

Care and Maintenance Guide

TRISTONE takes great pride in providing the best quality solid surface products to our clients. In addition to creating a solid surface that is elegant, practical, and versatile, we also created our products to require as less care and maintenance for our customers who are busy in their daily lives.

From spills and stains to more serious damages, the care and maintenance guide will provide you with easy solutions to help you maintain your TRISTONE and keep it looking as new as the day it became part of your home.

Routine Care

Routine cleaning of your Tristone is based on the color and finish. The usual finishes consist of three types: matte/satin, semi-gloss, and high-gloss. Frequent cleaning of your countertop will increase the gloss level of your top over time. Also, darker colors require more frequent cleaning and care. Dirt and residue can easily be removed by using water, soap, ammonia-based cleaners, and/or solid surface cleaners. You can also use countertop polishes to enhance the gloss level of your countertop. Specifically for sinks and bowls, you can use the previous mentioned procedures or use a green Scotch-Brite pad to remove residue. Green Scotch-Brite pads are not recommended for routine cleaning on countertops.

In order to remove hard and difficult stains on countertops, sinks, and bowls, you will have to use different products to get the best results. Please follow the suggested cleaning procedures.

- Matte/Satin finish: Use a wet green Scotch-Brite pad and an abrasive cleanser and rub in a circular motion.
- Semi-gloss finish: Use a Soft Scrub cleanser with diluted household bleach and a wet white Scotch-Brite pad and rub in a circular motion.
- High-gloss finish: Same procedure as semi-gloss finish but use a sponge, NOT Scotch-Brite.

To disinfect solid surfaces, wipe the area with diluted bleach and wipe it dry with a towel. For sinks and bowls, let the diluted bleach, stand for about 15 minutes, then wash the surfaces and rinse with water.

Preventing Damage

There are quick and easy solutions to repair accidental and minor damages. However, it is most crucial to follow these precautionary measures to prevent severe and permanent damages.

- Always use a cutting board. Cutting directly on top of the solid surface will scratch the countertop.

- Avoid exposing solid surfaces with strong chemicals, such as acetone-based cleaners and solutions. If surfaces are exposed to these chemicals, quickly rinse the surface with water.
- Keep direct and indirect heat away from countertops. TRISTONE has innate properties that make it heat-resistant, however placing heat-generating appliances directly on top of the surface will damage it. Use a trivet or hot pads when placing hot objects on countertops. Also allow cookware to cool before placing them in the sinks.

Removing Minor Cuts and Stains

The beauty of TRISTONE is that the surfaces are renewable, which means you can make your solid surfaces look just as new as the first time it was installed. You can remove minor damages like cuts and stains by following easy-to-follow procedures. Again, it is crucial that you use the correct procedures for the specific finishes:

- **Matte/Satin finish:** Sand the affected area with 180 grit or 220 grit fine sandpaper until the scratches/cuts are no longer visible. Use water, soap, and a green Scotch-Brite pad to restore the finish. Rub in a circular motion until the finish matches the surrounding finish.
- **Semi-gloss finish:** Sand with 400 grit sandpaper until the scratches/cuts are no longer visible. Use a non-abrasive cleanser and a white Scotch-Brite to restore the finish. Rub in a circular until the finish matches the surrounding finish.
- **High-gloss finish:** Sand with 400 grit or 600 grit sandpaper. Use a low-speed (1500-2000 rpm) polisher with a wool pad and a countertop polishing cleaner to buff the affected area. Rub the surface with wax.

TRISTONE recommends that severe damages should be repaired by Certified Fabricator or Solid Surface Repair Agents.

For more information on care and maintenance, please visit our website at www.tristonesurfaces.com and/or contact your local distributor.