



Renovisions, inc.

A Design & Remodeling
Company

Everything You Need in Countertops

Knowing what to expect is an important part in building a good relationship with our customers. We hope that this document will help you to be an informed consumer and to make a decision that works best for you and your needs. Additionally, it is our interest to provide clarification for all phases of the countertop installation process. Please contact Renovisions, inc. to go over details on your countertop project.

The Materials

- **Laminate** - We offer Wilsonart and Formica Brand Laminate Countertop

Laminates are made of two things: paper and resins. The papers are saturated with resins and dried, then stacked in layers and pressed under heat. In the press, the resin is cured under high pressure, and the separate layers of paper consolidate and form a single sheet of laminate.

These are offered in a variety of patterns and solid colors.

Since laminate consists of layers of paper it is not uncommon to have slight variation in color. Laminate countertops are durable and very reasonably priced. However, appropriate care should be taken to protect and prolong the beauty of your countertop installation.

- **Solid Surface** – We offer Corian, Wilsonart SS, Formica Brand SS

Dupont created the solid surface category more than 30 years ago and many other companies produce this material today. Solid surface is a proven material that brings design versatility, long-term performance and value to any environment.

Solid surface is manufactured in the form of sheets and sinks. The sheets are precut into specific lengths at the factory.

Solid surface countertops offer unparalleled color matching and seaming ability, but are still susceptible to slight variations in shade and particulate distribution.

- **Quartz** – We offer Silestone, Caesarstone, Technistone, Hanstone, Zodiac & MSI Quartz.

Quartz is one of the hardest minerals in nature.

Silestone is the world's leading quartz surface. Composed of 93% quartz combined with resins through a highly advanced process, Quartz products are extremely hard, dense, and non porous.

Silestone has greater scratch and stain resistance than natural stone, and is virtually maintenance-free. It also possesses greater color consistency than stone.

Quartz can withstand limited exposure to heat without the fear of burning.

Silestone with “Microban” has built-in protection, which helps to fight growth of micro organisms as bacteria, molds, yeasts, fungi, and mildew.

Soapy water or ammonia-based cleaners will remove most dirt and stains from all types of finishes.

Preventing Heat and Other Damage

Although Solid Surface is resistant to heat, you should always use a hot pad or a trivet with rubber feet to protect. Hot pans, as well as some heat-generating appliances like frying pans or electric cooking pots, can damage the countertop if a hot pad or trivet is not used. Extreme heat can be generated from transferring a cooking utensil from a burner to the countertop.

In most cases, Solid surface can be repaired if it is accidentally damaged.

However, be sure to follow these guidelines to prevent any permanent damage.

- Avoid exposing Solid Surface to strong chemicals such as paint removers, oven cleaners, etc. If contact occurs, quickly flush with water.
- Remove nail polish with a non-acetone-based polish remover & flush with water.
- Do not cut directly on Solid surface countertops.

Removing Stains and Fixing Scratches or Burns

Nicks, scratches and cuts are inevitable with any high-use product, including Solid Surface Acrylics. The Acrylic is solid all the way through, it is easy to renew to its original appearance as described below.

Minor damage, including scratches, general or chemical stains, scorches or burns, and minor impact marks, can be repaired on-site with a light abrasive cleanser and a product such as a scour pad. For heavier damage, light sanding may be necessary.

The following steps should be followed:

- Identify the extent of the damage and ascertain whether a minor repair will solve the problem. You may want to consult with your supplier.
- If the damage is minor, try to repair it with an abrasive cleanser or a product such as a scour pad.
- If the above step is unsuccessful, hand-sand with 400-grit wet and dry sandpaper. To minimize dust wet the surface before starting.
- If this is unsuccessful, use an electric sander and heavier-grit paper. Always make provisions to control dust.

- If this too, is unsuccessful, you may need to consult Renovisions, inc. for other repair options.

Silestone Care and Maintenance

➤ Routine Care

Silestone requires very little maintenance. Simply wipe your Silestone surface with soap and warm water on a regular basis to maintain its beauty and shine for years to come.

➤ Difficult Spills

To remove difficult spills, wipe the surface with warm water and soap. If needed, apply a common household cleaner. For stains that harden as they dry, such as food and gum, remove by gently scraping off of surface (using a blade or putty remover), and then clean using warm and soap.

