

SOLID AND NATURAL WORK SURFACES CUSTOMER CARE BROCHURE

Care & Maintenance of your Luxury Worksurface

Thank you for choosing a Luxury Worksurface by Sheridan, the largest solid surface fabricator in Europe. Your installation will have been carried out by one of our network of quality installation teams. To keep your worksurface in the same excellent condition as when they leave, simply read the relevant section in this booklet and follow the guidelines. Following the guidelines, with the aid of your Care & Maintenance Kit, will enable you to keep your worksurface in excellent condition for many years to come.



CORIAN® AND APOLLO® SOLID SURFACE CARE AND MAINTENANCE

If you've just introduced Corian® or Apollo® Solid Surface to your home.....

...They are the elegant, hygienic, long lasting solid surface materials used for kitchen tops, bathroom vanities, shower walls, furniture and many other applications.

While your kitchen is probably the hardest worked room in your home, these guidelines will answer your questions on how to use and care for Corian® or Apollo® Solid Surface wherever you have chosen to install it.

Like all fine materials, Corian®/Apollo® Solid Surface responds best when handled with care...

...We want you to be happy living with it.

Care & Maintenance Kit

The care kit is a necessity for every worksurface, it includes everything you need to keep your worktop in first class condition, simply follow the instructions provided.

Contents of the Kit

1 bottle of 500ml Stone Detergent (this is a concentrated solution, normal day to day use requires a 100 – 1 dilution), 1 bottle of 500ml of Cream Clean, 1 pair of Rubber Gloves, 2 White Cloths, 1 Dark Grey Abrasive Nylon Disc, 1 Maroon Abrasive Nylon Disc, 1 Light Grey Sanding Disc, 1 Spray Gun. Upon installation a Corian®/Apollo®

Solid Surface worksurface will have an overall satin sheen finish. However, as you use it Corian®/Apollo® Solid Surface acquires a smoother, more silken finish and appearance rather like the soft lustre or sheen fine silverware develops. Even the cleaning properties appear to improve with use

So that this lustre does not develop unevenly, use Sheridan Cream Clean once or twice a month over the first few months. Clean the entire top with a wet sponge or cloth, using a circular motion. Rinse/wipe with a damp cloth, and dry with a paper towel or soft cloth. You'll be pleased to see how Corian®/Apollo® Solid Surface responds to your touch.

How to clean Corian®/Apollo® Solid Surface tops & sinks:

Corian®/Apollo® Solid Surface is not self-cleaning, whatever you have been told! But it is simple to maintain using your Care & Maintenance Kit. For everyday cleaning, try the easy way first! Although liquids cannot penetrate Corian®/Apollo® Solid Surface, it is always best to wipe up spills as they occur. Dilute Sheridan Stone Detergent from your Care & Maintenance Kit, for normal use it requires diluting 100 parts water to 1 part solution. Clean the sink or top as usual with a damp cloth and detergent, wiping well and rinsing. To remove oil or fat, apply a less diluted Sheridan Detergent and leave a few minutes before rinsing/wiping clean



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with a damp cloth and finishing with a dry cloth. If stains need further attention, use detergent direct from your bottle and leave on the surface for up to 15 minutes before flushing away with clean water, then use a soft cloth to wipe away. If the stain persists, use your the Stone Cream Clean (which is mildly abrasive) from your Care Kit, apply in a circular motion with the soft cloth provided, before rinsing, wiping and then drying.

Once or twice a week, give your sink a beauty treatment. Remove all the fat and oil residues of normal food preparation from the sink, using your Sheridan Detergent. Then partially fill the sink with warm (not boiling) water. Add 1-2 teaspoons (5-10ml) of liquid household bleach, and leave overnight. You don't need a strong solution. In the morning, the sink should be beautifully clean, with very little effort.

Dealing with obstinate offenders:

On a problem area try the easy way first.

Metal marks from pots and pans (in particular aluminium and cast iron) show on Corian®/Apollo® Solid Surface sinks, just as they do on porcelain, ceramic or acrylic.

