

ABOUT YOUR ICESTONE SURFACE

IceStone is manufactured without any petrochemicals or resins, making it an environmentally responsible choice for countertops in the home or office. Care of IceStone is similar to that of natural stone. Like all surfaces, IceStone will show signs of wear and tear over time. With sensible care, you can maintain the beauty and quality of your IceStone surface.

CARING FOR YOUR ICESTONE

GENERAL CLEANING

Use the products recommended in these guidelines. Cleaning products should be free of chlorine bleach, ammonia, acid and citrus scents.

WIPE UP SPILLS

Be especially attentive to spills such as coffee, wine, fruit juices and other acidic liquids, wiping them up promptly with a damp cloth and water.

USE TRIVETS AND CUTTING BOARDS

Place a tray under coffee machines, soap, and soap dispensers—as with all surfaces, use trivets and cutting boards to help protect the sealer and the surface. A towel or cloth should be placed under cutting boards or trivets that don't have rubber legs underneath them to avoid etching due to friction between the board and the surface. Cutting boards should be stored vertically, not on IceStone after use or to dry.



PROTECT YOUR SURFACE

IceStone is very dense, but still porous, so surfaces must be sealed. IceStone requires that the fabricator seals before or at the time of installation. A typical IceStone installation requires annual resealing. To determine if it is time to reseal your IceStone, dab a cotton ball in water and evenly wipe the surface in a straight line.



TIME TO RESEAL

If the watermark is wide and flat.

SEALER IS INTACT

If the watermark is raised and has irregular edges.

Sealing is simple! While you can certainly call in a professional, most homeowners opt to do it themselves. If the surface was ever sealed with a solvent-based sealer, you cannot use a water-based sealer for subsequent applications. If the surface was sealed with a water-based sealer, consistently use a water-based sealer for subsequent applications, or use a solvent-based sealer. We have made it even easier by providing a video tutorial on sealing on the IceStone YouTube channel:

www.youtube.com/user/IceStoneLLC

You can apply CHENG[®] Concrete Countertop Wax after sealing for added protection.

RECOMMENDED PRODUCTS

You can purchase recommended products at our web store at www.icestoneusa.com

* Using products other than those recommended on IceStone can result in less than optimal performance of the material.

CLEANERS

Seventh Generation® All-Purpose Cleaner | Free & Clear
Method® All-Purpose Natural Surface Cleaner | Lavender
Method® Daily Granite Cleaner

SEALERS

IceStone recommends StoneTech® Bulletproof®, a high-performance water-based sealant. If your IceStone surface was sealed with a solvent-based product, we recommend Tenax® Protex when resealing.



REPAIRS

REMOVING TOUGH STAINS

Staining is caused by liquids that have penetrated and discolored the surface. Most stains can be removed by using a poultice. DryTreat Hanafinn Oxy-Klenza™ works well for most organic stains. Refer to our video illustrating stain removal on our YouTube channel: www.youtube.com/user/IceStoneLLC

REMOVING SURFACE MARKS/ETCHING

Etching is caused by acidic liquids that have discolored, dulled, and/or eroded the surface. Surface marks can be buffed out using a powdered mixture and cotton cloth. Brands of powdered buffing mixture include Dia-Glo or Akemi Liquid Polish. Rub vigorously in small circles until the area is smooth.

For further assistance contact IceStone Customer Service: customerservice@icestoneusa.com

WARRANTY

IceStone offers a Residential and Commercial 10-year Limited Warranty for installations that are fabricated and installed by an IceStone Certified Fabricator. Register your warranty on our website and receive e-mail reminders about maintaining your IceStone surface.



CONTACT US

Thank you for selecting IceStone surfaces. We are continuously researching new products that make it easier for you to care for your surface. Please visit our website or call us for the latest information about care and maintenance.

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