➤ Extreme Heat Protection

Silestone is extremely resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. Although Silestone is more heat resistance than any other stone surface, all stone can be damaged by sudden and extreme temperature changes, especially near the edges. For this reason, we recommend using a trivet or a hot pad to protect your Silestone surface from extreme heat.

➤ Chemicals to Avoid

Avoid exposing your Silestone surface to strong chemicals and solvents. Items to avoid include: nail polish remover, permanent markers or inks, oil soaps, and furniture cleaners or paint strippers that contain trichlorethane or methylene chloride. Also avoid exposing your Silestone surface to chemicals with high alkaline/PH levels, such as oven cleaners.

➤ General Precautions

Although Silestone is extremely scratch and heat resistant, we recommend protecting your Silestone surface by using a hot pad or trivet for extreme

heat protection, and by using a cutting board in order to avoid damage to your knives.

Solid Surface Care and Maintenance

The inherent qualities of Solid Surface Acrylic ensure the ultimate in easy care and renewability. Its nonporous, solid composition makes it easy to live and work with for many years.

A second day may be needed for a complete countertop installation process. Every effort will be made to complete our job on the scheduled date.

Granite Care and Maintenance

Granite is a porous material that must be sealed in order to minimize staining. Granite countertops must be sealed every six months to two years to minimize staining. Sealing granite is not a guarantee against staining. Wine, coffee, grape juice, etc. can stain your granite. Appropriate care should be taken.

Granite is the hardest of natural stones that we are currently working with. It is the most resistant to scratching or chemical etching. This is not to say that you cannot damage granite by scratching or etching. As a rule of thumb, we do not recommend cutting on any countertop surfaces; we strongly suggest using a cutting board to avoid scratching the surface of the countertop.

Avoid the use of abrasive cleaners. Avoid prolonged exposure to oils and oil-based products. Avoid extreme heat. It is possible to develop a crack in granite from too much heat. A good rule of thumb is to use trivets, coasters and hot pads.

Granite countertops are easy to clean and maintain with soap and water, or glass cleaning products like Windex or other cleaning products containing vinegar.

Caution should be used when handling or storing any of the above listed products. You should follow label instructions.

Caution must be used for the following:

- Products containing oils or powder may leave a residue.
- Repetitive exposure to extreme heat may damage the polished finish.
- Oven cleaners, Drano, Liquid Plumber, and floor strippers may damage the polished finish.
- Use of oven/grill cleaner may cause discoloration to the granite and should be avoided.

Difficult Spots

- Soak affected area with one of the recommended cleaning products for up to 10 minutes.
- Scrub the area.

Protecting Your Things

- Clear all items from within the cabinet below your sink/sinks.
- Remove all items in any cabinet associated with the installation of a new countertop.
- Please take the appropriate precaution to protect any sensitive items.
- You are advised to remove or protect even things in adjacent areas to the work area.

If you have selected an under mount sink model, please allow 24 hours for the tops and sink to set prior to re-connecting the plumbing.

The installation of your countertops will generate dust. We will try to contain the dust in a reasonable fashion, but we are not responsible for any dust that may settle in other areas of your home. We ask that you turn your air conditioner and all other forced air systems off to prevent dust from spreading to other areas. To minimize dust sheet plastic can be used for this application. Upon completion of installation, we will make every effort to leave your home as we found it. We will leave the job site in broom clean condition. However, after clean up dust will continue to settle. Please, be prepared to clean up and wipe up for a few days after your countertop installation.

Installation conditions require clear and easy access from the street to the project area.

The following you should know about your installation:

- Installation of your countertops typically will occur Monday through Friday between 9:00 a.m. and 5:00 p.m.
- You could be without a sink for up to 3 working days depending upon scope of work.
- Quoted is a per square foot to furnish and install countertops. The price you received does not include any structural changes to your cabinetry.
- Please note, associated dry wall and plaster repairs, painting, trim, disconnect and connect of plumbing including faucets, drains and disposals, dishwasher “demo and removal” will be determined and a written estimate will be provided.
- Renovisions, inc. showroom provides several options for faucets and sinks. Faucets and sinks can be purchased through Renovisions showroom and will be included in the scope of work generated by Renovisions.