



Day of Install | Solid Surface Disclaimer | Care & Cleaning

WHAT TO EXPECT

## Care & Cleaning of Solid Surface Countertops

### Daily Cleaning

Although liquids cannot penetrate solid surface, it is best to wipe up spills as they occur. Generally, a damp microfiber cloth used with a standard household kitchen spray should remove most stains.

For most residues, all you need to clean your ® solid surface countertops is warm soapy water, ammonia-based household cleaner, or a dedicated countertop cleaner. Do avoid window cleaners, however, as they can leave a waxy build-up that dulls the surface.

Some colors of ® solid surface may require more frequent cleaning to maintain a uniform finish. Darker colors tend to require more attention than lighter colors. Over time, even with proper care, your countertop will acquire a sheen. Dark colors may show light scratches more readily. But rest assured — restoring your countertops to their original glory is an easy process.

### Hot Pans

Always use a trivet or hot plate to protect your solid surface countertops. Never put hot pans directly into a solid surface sink.

### Scratches & Cutting Boards

Like all material, solid surface will develop slight abrasion marks in normal daily use. Never cut or chop on solid surface, it will score the surface. Always use a cutting board.



## Things To Know About Solid Surface

- Backsplashes can be separate or 1 piece integral.
- Countertop thickness is 1 1/2" unless specified.
- Backsplash thickness is 1/2" unless specified.
- Seams are smooth and inconspicuous, not invisible.
- Colors with movement and direction will make all seams very noticeable.
- We finish all countertops with a standard matte sheen
- Support for overhangs greater than 8 inches is required.
- All colors show scratches and wear from normal daily use. Dark colors make these imperfections more noticeable.



## Home Owner Check List

- Cover living areas or doors to adjacent living areas to contain dust. Countertop installation is a construction process, residual dust should be expected.
- Remove all drawers from your cabinets and contents including pots, pans and dishes. Store them in an area away from the install site.
- Ensure that your installation appointment does not conflict with other work being done in your home.
- Countertops are heavy! Create a clear path from your driveway through your home for easy access.
- If you're removing the existing countertop, the old countertop must be removed prior to the installation day. We recommend removing it the day before your new countertops are scheduled to be installed. Top of cabinets need to be clean and prepped for your new countertops.
- If Distinctive Kitchen & Bath is removing the old countertops please remember, this is a demolition process. Damage to walls, existing tile backsplashes, and/or cabinets may occur though we will use our best care this is your responsibility to repair.
- Your main waterline to the house must be turned off before we unhook any plumbing.
- Final wall finishing should NOT be completed prior to installation of countertops. Scratches, dings and dents to the wall **WILL** occur during install. Make sure you have paint on hand to touch up these areas after we leave.
- All appliances must be on site, but not installed.
- White paintable caulk will be used when caulking countertops / back splash to the wall. 100% silicone will be used to caulk countertops to cabinets unless cabinets are going to be painted then we will use the paintable caulk. Please advise installer of this at time of install.



### Warranty

*Achieving the highest level of satisfaction and creating an experience that is unmatched in our industry is our top priority.*

*In addition to any manufacturer warranty, Distinctive Kitchen & Bath guarantees our work and we stand behind our product.*

*Learn more about our warranty at [www.distinctivekitchen.com/warranty](http://www.distinctivekitchen.com/warranty)*

## Day of Install—What to Expect

- Scratches and/or scrapes to cabinetry may occur, despite our best care this is your responsibility to repair.
- Existing backsplash, like tile, may also be damaged. This is your responsibility to repair.
- During installation expect loud noises and the use of power tools inside & outside your home.
- Purchasing custom countertops requires the installer to make partial or full cuts to ensure a good fit. It is expected for the installer to have to cut, polish, and refinish during the install process.
- Cutouts for sinks and cooktops may be partially or completely created in your home after installing your countertop. This is done to ensure safe handling and to avoid breakage during transport.
- During installation there will be a strong odor from the caulk, solvents, and epoxy used to clean, seal, and secure your new countertop.
- Joint width at seams and visible material transitions are typically 1/8" - 1/4". Material transitions include the juncture between countertop and other materials like cabinets, walls, etc. The juncture between a full height backsplash and the underside of the upper cabinets may be up to 1/4".
- Gaps between the backsplash and wall are determined by the straightness of your walls. There is no way to minimize the size of gap. Granite cannot bend around a wall that is not straight.
- If your installation includes a full-height backsplash, the measurements for the backsplash will be taken after installation of the countertop surface. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-height backsplash in order to secure the best fit. There will be a gap of 1/4" between the top of the splash and the bottom of your cabinets.
- Regardless of your countertop selection – it is not recommended to place anything from the stove top or out of the oven directly on your countertops without the use of a trivet or hot plate. We also recommend something under a crockpot, air fryer, toaster oven, any appliance that can generate heat.
- Shims are commonly used to level the countertop. In some situations, trim molding may be required to cover exposed shims. This is your responsibility.



**Distinctive**

KITCHEN & BATH

GRANITE, QUARTZ, MARBLE, CABINETS