



# General Care & Maintenance and Warranty Precautions

---

## General Care

Our products are manufactured with some of the best materials available. They are built to provide you with many years of enjoyment however it is important that you understand how to properly care for them. Most importantly, please remember that heat and moisture can cause significant damage.

- Always wipe off excess moisture. *Moisture or water damage is not covered under warranty.*
  - Be careful with extreme heat sources (i.e. kettles, toasters, ovens, and base heaters). We recommend that you open doors and drawers beside the oven when running a self-cleaning cycle. And always pull toasters, kettles, and other heat sources out from underneath the upper cabinet doors when in use.
  - Never use abrasive, corrosive or ammonia-based cleanser products. These products can discolor your cabinets, and eventually degrade and ruin the finish on your cabinets and/or countertop. *Improper use of cleaning agents is not covered under your warranty program.*
- 

## Environmental Conditions

Seasonal changes can result in movement of your home which may affect the alignment of your cabinet doors and drawers. All hardware hinges and drawer mounts are adjustable and fine-tuning over time may be required. The silicone sealant along the back of your countertop may also be susceptible to wall movement but in most cases it will return to its original position seasonally.

Seasonal changes, or the use of a wood stove, can impact the relative humidity in your home. All natural wood products, including butcher block countertops, are sensitive to humidity conditions and fluctuations. One of the first signs of low humidity is the shrinkage of the center panel in wood cabinet doors and/or joints, which may expose an unfinished line visible to the eye. Extreme dryness can also cause cracking, splitting, and/or warping.

The use of de-humidifiers, humidifiers, or a/c units may be required to maintain a proper environment. Many new homes now have a humidity control systems. Please read the manufacturer's manual on the operation of your system.

*Damage caused by changes in environmental conditions are not covered under warranty.*

---

## Cabinetry Care and Maintenance

**PVC cabinets with Melamine Finishes** are easy to clean and maintain. For regular cleaning, an ordinary soap and water solution is recommended. For tougher stains, use a mild household non-abrasive cleaner.

*PVC products have a 10 year warranty against delamination, however delamination caused by exposure to extreme heat is not covered.*

**Wooded or MDF cabinets with Painted Lacquered Finishes** require special care. Standing water can be hazardous to the finish. Clean any wood finished surface with a mild soap and water solution using a slightly dampened cloth to wipe down the finish, making sure that no excess water remains. Avoid the use of ammonia-based or silicone oils.

Due to the natural variations in wood, including knots, mineral lines, and colors, no two pieces of wood are alike. Each piece will accept stain differently and may appear to change color with the reflection of light. Over time, depending on the amount of light your cabinets may receive, the wood may darken from its original color.

*Warranty does not cover wood variations or changes in wood colour over time.*

Wood naturally expands and contracts with changes in temperature and humidity, and slight joint separation may occur as a result. For wood products with a painted finish, these changes may become visible as small cracks appear. Painted finishes are also susceptible to environmental conditions and over time exposure to natural and artificial light sources, smoke, or household chemicals, may cause changes to the finish which are difficult to match in the future.

*Damages caused by environmental conditions are not covered under warranty.*

### **Cabinet Interiors**

The standard\* interior of our cabinets is a thermally fused melamine. This product is not susceptible to damage from water on its surface, so feel free to put wet glasses from your sink or dishwasher directly onto the shelves. Use a mild detergent and a dampened cloth for cleaning.

*\*If you have opted for a plywood interior cabinets with a real-wood veneer, you must treat this finish the same as cleaning the outside face of your cabinets as described above for lacquer finishes.*

---

### **Hardware – Hinges and drawer mounts**

Our hardware is designed for a lifetime of trouble free use however, it is normal for cabinet doors and drawers to become misaligned over time.

**Hinges** are easy to adjust using the 3 cam driven screws which help maintain door alignment. Please be aware that excess pressure from over rotating the doors, or attaching heavy items to the back of the doors can compromise the hinge and its adjustment.

**Drawer slides** can also be adjusted. Please be careful not to overload the drawers or rollout shelves. Excess weight from heavy items may cause the drawers or rollout shelves to malfunction, bend, break, or fail.

---

### **Laminate Countertops**

Laminate surfaces can be cleaned regularly with a mild soap and water solution. For tougher stains you can use a mild household cleaner. Note that laminate surface joints can be damaged by direct exposure to water. Therefore, to clean the surface apply the cleanser to a damp cloth instead of directly to the countertop surface.

If any accidental spills may occur, wipe and dry the countertop as quickly as possible before any damage can occur. Never place wet rags, cloths, plants, or any moisture generated appliances over laminate countertop joints, and further, never let moisture remain on or near the joints, as swelling or separation of the laminate and substrate may occur.

Miter joints can move from their original position if any weight is applied to the surface before the glue has fully cured. Once cured, be careful not to place any items over joints that may cause heat or humidity, which can damage the countertop joint by permanently swelling the wooden core.

