

## 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

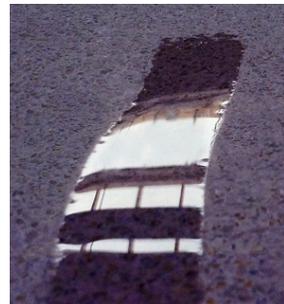
Place a tray under coffee machines, soap, and soap dispensers—as with all surfaces, use trivets and cutting boards to help protect the sealer and the surface.



## 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. We have made it even easier by providing a video tutorial on sealing on the IceStone YouTube channel:

[www.youtube.com/user/IceStoneLLC](http://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](http://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.



### 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.



### 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. Refer to our video illustrating stain removal on our YouTube channel: [www.youtube.com/user/IceStoneLLC](http://www.youtube.com/user/IceStoneLLC)



#### REMOVING SURFACE MARKS/ETCHING

Etching is caused by acidic liquids that have discolored, dulled, and/or eroded the surface.

If etching occurs, contact IceStone Customer Service: [customerservice@icestoneusa.com](mailto: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.

IceStone, LLC | Brooklyn Navy Yard | 63 Flushing Ave, Building 12 | Brooklyn, NY 11205 | [icestoneusa.com](http://icestoneusa.com)  
[customerservice@icestoneusa.com](mailto:customerservice@icestoneusa.com) | 718.624.4900

