

How to care for your solid surfaces

Including Mirostone® 10 Year Warranty



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SOLID SURFACES FOR EVERY ROOM

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Caring for your solid surfaces

Mirostone solid surfaces are durable and in the unlikely event of being damaged can even be repaired or refurbished – unlike virtually every other worksurface material. A quality solid surface will last for many years with simple care. Follow these instructions to preserve your solid surfaces.

Everyday care

General cleaning of your Mirostone solid surfaces can be done by wiping the surface with a damp sponge or cloth and then drying with a dry soft cloth to prevent spotting, especially in hard water areas. A microfiber cloth is the best type to use.

Basic stains

Clean with a mild detergent and a damp sponge or cloth and then rinse with clean water and wipe dry with a soft cloth to prevent spotting. To enhance the visual colour clarity of the surface, apply a commercially available non-abrasive cleaner formulated specifically for solid surfaces such as Eagle solid surface cleaner and wipe away excess, buffing dry with a soft cloth.

Stubborn stains and minor scratches

Most solid surfaces can be supplied with varying finishes ranging from matte to a gloss according to your specification. Contact your solid surface supplier to establish what type of finish has been applied to your surfaces if you are unsure. Dark décors, especially those with a gloss finish will potentially show signs of use such as scratches more readily than lighter décors, if a worktop saver has not been used. All décors with a gloss finish and dark colours with all types of finish require much more care and maintenance.

The following instructions are for stubborn stains. Do not attempt to repair scratches, chips or burns, instead contact an authorised Mirostone fabricator / installer to carry out the required repairs. You will be charged at an hourly service rate. Use a worktop saver to help prevent scratching your beautiful Mirostone surface.

Matte Finish

This is a standard low or no sheen finish recommended for all high use areas.

Scrub in a small circular motion with a wet sponge and an abrasive cleaner such as Cif over the stain. Darker décors tend to require much more attention than lighter décors. Scrubbing too aggressively may affect the surface texture. Rinse with clean water and wipe dry with a soft cloth. To enhance the clarity of the décor colour, apply solid surface cleaner such as Eagle and wipe away excess, buffing dry with a soft cloth.

Satin Finish

This has a slightly higher level of sheen to matte and requires more attention than matte finish.

Lightly scrub the surface in a small circular motion with a wet sponge and an abrasive cleaner such as Cif over the stain. Darker décors tend to require much more attention than lighter décors. Scrubbing too aggressively may reduce the level of sheen. Rinse with clean water and wipe dry with a soft cloth. To enhance the clarity of the décor colour, apply solid surface cleaner such as Eagle and wipe away excess, buffing dry with a soft cloth.

Gloss Finish

This is a higher and reflective sheen that requires the most care and maintenance.

DO NOT use abrasive cleaners on a gloss finish. Spray a non-abrasive cleaner over the stain and then scrub in a small circular motion with a wet sponge. Darker décors tend to require much more attention than lighter décors. Scrubbing too aggressively may reduce the level of sheen. Rinse with clear water and wipe dry with a soft cloth. To enhance the clarity of the décor colour, apply solid surface cleaner such as Eagle and wipe away excess with a dry soft cloth. If necessary, contact an authorised Mirostone solid surface fabricator / installer for more advice. You will be charged at an hourly service rate.

Preventing damage to solid surfaces, sinks and bowls

Minor accidental damage is usually repairable by an authorised Mirostone solid surface fabricator / installer at an hourly service rate. However, please follow these guidelines to help prevent damage in the first place.

Heat

Mirostone solid surfaces have excellent heat resistant properties compared to other worksurface products. However, very hot pans straight from the hob and/or heat generating appliances such as slow cookers, portable stoves, combi-microwaves and deep fryers can damage the Mirostone surface. Always use a heat resistant worktop saver to protect your surface. Do not subject your Mirostone solid surfaces to any source of extreme heat. Always run cold water when pouring boiling water into the sink or bowl.

Chemicals

Do not expose your Mirostone solid surface to strong chemicals such as paint removers, acetone, oven cleaners or drain, stove and toilet cleaning products. Surfaces that have accidentally been exposed to these chemicals should be flushed promptly with water, using appropriate safety measures to avoid injury. Remove nail polish with a non-acetone based remover and flush with water.

Scratches and impact damage

Never cut or chop directly on a Mirostone solid surface, always use a worktop saver. Do not drop heavy objects on the surface.

Caring for your sinks and bowls

Follow these instructions to preserve your Mirostone solid surface sink and bowl.

Everyday care and basic stains

Clean regularly with a mild detergent such as those used for hand dishwashing.

Stubborn stains and minor scratches

Apply a mild abrasive cleaner such as Cif on the area and buff in a circular motion with a maroon Scotch-Brite® pad. Buff over the entire sink or bowl to blend the finish and then rinse with clean water.

Maintaining a clean finish

To keep sinks and bowls bright and clean, occasionally apply liquid bleach and water using the following steps.

- Fill sink or bowl to 25% with water and add 1 to 2 cups of bleach.
- Carefully (without splashing) scrub the entire surface with a green Scotch-Brite® pad and sponge.
- Allow to stand for 15 minutes. Then drain and rinse thoroughly with clean water.

Mirostone® 10 Year Warranty

Each Mirostone installation will have a 10 year limited warranty,
provided the following conditions are met.

1. The Mirostone surfaces must be fabricated and installed by an authorised Mirostone fabricator.
2. Fabricators and installers must inspect the Mirostone components, adhesives, sinks and bowls for colour matching and general quality and if necessary arrange for satisfactory replacement materials before starting the fabrication process.
3. Material will be replaced if it is found to be faulty, but labour and any consequential charges will not be covered either during or after fabrication and installation.
4. All fabrication and installation must comply with the Mirostone fabrication and installation guidelines.
5. Use only adhesives that have been approved by Mirostone.
6. Scratches, abrasions, stains and burns are not covered by the warranty.
7. The warranty will not cover products moved from their original place of installation; failure caused by other substructure support; products installed outdoors or in heated areas such as saunas; products installed in recreational vehicles and colour variation between marble décor sheets (veining may vary from sheet to sheet).
8. Mirostone décors with metallic flakes that have reflective properties, may cause the colour to look different depending on the angle of view. This effect will not constitute a warranty claim.
9. The maintenance and prevention of damage instructions in the 'How to care for your solid surfaces' leaflet must be followed.
10. Although Mirostone will make its best effort to repair or replace with the best possible colour match to the original as possible, Mirostone cannot guarantee the exact colour match in the event of repair or replacement.
11. All repairs must be carried out by an authorised Mirostone fabricator whose labour costs will be charged on an hourly rate.
12. This limited warranty is transferable during the 10-year period following the initial installation only when the new owner notifies a Mirostone distributor with the original proof of purchase details writing.



For more information please contact your Mirostone solid surface specialist.

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Disclaimer: The use of specific names is intended only to show a type of cleaning product. This does not constitute an endorsement or support for those products. Nor does the exclusion of any specific product names imply insufficiency.