



V.H. WILLIS
Muscatine, Iowa • Est. 1949

SOLID SURFACE COUNTERTOP CARE INSTRUCTIONS

USE AND CARE GUIDELINES

Our solid surface countertops are designed for aesthetic as well as durability. Like other surfacing materials, laminate can be damaged by abuse and carelessness. When used with proper use and care, the end result is years of satisfaction.

CLEANING YOUR SOLID SURFACE

Solid surface has sanitary properties which do not allow food, dirt, bacteria and germs to penetrate it. Routine cleaning with soap and water and a sponge, or window cleaner and paper towels will remove most dirt and stains. For stubborn stains, removable procedures will depend on the finish of the surface.

- Matte or Satin finish: Rub the stain with a scouring cleanser and a burgundy or green-colored Scotch-Brite® pad with water. Always rub in a circular motion, then rinse and towel dry. Rub the entire surface occasionally with the Scotch-Brite® pad to maintain the finish.
- Semi-Gloss Finish: Use a Non-abrasive cleanser with diluted bleach and a white Scotch-Brite® pad. Rub in a circular motion. Rinse and towel dry. A non-abrasive polish like Hopes Polish, available at most home stores, may be used to enhance the shine.
- High-Gloss Finish: Follow the procedure for semi-gloss surfaces, but use a sponge instead of a Scotch-Brite® pad. If the area is dull in contrast with the surrounding surface, use a white polishing compound with a sponge to get a higher gloss.

SCRATCH AND IMPACT REPAIR

All sanding or polishing on solid surface should be done in a circular motion.

- Matte or satin finish: Sand with 180-grit (120 micron) or 220-grit (60 micron) fine sandpaper until the cut or scratch is removed; restore finish with an abrasive cleanser and a burgundy Scotch-Brite® pad to the same finish as the adjacent surface.
- Semi-Gloss Finishes: Sand with 400-grit (30 micron) sandpaper; restore finish with a nonabrasive cleanser and a white Scotch-Brite® pad.
- High-gloss finishes: Sand with 400-grit (30 micron) or 600-grit (20 micron) sandpaper; buff with a white polishing compound and a low speed (1500 - 2000 rpm) polisher equipped with a wool pad; finish with a wax.

PREVENTING DAMAGE

Solid surface can be easily repaired. However, use the following guidelines to prevent damage:

- Solid surface materials should be protected from hot pans directly from the stove or oven by the use of hot pads or trivets equipped with rubber-tipped feet.
- Always place a flame-resistant hot pad or trivet underneath a heat-generating appliance such as a crock-pot or electric frying pan.
- Some strong chemicals can cause damage to your solid surface if left in contact very long. Paint removers, oven cleaners, solvents containing methylene chloride or acetone (nail polish remover), acid drain cleaners, toilet bowl cleaners, contact adhesive solvent, rust removers, or lacquer thinners should be flushed with soapy water as quickly as possible, rinsed with clean water and towel dried.
- Run cold water when pouring boiling water into sinks and allow hot grease to cool slightly before pouring onto sink or disposal.
- Do not cut directly on a solid surface, always use a cutting board.

CHEMICAL DAMAGE

Never use cleaners containing acid, alkali, or sodium hypochlorite. These cleaners will mar, etch, corrode, and permanently discolor the laminate surface. Also, make sure that bottles, rags, and other materials contaminated with these cleaners never contact the laminate surface. Accidental spills or splatters from these compounds should be wiped off immediately, and the area rinsed thoroughly with water.

Examples of cleaners containing acid, alkali, or sodium hypochlorite include, but are not limited to:

ceramic cooktop cleaners	some countertop cleaners
drain cleaners	some disinfectants
lime scale removers	toilet bowl cleaners
metal cleaners	chlorine bleach
oven cleaners	tub & tile cleaner
rust removers	coffeepot cleaners

SPECIAL CLEANING RECOMMENDATIONS

RESIDUAL GLUE

Sometimes new decorative laminate has a streaky appearance caused by contact adhesive used during fabrication. Clean with a non-abrasive cotton cloth and an adhesive solvent such as Formica® Brand Non-flammable Contact Adhesive Solvent. Use solvent sparingly, as excessive amounts may delaminate edges. Read and follow all warnings and instructions on the labels of all solvent products.

PAINT AND VARNISH

Remove most oil-base paints, varnishes and lacquers from decorative laminate surfaces with a suitable solvent. Read and follow all warnings and instructions on the labels of all solvent products, and remember that most solvents are extremely flammable. Use solvent sparingly, as excessive amounts may delaminate edges. Remove most water-based paints with an ammoniated household cleaner. For stubborn paint spots, gently use a plastic, non-metallic, non-abrasive pad. Never use steel wool or other abrasive scouring pads.

STAINS

To remove or minimize stains, use full strength Fantastik® All Purpose Cleaner, Formula 409®, Pine-Sol® (original formulation) or other mild household cleaner on the affected area, and allow it to draw out the stain. Blot with a clean, damp, non-abrasive cotton cloth, and then rinse with clean water. When a recommended cleaner changes its formulation, the change may be harmful to the laminate surface. V.H. Willis Company cannot be held responsible for these changes. Solvents such as denatured alcohol can also be used. Follow all directions and warnings on the solvent label because many are extremely flammable.

Stubborn stains that may disappear on their own after a short time or with repeated cleanings include:

coffee and tea stains	food stains
finger prints	glass rings
food dyes	water marks

Stains that are stubborn or even permanent, and may not disappear, include:

cash register ink	lemon juice
food pricing ink	marker ink
inedible inks	newsprint
label inks	wood stains

Some materials and liquids, such as dyes and pharmaceutical products, will permanently stain laminate. Examples include:

povidone-iodine	hair dye
Red-2B dye	pharmaceuticals
silver nitrate	laundry bluing
tannic acid	peroxide
tar compounds	Mercurochrome®

These stains may be reduced by applying a paste of baking soda and water on the area to pull out the stain. The paste will be slightly abrasive, so do not rub. Wipe up the paste with a clean, damp, non-abrasive cotton cloth, and then rinse clean with water.

Periodic application of a self-cleaning wax can help minimize future staining.

Scotch-Brite® is a registered trademark of 3M Company. Fantastik® is a registered trademark of DowBrands Inc. Formula 409® and PineSol® are registered trademarks of The Clorox Company. Mercurochrome® is a licensed trademark of Beckton Dickson.

LIMITED WARRANTY

Orders must be confirmed in writing. Phone orders are taken to the best of our ability. Without written confirmation, misinterpretation is the customer's responsibility. Upon receiving, a customer or authorized person must be present to accept full responsibility of product upon delivery. Our one year guarantee covers defective material and workmanship only. Damage after the customer has received the tops, either during storage or installation is not covered. Damage due to improper use of abrasives or cleaners or damage to particle board caused by liquid will also not be covered as seams are not water tight. Damage due to alteration of original unit or labor costs involved in either the removal of the original product or installation of the replacement will not be covered. Damage due to hot pans or utensils on countertop surfaces will not be covered. Upon a valid claim, we will do one of the following solutions. 1. Repair the product to the original condition. 2. Replace the product. 3. Refund the purchase price of our invoice. In the event that V.H. Willis chooses number 2 or 3 in the list above, the original product must be returned to V.H. Willis Company within 45 days of the receipt of our remedy.