*Damage to countertops due to chemical burns, hot pots, abrasive cleansers, knife marks, or any form of water damage is not covered under warranty.*

---

## Stone Countertops – Quartz, Granite and Marble

### ***General Care and Maintenance***

Stone surfaces contain natural fissures, pits, blemishes, pooling, spots, and may vary in gauging (thickness), colouration, shading and particulate structure within the same slab. Chips are caused by impact, especially at the edges, and are not material or installation defects.

Stone countertop surfaces can be cleaned with warm water and a soft cotton cloth. You can use mild soap if desired. Never use acid based or abrasive chemical cleaners, as this will dull or etch the finish. Always follow the manufacturer's care and maintenance recommendations.

While stone can withstand high temperatures, caution must be taken. A hot cooking pot should not damage the surface, however extreme or constant temperature changes may harm the stone. Avoid leaving hot pans sitting on the counter for long periods of time, especially during the winter. Quartz, in particular, can be damaged by sudden and rapid temperature changes. We recommend the use of a hot pad or trivet.

Stone surfaces are capable of withstanding harsh domestic environments however they can be scratched if abused. We recommend that you use a cutting board rather than cutting directly on the surface.

You should never sit or stand on your countertops. Although stone is a very strong material, a countertop slab is relatively thin and can break or crack under pressure especially at or near an overhang, or on narrow sections adjacent to sinks and cooktops.

*Prestige Kitchens does not provide warranty on stone (granite or quartz) countertops under any circumstances.*

### ***Quartz (Engineered Stone)***

Quartz countertops are almost non-porous (stain resistant) and does not require sealing, however quartz surfaces can discolor if exposed to UV rays for an extended period of time.

Do not apply any sealers, penetrants or topical treatments to engineered stone counters under any circumstances. Do not use abrasive, strong alkaline or acid (high or low pH) cleaners. Do not use or expose to bleach, oven cleaners, Comet®, Soft Scrub®, SOS®, products with pumice, batteries, paint removers, furniture strippers, tarnish or silver cleaners. Do not use abrasive or harsh scrub pads. Such products will wear off and cause the gloss to appear dull or inconsistent.

Quartz (engineered stone) counters generally carry a 10 year warranty which is supplied directly by the manufacturer. Please visit the contacts below to initiate a warranty inquiry or to register your new Quartz countertop:

- Technistone - [www.technistone.com/en/warranty](http://www.technistone.com/en/warranty)
- Silestone – [www.ca.silestone.com/warranty](http://www.ca.silestone.com/warranty)
- Caesarstone - [www.caesarstone.ca/customer-service/warranty-registration](http://www.caesarstone.ca/customer-service/warranty-registration)
- Zodiac - [www.zodiac.com/-documentation-#warrantyandcare](http://www.zodiac.com/-documentation-#warrantyandcare)
- Hanstone - [www.hanwhasurfaces.com/site/warranties](http://www.hanwhasurfaces.com/site/warranties)
- Cambria - [www.cambriacanada.com/Customer-Care/Warranty](http://www.cambriacanada.com/Customer-Care/Warranty)

### ***Granite and Marble (Natural Stone)***

Natural stone is a very dense material but it is porous and can stain if not cleaned immediately and their surfaces need to be sealed regularly. Sealers are made to help protect against stains but even the best of sealers are not 100% successful in preventing stains. Lighter colors are more susceptible to staining. Spills should be wiped up immediately.

It is recommended that your countertop should be sealed every 3 to 6 months depending on use. A combination of a cleaner/sealer can be used periodically to clean as well as renew the surface and will prevent staining. This is an easy process of wipe on, wipe off and only takes a few minutes. A very simple test to see if your granite top needs to be sealed is to apply a small amount of water to the surface, if the water doesn't bead or the color of the countertop changes color, then the water is penetrating the surface and the surface needs to be re-sealed. The use of a revitalizer is also recommended periodically to help maintain the surfaces lustrous finish.

Although, stone is not susceptible to damage from applied heat (ex. a hot pot), sealants used to protect the countertop from staining can be damaged by excessive heat and may discolor. Similarly, the epoxies used in joint seams can be affected by excessive heat.

*Granite and marble countertops are a natural product and do not carry any form of warranty.*

---

### **Wood or Butcher Block Countertops**

Keep your butcher block sanitized by simple wiping the surface with a clean hot and wet soapy towel after each use and dry it with a clean paper towel or let it air dry. To further sanitize the surface use a diluted mixture of chlorine bleach or vinegar solution that consist of one teaspoon of bleach in one liter of water or a 1:5 dilution of vinegar and water. Always dry thoroughly. Do not use any harsh detergent or chemicals to clean to the surface.

Do not soak or submerge the board in water, this will disrupt the moisture content and cause splitting.