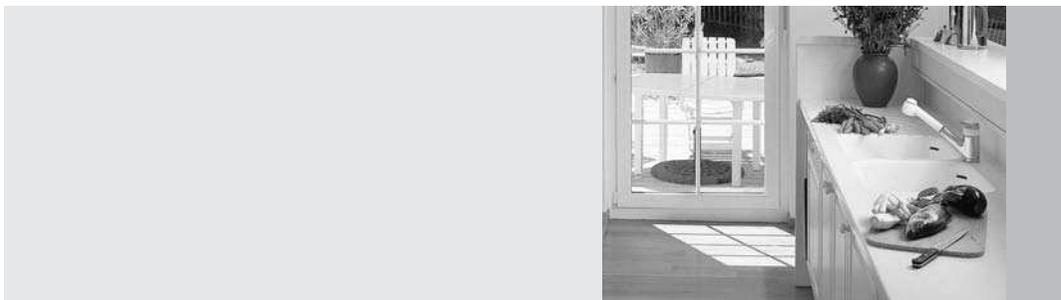
Also food preparation stains or discolouration (wine, tea, coffee vegetable oil and food residues, etc) build up in Corian®/Apollo® Solid Surface sinks just as in stainless steel sinks where they are less evident on the darker base colour. Hard water leaves visible water marks on Corian®/Apollo® Solid

Surface, just as on glassware, which is why it should be wiped dry with a soft cloth after use. If your Corian®/Apollo® Solid Surface worksurface or sink is damaged or marked in such a way that every-day cleaning won't remove it, the following procedure will normally enable you to repair it and bring it back to its previous good looks. First try the easy methods using your Stone Detergent, then progress to the Stone Cream Clean. Avoid abrasive plastic scouring pads in normal cleaning. Only with really persistent stains such as lily pollens, saffron or with a severe scratch, should you need to resort to the abrasive discs in your care kit.

The abrasive disc you use should be dependent upon the severity of the damage to your worksurface or sink.

Commence with the dark grey scotchbrite disc for light scratches and marks, the maroon scotchbrite disc for more pronounced marking and for the deepest and more severe marks use the light grey sanding disc.

It is good practice to use the least abrasive disc possible to remove marks, so for example if the mark can be fairly easily removed using the dark grey scotchbrite, then time and effort will be saved by doing so. If however this is not effective, progress to the more abrasive maroon scotchbrite and in the most severe cases to the light grey sanding disc.



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Always use a circular motion with your disc(s) removing all traces of the offending mark, when this has been removed the next less abrasive disc should be used to remove abrasion marks that will have been left from the previous disc, next step to bring your worksurface back to its best flatten the abrasion marks left by dark grey disc. Finally when you have used abrasive discs, always restore the overall lustre afterwards, using the Stone Cream Clean and blend the scrubbed area into the entire surface again as always by rubbing in a circular motion).

If all your efforts fail to remove your unsightly marks or blemishes, then all is not lost as Corian®/Apollo® Solid Surface are entirely re-newable and can be repaired by one of our experts, simply contact our office who will be pleased to give you further details.

If hard water scale has built up around the waste or taps, use a standard household lime-scale remover and follow the manufacturer's instructions. Only use a Sheridan abrasive disc if absolutely necessary to remove the deposit, rinse well and buff dry. Restore the gloss level as described above.

*Bathroom vanities & shower walls normally need only everyday cleaning and wiping dry, except when lime-scale (use a standard household lime-scale remover and follow the manufacturer's instructions), or with soap build-up and water-spotting try concentrated detergent and follow the normal procedure

Heat

Rather than cause accidental heat-damage, prevent such damage in the first place:

- Always use a heat protection pad or trivet (with rubber feet) for hot cookware, or leave cookware to cool on the hob first. Never put hot pans, particularly cast iron, directly on a Corian®/Apollo® Solid Surface top or in a sink. Such heat can damage any surface!
- Always use the correct size of pan for the burner, placed centrally. An overhanging pan can scorch surrounding surfaces. Don't use two burners as one (e.g. for a large griddle) - it has the same effect.
- If you must put a hot pan on the base of a sink use a protective sink mat, sponge, or cloth beneath. It is best to leave the utensil to cool slightly first, or put a few inches of cool water in the sink before the pan.
- Avoid pouring boiling liquids directly into sinks without turning on the cold tap as well.

Hob and grill cooking methods: Modern appliances reach higher temperatures quicker - and often hold heat longer. To avoid worktop damage, follow both the appliance manufacturers instructions and these rules:

- To reduce heat, turn the burner down instead of pulling the utensil partially off the heat source.



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Scratches

It is not a good idea to cut or chop on Corian®/Apollo® Solid Surface - it will score the work surface! Use a chopping board instead.

