



Silestone® Antibacterial Hygienic Quartz Surfaces

www.parbury.com.au



Care & Maintenance



Silestone Care and Maintenance Guide



General Precautions

Although Silestone is scratch and moderately heat resistant, we recommend protecting your Silestone surface by using a heat pad or trivet for extreme heat protection, and by using a cutting board in order to avoid damage to your knives.



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 such as Jif™ for harder to remove marks. For products that harden as they dry, such as food and gum, remove by gently scraping off the surface, and then clean using warm water and soap. The use of Muck Off™ may be required to shift permanent marker if regular cleaners fail. Be sure to wash down the surface of the stone afterwards to remove any residue.



Extreme Heat Protection

Silestone is moderately resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. All stone, including Silestone can be damaged by sudden and extreme temperature changes, especially near the edges. To avoid any risk of thermal shock¹ occurring, be sure to place all items directly from the stove or oven onto the sink or protective heat mat or trivet. Localised thermal shock caused by this type of practice may crack or damage the stone and is not covered by the Silestone warranty. Scorching of the material may also occur.

Chemicals to Avoid

Avoid exposing your Silestone surface to strong chemicals and solvents. Items to avoid include: nail polish remover, bleach, permanent markers or inks, oil soaps, and furniture cleaners or paint strippers that contain trichlorethane or methylene chloride. Also avoid exposing the Silestone surface to highly aggressive cleaning agents like oven/grill cleaners and dishwasher agents or chemicals with high alkaline/PH levels, such as oven cleaners. Should exposure to any of these chemicals occur, wipe away the substance as soon as possible and wash down the surface of the stone with water. Dullness may occur after a period of time if incorrect cleaning chemicals / procedures are used.



Photography by Eliot Cohen

Parbury recommends the use of the following products for cleaning the Silestone surface:

- i) Jif™ or Gumption™
- ii) Spray and Wipe™ or similar
- iii) Windex™
- iv) Spray & Wipe™ for Windows
- v) Muck Off (graffiti remover)² to remove permanent marker etc

After the use of any of these products it is wise to wipe down the effected area with a damp cloth to remove any residue particularly when using granular products like Jif™ and Gumption™.

Silestone® now has Microban® built-in hygiene

Food preparation and kitchen surfaces are more likely to encounter germs than other surfaces.

Silestone® now contains Microban® antibacterial protection which inhibits the growth of potentially harmful bacteria, such as salmonella, e-coli and listeria that can cause food poisoning.

Although you should always clean Silestone® kitchen surfaces as normal, Microban® will give you extra hygiene protection and peace of mind between these cleanings.

All products with Microban® antibacterial protection undergo extensive independent microbiological laboratory testing to ensure that they are effective and safe.

¹ Stress created when a small part of the stone gets hot while the remainder of the stone remains cool.

² Always read instructions before using any cleaner.

1. **Background** - This warranty relates to the Product supplied by Parbury to your supplier (named above) and used by your supplier in the Application of the Product (as described above).
2. **Making a claim** - To make a warranty claim you must:
 - (a) give Parbury written notice of a warranty claim within 28 days of any alleged defect or failure of the Product first becoming apparent;
 - (b) produce a copy of the receipt of purchase; and
 - (c) make all warranty claims directly with Parbury.
3. **Parbury or approved suppliers only** - This warranty applies only to Products sold by Parbury or any of its approved suppliers. "Parbury" means Parbury Pty Ltd (ABN 83 004 568 138) for Products sold in Australia and Parbury Building Products (NZ) Limited for Products sold in New Zealand.
4. **Warranty:** Subject to the exclusions in clause 6, for a period of 10 years from the date of installation of the Product by Parbury's approved supplier, Parbury warrants that the Products supplied to you will be free from defects arising in the manufacture of the Product.
5. **What Parbury will do** - In the event that a claim is made under clause 2 and it is established to Parbury's satisfaction that there is a manufacturing defect in the Product in breach of the warranty in clause 4, then Parbury will, at its option, either repair the Product or provide replacement Product (in a manner Parbury considers reasonable). However, Parbury will not be responsible for, nor pay the costs of, removing the existing Product, recutting the new Product, or reinstalling the new Product, or any associated costs.
6. **What the warranty does not cover** - Subject to clause 8, this warranty does not extend to fair wear and tear or any damage, defects or failures within the Product which (in Parbury's opinion) directly or indirectly arise from or are due to:



(a) Heat damage

placing hot pans, pots or similar hot objects directly on to the surface of the Product, including damage consisting of cracks in and scorching of the Product;



(b) Excessive weight or impact

placing heavy objects on the Product, applying substantial weight to the Product, including by standing, sitting or lying on the Product, or applying excessive impact to or mishandling the Product, including but not limited to the impact or chipping caused by objects thrown or dropped on to the Product's surface or edging;



(c) Chemicals

exposing the Product to strong chemicals, including solvents, inappropriate household cleaning fluids and acids (see the Care and Maintenance recommendations below for a description of recommended substances to avoid);



(d) Structural or support changes

structural movements in or effecting the building or the Application where the Product has been installed, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed;



(e) Incorrect installation

failure by your supplier to follow the fabrication and installation instructions in the Silestone Technical Manual, including incorrect cutting or placement of the Product and use of the Product with inappropriate cabinetry or other structures resulting in inadequate support for the Product (eg use of the Product on cabinetry designed only for laminate or lighter weight benchtop products);



(f) Unauthorised modifications

any modifications or work to the Product by any person other than Parbury or its approved suppliers or their agents;



(g) Inappropriate use

use of the Product outdoors or in any way which exposes the Product to ultraviolet radiation or consistent environmental forces;



(h) Inappropriate cleaning methods

failure to clean the Product in accordance with the Cleaning Recommendations set out below; and

Cleaning Recommendations

The Product should be cleaned using warm water and mild detergent or a common household cleaner (of the nature described in the Care and Maintenance Guide below) with a non-scratch sponge, scrubbing brush or equivalent.

(i) Other specified causes

any other causes specified in the Silestone Technical Manual as being excluded from this warranty. In addition, this warranty does not cover:

(j) Colour and gloss variations

any variations with the colour or gloss within the Product and between one slab of Product and another; and

(k) Imperfections

any visual imperfections or blemishes in the surface and edges of the Product, including cracks, marks, chips, scratches, polishing marks and surface pattern irregularities, which are not brought to your supplier's attention at the time you inspect the Product or at any other time before the Product is cut or modified in any way.

Further, Parbury will not be liable for consequential loss or damage whatsoever and however arising out of or in connection with the supply, performance or removal of the Product, including (but not limited to) any indirect or consequential loss (including, without limitation, loss of profit, loss of revenue, loss of contract, loss of goodwill or increased cost of workings), even if due to the negligence of Parbury or any of its approved suppliers, employees or agents.

7. **Validity** - This warranty becomes valid only when Parbury has been paid in full for all Product used.
8. **Statutory warranties** - This warranty certificate and other statements contained in this document or other documents given to you do not exclude, restrict or modify the application of any term implied into this warranty by statute, provided that (to the extent any statutory provision permits Parbury to limit its liability for a breach of an implied condition or warranty), Parbury's liability for such breach is limited to the payment of the cost of replacing the Product or acquiring an equivalent Product or repairing the Product.
9. **Limitations** - Subject to clause 8, the obligations of Parbury under this warranty are limited to those set out and this warranty is expressly instead of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and not withstanding any course of dealing between the parties or custom and usage in the trade to the contrary.



Photography by Eliot Cohen

*For more information on Silestone and its
Products please visit www.fpk.com.au*

In Australia phone: **08 8285 6385**



An  alesco Company



Terms and conditions subject to change without notice.