

Care & Maintenance Guide

FOR SYNTERRA STONE SLABS



Everyday Cleaning

Better Stone surfaces require very little maintenance and when cleaned and upkept regular they will continue to look like new. Better Stone surfaces are virtually non-porous so will never require sealing or polishing.

For every day, routine cleaning of Better Stone we recommend wiping the surface with warm water and a clean damp cloth. Please ensure the cloth is clean and not the cloth you would use to cleaner dishes or other household things as it may transfer dirt and oils back on to your surfaces. Do not attempt to polish yourself or continuously rub one spot when cleaning your surfaces. If you have stubborn marks which still can't be removed, please contact us via email or phone and we will be happy to assist in any way we can.

Substance	Cream Cleanser	Methylated Spirits	Spray Cleanser	Cannot be Removed
Coffee / Tea	✓		✓	
Beetroot	✓		✓	
Red Wine	✓		✓	
Chemical				✓
Food Oils	✓		✓	
Spices	✓			
Cordial			✓	
Heat stains / burns				✓
Glue / Silicone / Paint		✓		
Tougher/Stubborn Stains	✓			
Cosmetics			✓	

PREVENTING CHEMICAL DAMAGE

Your Better Stone Surfaces can have lasting damage if they are exposed to strong solvents and chemicals that may undermine your surfaces physical properties, It is strongly advised that you do not use products that contain Trichloroethane or Methylene Chloride, such as paint removers or strippers, it's also good to avoid aggressive cleaners that have high levels of alkaline or high PH levels, if your surfaces come in contact with these substances by accident, rinse with clean water as soon as possible to help neutralise any affect these substances may have on your surfaces.

PREVENTING HEAT DAMAGE

Better Stone does have a level of heat resistance, however, like all stone and minerals your Better Stone surfaces can be damaged by sudden and rapid temperature changes. A good guide to follow is that if you cannot tolerate to touch the heat source then you should only place it on your Better Stone surfaces for less than a few seconds. It is recommended where you can to place your hot pan, tray or any electrical cooking appliances onto a heat conducting item or wooden chopping board, rather than your Better Stone Surfaces.

Protective trivets and heat pads must always be used underneath cookware such as skillets, saucepans, pots or dishes when removing hot items directly from any heat source (oven cooktop or microwave) and placing onto the Better Stone surface. Prolonged or sudden extreme temperature changes can create thermal shock cracks which are excluded from the Better Stone warranty.

PREVENTING SCRATCHES

The use of cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure the long lasting beauty of Better Stone. The resilient surface of Better Stone has been designed to withstand normal daily use. Whilst it is resistant to scratches, cuts and chipping, do not cut directly on the Better Stone surface. Scratches and chips to the edge or primary surface of Better Stone are not protected under warranty.



Always cut on an appropriate cutting board



Never cut food directly on your benchtop

REMOVING DIFFICULT SPILLS AND STAINS

For gloss surfaces, if routine cleaning procedures do not remove stubborn or dried spills/stains, use a nonabrasive cleaning pad such as a household sponge, along with a glass and surface cleaner. Should chewing gum, nail polish, or similar substances adhere to the surface, they can be removed with a plastic scraper or sharp blade. Gently scrape off the substance, then follow the routine cleaning procedures in this guide.

For all surface finishes, red wine and other tannin based stains can be removed with a diluted bleach solution (a 50:50 mix of 'Domestos Regular cleaner' or similar and water). Do not allow the bleach to remain on the surface for longer than one minute. Wash with water to remove the diluted bleach and dry with a soft cloth. Repeat the process with the diluted bleach if not successful.

For all surface finishes, should paint spots/stains persist after following the above procedures then, as a last alternative, the spot use of acetone may be successful. However, colour change or surface damage resulting from the use of acetone is not recognised under warranty, so this should be used as a last resort. Testing on an inconspicuous area first is highly recommended.



The Cleaning Guide

For everyday spills and marks the best ways to clean Your Better Stone Surfaces is to wipe away any residue, with a clean cloth; spray and wipe your surface clean and when finished, buff with a clean, dry cloth.

LIGHT, EVERYDAY CLEANING	EVERYDAY SPILLS & MARKS	REMOVAL OF STUBBORN MARKS/DRIED SPILLS
Wipe the surface with a clean cloth & warm soapy water	Use spray and a damp clean cloth	Use Better Stone cream cleanser

HOW TO CLEAN WITH YOUR BETTER STONE CREAM CLEANSER

For removal of stubborn marks & dried spills it is best to use your Better Stone cream cleanser and foam sponge/scrubber follow our quick and simple guide below:

1. Drench your foam sponge/scrubber with warm water.
2. Apply 1-2 teaspoons of Better Stone Cream Cleanser directly to the foam scrub, on the scrubber side.
3. Gently squeeze to create a thick foam lather.
4. Gently clean in a circular motion with a open flat hand.
5. Be careful not to apply excessive pressure in one area or rub in one spot for too long.
6. Leave the lathered soap mix on the surface for up to two minutes.
7. Remove all excess suds, rinsing the surface with warm water and a microfiber cloth or soft clean towel.
8. Rinse and repeat several times to ensure all excess suds are removed.
9. Once finished, buff with a clean dry cloth. The scrubbing sponge can be rinsed, cleaned and dried and reused again.

WARRANTY REGISTRATION

Your Better Stone warranty needs to be registered to be effective, register online www.betterstone.com.au/warranty and we will send you a complimentary Better Stone Cleaning Kit to help maintain your surface for years to come.

BetterStone

A New Era of Stone