As with all materials, Corian®/Apollo® Solid Surface will show light abrasion marks in normal daily use. Use occasional overall cleaning as described. Darker colours may show wear and tear more readily and need a bit more attention, just as with dark coloured wood. However if Corian®/Apollo® Solid Surface is accidentally scored or scratched more severely (e.g. by kettle or toaster, or unglazed ceramic pulled across the surface) you can usually restore it yourself (see cleaning methods).

Chemical Spillage:

Accidental spills of strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should be flushed promptly with plenty of soapy water to avoid damaging worktops! For nail varnish spills, non-acetone based remover .

Undetected or prolonged exposure to chemicals with subsequent damage (perhaps from a leaking container) may require the attention of a Quality Network Service Centre.

Whatever happens do not despair! If more serious

damage occurs, or if you simply want to 'freshen up' your worktops in a few years time, we have a network of Quality Network Service Centres fully qualified to provide maintenance service or remedial work.

The beauty of Corian®/Apollo® Solid Surface is that even after many years of use your worktops will still look good. Most damage can be repaired and the original hygienic surface restored. It provides a long-term, renewable, easy-to-work-on, sympathetic surface.

Most of our Use & Care guidelines, you probably already follow instinctively. But we do hope these reminders will be useful to you. Our guidelines have grown out of years of using, living and enjoying Corian®/Apollo® Solid Surface. We would like you to enjoy living with Corian®/Apollo® Solid Surface in your home for years to come.



GRANITE WORKSURFACES CARE AND MAINTENANCE

when permanence, enduring colour, texture and complete freedom from deterioration and maintenance are prime requirements.

And granite is ageless - always contemporary.

The granite industry is keeping pace with

architectural progress and changing demands.

Technological developments have revolutionised quarrying and fabrication methods, reducing costs and leading to new applications.

Granite is an igneous rock. It is formed as a result of the slow crystallisation of molten magma at depth in the earth's crust. Uplift and erosion has over millions of years resulted in this material outcropping at the surface. The minerals which make up granite are generally quartz, feldspars and various mafic minerals (amphiboles, pyroxenes, micas and secondary materials). It is the size, distribution and precise chemistry of these minerals which give the granite its colour. In the stone industry "granite" has been a term applied to almost all igneous rocks and schists. Traditionally any very hard crystalline rock (quartz based as opposed to marble, calcite based) possess the following characteristics:-

Limitations

- Molecular structure renders granite very stable but rigid.
- Will not bend or flex in worktop thicknesses, granite is not suitable in long span applications.
- Can incorporate natural flaws, pot marks, veining, irregularities and can never be guaranteed to remain consistent throughout

the whole installation.

- Breakages can and do occur in the manufacturing process, should this be the case, delays can become inevitable.
- Extremely heavy material.
- No apparent natural jointing, difficult to work without special tools.
- Takes a high polish.
- Extremely resistant to natural weathering.
- Ideal for vanity tops, worksurfaces, cladding etc.
- Extremely hard, 7 on the 'Moh's Hardness scale'
 - Diamond being the hardest at 10, talc the softest at 1

Preventing Damage

To keep your Granite Worktop in the best possible condition, the following points should be observed:

- Avoid contact with edges of the work surface as chipping may otherwise occur.
- Do not cut directly on the work surface.
- Do not physically abuse your Granite Worktop
- Do not expose your Granite Worktop to excessive heat or place hot pans directly on a granite worktop.
- Do not move your Granite Worktop from the original place of installation
- Special care should be taken not to subject your Granite to acids such as: Formic acid, Hydrofluoric acid, Nitric acid, Sulphuric acid, Phosphoric acid and Hydrochloric acid
- Granite worksurfaces are sealed prior to



GRANITE WORKSURFACES CARE AND MAINTENANCE

despatch and upon installation, then every 6 months using the Care and Maintenance kit.

- Periodically, worktops should be re-sealed to prevent damage occurring. This is especially necessary in high traffic areas. Ask for details of a Sheridan maintenance contract, which includes re-sealing worktops within the cost
- Although one of the least absorbent stones, Granite can be stained by grease, wine, coffee, sweet and sour, nicotine, fruit juices, even champagne!

Any spillage must be removed immediately from a granite worksurface, delay could cause permanent damage.

