



WARRANTY & CARE GUIDE



Introducing

THE NATURAL STONE GROUP

Thank you for choosing The Natural Stone Group to help manage the fabrication and installation of your new work-surfaces. Whether you're purchasing work-surfaces only or have had a new kitchen installed, we hope you enjoy them over the years to come. Inside this pack are QR links to ensure you register your warranty (if applicable) alongside links to direct material suppliers care and maintenance guides to help look after your work-surfaces.

Please take care in ensuring you click on the correct link. If unsure the retailer who you purchased your work-surfaces through will be able to advise.

Not all materials require warranty registration or have a link to their own care and maintenance guides. If this is the case for your purchase please refer to our "other guide" on page 5.

For more information visit

naturalstonesurfaces.co.uk

Please note: all advice over care and maintenance is via third party and accurate as of April 2024. Natural Stone Group will not take liability for any information given by supplier links. Any new information provided on these links has been updated directly by the material supplier.



QUARTZ



ULTRA-COMPACT



SILESTONE

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



CAESARSTONE

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



COMPAC

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



NSQ

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



CRL

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)

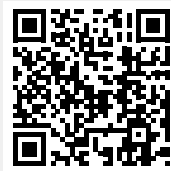


CQ STONE

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



IQ STONE

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



LAMINAM

Register your warranty using the QR code or click the link below



[Care guide](#)





QUARTZ

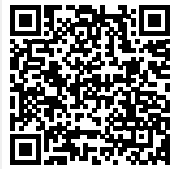


ULTRA-COMPACT



BQS

Register your warranty using the QR code or click the link below



[Care guide](#)



DEKTON

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



NEOLITH

Register your warranty using the QR code or click the link below



[Warranty](#)

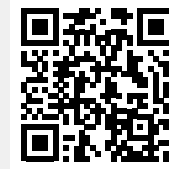


LAPITEC

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



CERALSIO

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



ATLAS PLAN

Register your warranty using the QR code or click the link below

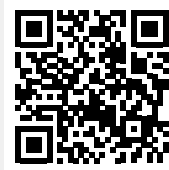


[Care guide](#)



X-TONE

Register your warranty using the QR code or click the link below



[Care guide](#)



[Warranty](#)



UNISTONE

Register your warranty using the QR code or click the link below



[Care guide](#)



INFORMATION FOR ALL OTHER BRANDS



QUARTZ

For daily care of your surface wipe with a moist, soft cloth with either a dilute, mild soapy solution (such as liquid dish soap) or a daily Granite and Marble cleaner such as Method, DryTreat Rejuvenata Countertop Cleaner, or Lithofin Easy-Clean. Rinse cloth and wring out then wipe over the surface again to clear any traces of soap. Then buff with a clean, dry microfiber cloth. Always ensure your cloth is clean. Never use highly abrasive cloth or scouring pads (however white soft scourers can be used gently for agitation of stubborn stains).

It is always advisable to remove a spill as soon as you possibly can, by blotting away with a kitchen towel and then wiping the surface as advised above. The longer the spill sits on the surface increases the risk of it penetrating the surface.

Avoid using highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high acidic or alkaline levels, as well as abrasive scrubs and cleaners that contain either soft or hard abrasive particles and cleaners that contain xylene, toluene, potassium hydroxide or caustic soda.



NATURAL

Natural stone is porous and therefore would absorb substances if untreated. We treat all natural stones with Lithofin MN Stain Stop at the point of the install and will provide you with a Lithofin care kit which includes additional further Lithofin MN Stain Stop, a second application must be applied by the customer, following the manufacturer's instructions, when the worktops are totally dry. This will penetrate the surface creating an extremely thin, invisible film which protects against most staining.

However, material staining can still occur through acid etching. Any acidic (Lemons, Limes, Vinegars or Wines) must be cleaned from the surface immediately. Please also be mindful of acidic scented cleaners such as lemon scented washing up liquids and similar. Heavily used surfaces such as kitchen counters and vanity tops should be resealed once a year. For daily care of your surface wipe with a clean moist, soft cloth with either a dilute, mild soapy solution (such as liquid dish soap) or a daily Granite and Marble cleaner such as Method, DryTreat Rejuvenata Countertop Cleaner, or Lithofin Easy Clean. Then buff with a clean, dry microfiber cloth. Always ensure your cloth is clean. Never use an abrasive cloth or scouring pads. Do not use bleach or harsh cleaners. The darker and/or plainer Granite's can be susceptible to oil build-up from liquid dish soap so a specialist cleaner as listed above would be recommended.



ULTRA-COMPACT

Ceramic and sintered surfaces are possibly the most hardwearing of all stone options when it comes to staining/acid etching/scratching in a home environment. Any acidic (Lemons, Limes, Vinegars or Wines) clean straight up. Please also be mindful of acidic scented cleaners i.e. Lemon scented washing up liquid. Always refer to the manufacturers guidelines as to what cleaning substances can be used for specific stains but realistically your surfaces should not stain with standard daily use.

For daily care of your surface wipe with a moist, soft cloth with a dilute, mild soapy solution (such as liquid dish soap) or common cleaning products. Rinse the cloth and wring out then wipe over the surface again to clear any traces of soap. Then buff with a clean, dry microfiber cloth. Always ensure your cloth is clean.

If in doubt always use warm soapy water with a non-abrasive cloth or sponge. **Please scan the QR code for more information from the WFF.**





Contact Natural Stone Surfaces

 01298 811040

 sales@naturalstonesurfaces.co.uk

 naturalstonesurfaces.co.uk

