damaged by using an improper cleaning product that is not suitable for use on stone surfaces. Natural stone is formed of delicate minerals that can react to improper cleaning products such as: vinegar, many over-the-counter cleaning products, window cleaners, dishwashing detergents, generic cleaners, degreasers and acidic-based cleaners. It is very important to use pH-neutral stone cleaners.

EVERYDAY CARE

Simply clean with soap and water. Wipe dry to prevent streaking with a non-abrasive cloth and stone cleaner. We recommend that you use pH-neutral stone-specific care products.

- Although natural stone is resistant to stains, spills should be cleaned as soon as possible. Spills and residues from fruits, vegetables, or other foods should be wiped up and cleaned with soap and water immediately.
- Do not use vinegar or lemon juice as cleaners.
- Do not use abrasive cleaners, cloths, or scrubbing pads.
- Promptly clean any spilled chemical substances such as bleach or drain cleaner.
- Do not use polishes or waxes.
- Do not drop or place any object of excessive weight on the surface of the countertop.
- Do not sit or stand on the countertop.

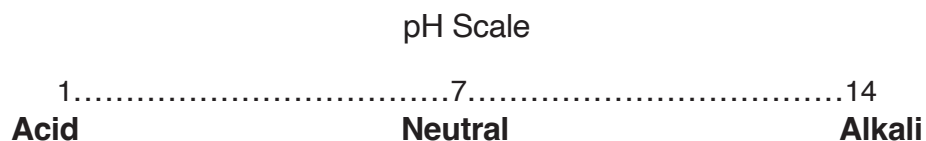
PREVENTING DAMAGES:

- **Heat** – ONE Natural Stone is resistant to heat. Although the material can withstand exposure to normal cooking environments for brief periods of time, all surfacing materials, including stone, can be damaged by extreme temperature changes, whether prolonged or sudden.
- Do not use deep fryers, air fryers, rotisseries, or toaster ovens directly on the countertop, as high temperatures and hot oil drippings, splatter, and spills can damage your natural stone.
- **Protect countertop surfaces with coasters, trivets or place mats.**
- Do not abuse the countertop. Abuse includes, but is not limited to, use and cooking, especially with oil or grease, that is unreasonable considering the normal and expected use of the countertop.
- **Scratches** – although natural stone is resistant to scratches, cutting directly on the natural stone surface should be avoided. Using cutting boards will help ensure its long lasting beauty.
- **Chemical** – avoid exposing natural stone to any strong chemicals and solvents. It is important to note that some of these chemicals and solvents can be found in household cleaners. Abrasive, acidic household cleaners containing bleach or ammonia for example, are to be avoided.



CLEANERS TO STAY AWAY FROM

Stone is a chemical in a solid form. When improper chemicals are used, it reacts.



pH is a measure to determine the alkalinity and acidity of a solution.

| TYPE | DO NOT USE | EFFECT ON STONE |
|----------------|--|--|
| Acids | Drano, CLR, Vinegar, Alcoholic beverages Lime Away, Kaboom, Zep - will eat marble and take shine away immediately Most household/bathroom cleaners | Chemicals will burn and dull stone |
| Alkalis | Windex, 409, Fantastic, Strippers, Degreasers, Ammonia Most household cleaning products | Attacks color minerals of stone Black stones will turn gray over time |
| Soap & Water | | Soap leaves a film Water leaves mineral deposits Both cause dulling |
| Bleach & Water | | Removes color from stone which can never be recreated |
| Oil-Based | Murphy's Oil Soap Pine Sol | Stains and darkens stone over time Creates slippery surface Leaves a filmy haze on stone |

