

Caring for your new countertops

Your Owner's Guide will instruct you on your long term care for your new countertops. In the first few days there are some special instructions that will help your countertops settle, in their new home.

1. For the first 72 hours do not put anything hard, heavy or rough on the countertops.
2. If you have a sink or cook top with 2 seams in the front, please be aware that the narrow front piece is prone to tilting until the adhesive has fully dried. Do not touch that piece for 24 hours, in order to ensure that it remains straight and level.
3. If you have an under mount sink, the seam between the sink and the countertop is filled with a high quality kitchen and bath caulk, specifically made for sinks. This caulk may appear milky white at first, but it will eventually dry clear.
4. In the next day or two you may notice streaks or swirls on your countertop, in the same color as the caulk. While we do our best to clean up after caulking your seams, sometimes we are unable to see the caulk residue, and this appears later as streaks or swirls. Wait for one week, and then simply use a mild cleaner such as windex, fantastic, soap and water following the directions to use sparingly and rub gently with a damp sponge.
5. Your seams are filled with the highest quality caulk available. However, you might still see some caulk shrinkage as the caulk dries over the next few days. If this happens, use the following instructions to touch up the caulk.
 - To best fill the seam, first make sure it's clean and dry
 - Next apply a thin bead of caulk to the seam in the area that needs more caulk. The caulk is water-based and can be cleaned up with a sponge.
 - Wet your finger and carefully spread and smooth the bead of caulk, filling in the gap or depression. Use a damp sponge to clean up any excess. It's best to let the caulk sit for a few minutes before wiping the excess with a sponge.
 - Let the caulk dry overnight

By using a little extra care in the first few days, you will ensure that your countertops remain beautiful for years to come.

Owner's Guide Care & Maintenance

Cleaning agents acceptable to use

- Damp cloth
- Mild detergents
- Water-based cleansers
- 409
- Fantastik
- Windex
- Simple Green
- Bleach

Cleaning agents not acceptable to use

- Any abrasive cleaners
- Comet
- Brillo pads
- 3M scrubbing pads

Sealer/Staining

- Do not cut directly on countertops. Knives will pierce the sealer, rendering the counters susceptible to staining. Cutting directly on the countertop voids the sealer warranty.
- Scratches could occur if heavy, rough or sharp objects are dragged across the countertop surface. Should a scratch occur, it can be minimized by using the Custom Crete Werks touch-up kit. Contact CCW for touch-up kit if needed.
- Indoor Counter tops are recommend to use Miracle Sealants - 511 Porous Plus (Home Depot stocks this in the tile section) once a year.
- Outdoor Counter tops refer to "Recommending Sealer Application for outdoor items"
- Spills will not stain concrete, if they are removed immediately
- Resistance to oils, acids, alcohol and normal food items is excellent

Heat

- The sealer is heat resistant up to 450⁰,
- Hot pots up to 450 degrees Fahrenheit can be taken off the stove or out of the oven and placed directly on the countertop.
- For darker colors, you may want to test an inconspicuous area first.

Hairline Cracks

- Non-structural hairline cracks can occur anytime during the life of the countertop and are considered an inherent part of the product, not a manufacturing defect.
- Hairline cracks are defined as cracks, generally smaller than ½ mm in width that do not threaten the integrity or stability of the slab, nor prevent the continued and normal use of the countertop.

Chips

- While durable, both concrete and natural stone are "brittle" materials as opposed to "elastic" materials.
- Sharp edges are more susceptible to chipping than rounded edges.
- Use care with pots and pans around ages.