For general maintenance of worksurfaces

- Granite must not be rubbed with abrasive materials.
- Wash with clean warm water to which your stone detergent (100 – 1 dilution) may be added.
- Rinse with clean warm water.
- Dry with a chamois leather or similar.
- Light polish using Stone Wax Cream provided.
- Drainer Grooves can be cleaned using wire wool.

Care & Maintenance Kit

The Sheridan Care & Maintenance Kit is a necessity for every granite work surface, it includes everything you need to keep your worktop in first class condition, simply follow the instructions provided.

Contents of the kit

1 bottle of 500ml Stone Detergent, 1 bottle of 500ml of Stone Seal, 1 bottle of 500ml of Stone

Wax Cream, 1 pair of Rubber Gloves, 2 White Cloths, 1 White Non abrasive Nylon Felt Pad, 1 Spray Gun.

Stone Detergent is a natural detergent ideal for a pre-clean preparation and for periodic cleaning of worktops and vanity tops.

Stone Wax Cream is a polishing cream especially developed to clean and maintain the surface shine to various granite tops such as: kitchen, bar, table and bathroom vanity tops. Removes most dull patches which may have been caused by soap and water residues and by general use.

Stone Seal protection ideal for the application on granite tops: kitchen, table, vanity, bath surrounds, shower enclosures and walls for interior decoration and furnishing.

Protects against stains caused by food and drinks such as coffee and tea etc.

One application will guarantee protection for long periods of time (subject to proper maintenance).

*Important - before using either of the above products, please read and follow instructions carefully. Always wear rubber gloves when using chemicals, they could cause a reaction to your skin.



ZODIAQ® APOLLO® AND ROXX® QUARTZ WORKSURFACES CARE AND MAINTENANCE

Quartz* is the naturally beautiful, durable and hygienic quartz surface material. It is characterised by superior strength and durability. Building on its natural quartz core, it has exceptional strength and toughness, making it resistant to impact and difficult to scratch, chip, crack or dull. This durability means that with routine care, Quartz* will retain it's ultra-smooth, lustrous looks for many years. Like all fine materials, Quartz* responds best when handled with care and attention.

Exceptionally hard and cool to the touch Quartz* is also non-porous, stain resistant making it thoroughly hygienic and easy to maintain.

Use and Care

Quartz* doesn't require any sealants or waxes. Even when the odd, inevitable stain does occur - such as wine, vinegar, tea, lemon juice, soda, fruit or vegetable juice spills - these are easily removed and the surface restored to it's original highly polished appearance in a matter of minutes. As always it is good practice to remove any accidental spills immediately, blot up the spill and rinse with plenty of clean water.

Care & Maintenance Kit

The care kit is a necessity for every Quartz* work surface, it includes everything you need to keep your worktop in first class condition, simply follow the instructions provided.

Contents of the high gloss finish kit

1 bottle of 500ml Stone Detergent, 1 bottle of 500ml of Stone Clean, 1 pair of Rubber Gloves, 2 White Cloths, 1 White Non abrasive Nylon Felt Pad, 1 Spray Gun.

Contents of the matt finish kit

1 bottle of 500ml Stone Detergent, 1 bottle of 500g of Stone Paste, 1 pair of Rubber Gloves, 2 White Cloths, 1 White Non abrasive Nylon Felt Pad, 1 Spray Gun.

Routine Cleaning

For daily cleaning worksurface, wet one of the cloths from your care kit with diluted Stone detergent from your care kit and wipe your worksurface (100 – 1 dilution), rinse off with clean water. For more stubborn spills etc. simply use a stronger mixture of Stone detergent from the bottle depending on the nature of the stain you are trying to remove and leave on the surface for up to 15 minutes, then rinse with water.

To remove deposits and scale that also appear from time to time from water residue simply spray Sheridan Stone Clean sparingly onto your Quartz* worksurface and wipe clean, see your Quartz* worksurface restored to it's former shine.

Remember, it is always easier to wipe up a spill than to have to deal with a dried-on stain.

The natural beauty of Quartz* goes far deeper than its surface. A totally solid surface material requiring



ZODIAQ® APOLLO® AND ROXX® QUARTZ WORKSURFACES CARE AND MAINTENANCE

no surface treatment or sealants, Quartz* will retain its highly polished look for many years.

Honed/matt surfaces

For every day cleaning use hot soapy water and wipe dry with a clean tea towel or doth.

