Dear Customer,

Congratulations on selecting stone for your project.

IPC Granite Pty Ltd is proud of its reputation and its dedication to customer service and satisfaction.

Please take the time to read the following information which will help you to better understand the product and will give you some hints on maintaining your stone in excellent condition.

**NATURAL MATERIALS** – granite, marble, limestone, travertine, slate etc

All stones are natural products. Each stone type has inherent natural properties and variations to these properties such as crystal ingrowths, cleavage, pitting, micro-fracturing, fissures, grain structure, texture, veining and variations in colour which are to be expected in natural materials. These are characteristic properties of all natural stone and do not, in any way, decrease the functionality of the product. Natural stone is hard (depending on material selected) and durable and, if cared for correctly, will not lose its natural beauty.

**MAINTENANCE**

Routine cleaning is best done with warm soapy water or gentle household cleaners (no citrus or bleach-based products) followed by rinsing with plain clean water. During cleaning, the surface of the stone may change a little in colour (appearing darker) until the surface moisture evaporates; the stone will then return to its natural appearance. All stone is porous to a minor extent and with regular care and maintenance will remain in excellent condition.

*The following points will help in maintaining your stone surface*;

1 Do not leave any spills on your stone surface for any length of time. Remove any spilt material as soon as possible. All stone products are sealed prior to departure from our premises, ***HOWEVER***, this sealer only gives you more time to remove any spilt liquids or other materials off the surface.

2 ***HOT OBJECTS*** should not be left on the stone surface for any length of time. Strong heat may adversely affect the crystals that make up the stone and may, on rare occasions, create thermal shock which may lead to cracking within these crystals. Where hot implements are to be placed on the stone surface, we recommend the use of heat proof mats, trivets, boards etc between the hot implement and the stone.

3 All stone materials, like all other products, have a **‘*load limit’***. Therefore excessive weight on the surface, especially on the edges and any overhangs ***SHOULD BE AVOIDED***.

4. Strong industrial chemical cleaners or detergents that are strongly acidic or alkaline, or petroleum derivatives are undesirable. If in doubt, do not hesitate to contact our office.

5. Avoid the use of any abrasive cleaning products or cloths.

**QUARTZ-BASED MANUFACTURED STONE**

**Care & Maintenance**

The surface of your manufactured stone requires only simple and routine care to maintain its good looks. Cleaning with a soft damp cloth and a little liquid detergent will do the job. Manufactured stones are highly impervious to staining however it is recommended that any spills are cleaned up quickly. A gentle clean and the surface is like new again.

**Stubborn Stains or Dried Spills**

Any multi-purpose cleaner or detergent can be used on these stains (with exceptions as outlined below). For extra – stubborn spills use a scratch-free scouring pad to shift the dirt.

**Spot Removal**

To remove adhered materials like food, gum, nail polish and dried paint, first scrape away the excess with a sharp blade then continue to clean as outlined above. If there are any grey metal marks on the surface, a gentle cleaning agent should remove it. After cleaning, rinse the surface with clean water.

**Heat Resistance** – refer to instructions for natural material

**Tough – Yes, Indestructible – No**

As with any surface, manufactured stone can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Do not use products that contain trichlormethane or methylene chloride, such as paint removers or strippers.

Avoid any highly aggressive cleaning agents like oven/grill cleaner that have high alkaline/PH levels. Caution must be taken when using Drano-type products (granular or liquid plumbing agents) and floor strippers. Products containing oils or powders that may leave a residue should be rinsed off thoroughly.

Should your surface accidentally be exposed to any of these damaging products, rinse immediately with water to neutralise the effect.

For branded engineered stone, care & maintenance and warranty details can be found on that brands website or by contacting their state offices.

***Thank you for choosing IPC Granite. We assure you of our best attention at all times and please do not hesitate to contact our office to discuss any matters of which we may be of further assistance.***

Regards

Justin Bon Ventre

Director