For any stains, greasy or oily marks use a kitchen spray such as Mr Muscle leave for 30 seconds then rinse well and dry with clean tea towel or cloth.

For more stubborn marks or stains use **Matt Stone Paste** cleaning compound on a wet sponge, work in a large circular motion and clean the whole top. Rinse well with hot soapy water and dry with a clean tea towel or cloth.

For any other serious mark that seems as if it can not be removed with regular cleaning, use a wet, grey or maroon 'Scotchbrite' pad with a little '**Matt Stone Paste**' compound cleaner.

This should be used in a large circular motion and the whole top cleaned at the same time. Rinse well with hot soapy water and dry with a clean tea towel or cloth.

Although Quartz, the main constituent and it is one of the hardest materials on earth with the ability to withstand limited exposure to normal cooking temperatures from pots, pans and dishes, it will help maintain the long term beauty of your worksurface if you use pan rests or a suitable

barrier mat.

Removal of dried on spills

Sometimes spills occur and dry-on the worktop.

For materials that harden as they dry, such as gum, food containing natural dyes (mustard, curry, tabasco, Worcestershire sauce, etc.), grease (frying fat), water base paint, etc., remove by gently scraping away the residue material with a blunt plastic scraper.

Then clean the quartz surface with a non-abrasive cleaning pad and household kitchen spray cleaner (chlorine free - see list below for recommended cleaners) using circular motion with the pad for 30-60 secs.

Rinse thoroughly with clean water. Dry the surface with a clean paper towel or doth.

Repeat if necessary. Always follow the manufacturers' dilution instructions and recommendations.

Always use a heat protection pad or trivet (with rubber feet) for hot pans, or leave pans to cool on the hob first.



WOOD WORKSURFACES CARE AND MAINTENANCE

Timber is the original kitchen worksurface.

Since those early days, technology has moved on apace in the kitchen with hi-tec equipment being the order of the day. Despite huge progress in technology, timber has never been more popular as a kitchen worksurface than it is today due to its good looks and feel.

A major disadvantage of the wood worksurface of the past however, was amount of time necessary to maintain it. Sheridan wood worksurfaces are **virtually maintenance free**. Sheridan finish the worksurface to a smooth 240 grit, then apply 4 coats of our specially formulated oil. The result of our treatment is a finish, which not only looks and feels wonderful, but is **virtually maintenance free**, requiring only a spray of Sheridan Ultra Fresh every 3 months, as described later in this Care & Maintenance Guide.

When you choose which species your worksurface will be, your choice will probably be influenced a great deal by the colour of your kitchen, it could be a colour contrast or one matching the wood type of your kitchen. Colour and grain variations are natural characteristics in authentic wood surfaces. Since no two trees are exactly alike, these variations are evident in every piece of real wood. It is extremely important to remember that wood is a natural product and we can't guarantee that even if your worksurface and the rest of your kitchen are manufactured from the same species of wood, they will be exactly the same colour. Surface treatment can change the appearance of wood and different treatment can result in a variation in colour on the

same wood species.

All wood types in our range are so-called hard wood, "leaf-bearing trees", and can therefore be recommended for use as worksurfaces.

Care & Maintenance

Although a Sheridan solid timber worksurface is **virtually maintenance free**, wood is a living product and the following guidelines will help keep your worksurface in excellent condition.

Care & Maintenance Kit

1 tin of 375ml Ultra worksurface sealant, 1 spray tin of 400ml of Ultra Fresh, 1 pair of disposable gloves, 2 cloths, 1 sanding block, 1 sheet maroon scotchbrite, 1 sheet white scotchbrite, 1 sheet 180 grit sandpaper, 1 sheet 240 grit sandpaper, 1 Care & Maintenance booklet.

After installation

Treat the worksurface for the first time as follows:

- Wipe surface with a damp cloth, then dry surface
- Shake the Sheridan Ultra Fresh can before use and spray sparingly onto the worksurface,
- Polish Ultra Fresh into the surface with a lint free cloth, as supplied in your Care Kit, to leave a wonderful silky smooth finish.

For daily cleaning we recommend a solution of warm water and a drop of washing up liquid, soak a cloth in the solution, ring out and wipe the worksurface down.

- **Don't** use concentrated soap / detergent.
- **Don't** allow surplus water from wet cloths, cups, plates, vases etc. to remain on the



WOOD WORKSURFACES CARE AND MAINTENANCE

worksurface.

- **Don't** leave wine glasses, dishes containing curry or wet copper-bottomed pans, sitting on your work surface, as is the case with all other worksurfaces.
- **Always** wipe off detergents and chemical cleaners.

HEAT

Although hardwood tops are more tolerant of heat than other materials, we recommend that they are not exposed to hot pans etc. for any length of time. Rather than cause accidental heat-damage, it is much better to prevent such damage in the first place:

- **Always** use a heat protection pad, trivet (with rubber feet) or pan rests for hot cookware, or leave cookware to cool on the hob first.
- **Don't** put hot pans, particularly cast iron, directly onto your timber worksurface. Such heat can damage any surface!

Hob and grill cooking methods:

Modern appliances reach higher temperatures more quickly - often holding heat for longer. To avoid worksurface damage, follow both the appliance manufacturers instructions and these rules:

- Always use the correct size of pan for the burner, placed centrally. An overhanging pan can scorch surrounding surfaces. Don't use two burners as one (e.g. for a large griddle) - it has the same effect.

- To reduce heat, turn the burner down instead of pulling the utensil partially off the heat source.

Scratches

- **Don't** cut or chop on a Timber worksurface - it will score the surface! Always use a chopping board.

Repairing a damaged worksurface

Although Sheridan wood worksurfaces are virtually maintenance free, accidents can happen and you should follow the correct procedure when repairing a damaged area. Light damage to the wood may be repaired with a light sanding using the 240 grit sandpaper, but heavier damage may initially require the use of a coarser sandpaper, when the damaged is removed, it should be finished off with 240 grit.

On completion of the sanding, when a smooth finish is achieved, the sanded area should be free from dust and dry before being treated with 3 coats of Sheridan Ultra Worksurface Sealant.

Sheridan Ultra Worksurface Sealant

Apply 2 coats.

- Sheridan Ultra Worksurface Sealant is a professional, clear, satin – matt finish based on natural vegetable oils and waxes.
- It is micro porous and does not crack, flake, peel or blister.
- The natural oils and waxes penetrate deeply into the wood, keeping it elastic and healthy, and prevent it from getting dry and brittle.



WOOD WORKSURFACES CARE AND MAINTENANCE

Shrinking and swelling are reduced. The wood is allowed to breathe. Moisture can evaporate.

Application

Sheridan Ultra Worksurface Sealant is ready to use straight from the tin. Please do not thin but stir thoroughly.

- Apply first coat thinly with lint free cloth to face and all edges (including sink/hob cut-outs etc) and leave to dry over night (at least 8 – 10 hours) ensuring good ventilation.
- Apply second coat to the face and all edges.
- Only apply a further coat to the face if surface. When the final surface is thoroughly dry you may use a lint free cloth to polish off the surface.
- Please pay particular attention to the SINK AREAS.
- Applying using a lint free cloth (application by brush will leave brush marks).
- Further coat(s) of oil should be applied in the first few weeks that follow installation, as the worksurface may dry out in its new location, due to the different environment.
- If at any time in the future your wood worksurface starts to dry out or look tired, apply Ultra Fresh spray, following the instructions below.

Ultra Fresh

Specially formulated to freshen up and clean your worksurface, apply every 2 to 3 months, by simply sparingly spraying on your worksurface, then buffing with the lint free cloth provided.

Leaves no watermarks and is odourless when dry. Maintains and cleans wood worksurfaces.

Water repellent, non-slip, satin matt finish, with natural vegetable waxes (candelilla and carnauba wax) benzole free, polishable.

- **Always** keep away from sources of ignition.
- **Do not** breathe spray.
- In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.
- Use only in well ventilated areas.
- Pressurised container: protect from sunlight and do not expose to temperatures in excess of 50°C. Do not pierce or burn, even after use. Do not spray on a naked flame or any incandescent

Application

- Clean surface with slightly damp cloth.
- Shake can well before use.
- Ensure surface is dry before application.
- Hold container upright and spray sparingly on the clean, dry surface from about 30cm.
- Wipe with soft clean cloth.
- Remove persistent stains separately with dry cloth or your white scotchbrite.
- Can be polished with cloth.
- **Do not** apply in the presence of naked flames, hot surfaces or unprotected electrical equipment. Work in areas with good ventilation. In case of contact with eyes rinse immediately with plenty of water.
- **Always** keep Sheridan Care Kit and its contents out of the reach of children.