Use only oils specifically made for treating butcher block surfaces. As a quick alternative, mineral oil can be used. Do not use any type of cooking oil. Apply an even coat of oil to all surfaces using a cloth or disposable towel. Allow the oil to fully penetrate through the wood fibers overnight. Wipe off any excess oil. Apply additional oil to any visible dry spots or for any other necessary reasons.

Do not allow liquids of any type to stand on the butcher block surface for extended periods of time.

Do not cut fish or poultry on the butcher block work surface, unless you are sure that the surface is protected after re-oiling overnight. Always clean and disinfect the surface thoroughly after cutting fish or poultry.

Do not let raw meats lay on the surface longer than necessary. Brine, water, and blood are liquids which can soak into the wood, causing the butcher block to expand and the wood to soften, and will affect the strength of the glue joints.

We do not recommend using the wood surface as a cutting surface. If it is to be used as a working countertop, use a steel scraper or spatula as necessary to keep the cutting surface clean and sanitary. Scraping the surface will remove most of the liquid. Do not use a steel brush on the cutting surface, this can damage the surface and may leave metal particles embedded in the surface.

To remove stains sprinkle table salt on the area and use a damp sponge or paper towel to rub the stain or discolored area. The salt will absorb stains, flavors and odors. For more stubborn stains, try sanding the area with a fine grit sandpaper. It is important to sand with the wood grain, never across the grain which exposes the surface. Once sanding is complete, re-oil the surface.

Solid wood has characteristics, which are beyond the control of the manufacturer.

Wood is a natural material, sensitive to environmental extremes and surrounding conditions. It is important that a consistent humidity of 35% to 45% is maintained to insure continued stability. A butcher block countertop will expand and contract depending on the amount of moisture in the environment. Warping is also a possibility. While these attributes are manageable it is important to note that these factors are not found in other countertop materials.

---

### **Sinks and Plumbing Installation**

When your sink is installed, you must use silicone under and/or around the edge of the sink to prevent any water from entering under the sink and damaging the countertop. *Moisture or water damage caused by improper plumbing installation is not covered under warranty.*

Porcelain sinks, typically used in bathrooms, can be cracked and broken if the drain plumbing is over-tightened or if anything is dropped into the sink.

Porcelain sinks can also crack when exposed to very hot water.

---

### **Stainless Steel Sink Care & Maintenance**

Daily cleaning with a mild soapy sponge or cloth is recommended. Always rinse thoroughly with warm water after each use and dry with a towel using a dabbing motion. This will help slow down the formation of mineral deposits and staining caused by cleaners which may contain chlorides.

Periodically your sink may require a more aggressive cleaning. This will help remove surface buildup that occurs from time to time from solutions such as hard water, tea, coffee and foods containing high quantities of salt or acids.

Avoid standing solutions of dishwashing detergent or bleaches containing chlorine. These solutions, over a period of time, will cause pitting on the surface of the sink.

Avoid use of protective rubber dish mats which trap water and minerals underneath. These products can cause spotting or mineral deposits forming on the sink surface. An alternate solution would be to purchase one of our custom stainless steel grids, giving your sink the ultimate protection and a custom beautiful appearance.

All stainless steel sinks sold by *Prestige Kitchens* are made from "Type 304 Stainless Steel" which will not rust. However, it is possible for surface rust to form on the sink surface caused by oxidation or a buildup of iron particles from using specific items such as steel wool pads, pots, utensils, canned goods, etc. This surface rust is easily removed with a fine Scotch Brite pad.

Scratches will occur in your stainless steel sink basically through everyday use. Over time and with use, our sinks will form a lovely patina & scratches will not be as obvious. One way to avoid scratching is to use a stainless steel grid, which will keep items away from the direct surface of the sink.

Any serious scratches or cleaning are best handled with an abrasive nonmetallic pad such as a green Scotch Brite pad. Use a cleaning compound such as CLR Metal Clear or Bar Keepers Friend along with the pad. Rub aggressively in the direction of the grain to help polish the surface & blend in the scratches. Please note that you will not be able to restore the sink to its original finish however, the scratches will become less noticeable.

## **Granite Sinks Care & Maintenance:**

Daily cleaning is recommended with any non-abrasive cleaner and hot water, followed by a clear water rinse. (Mild liquid dish detergent, Barkeeper's friend, or a cream cleaner). Use a soft damp cloth or sponge or if the stain has been there for a period of time, using a Scotch-Brite pad. Always clean in circular motions with little pressure on the surface of the sink. If necessary, repeat this process for more stubborn stains followed by a clean water rinse. We would also recommend drying the sink with a soft cloth to avoid lime scale buildup.

Descaling staining is generally caused by a buildup of lime deposits, which accumulates on the surface of the sink if allowed to dry naturally. To remove any lime scale that has built up over time, use a natural remedy of 3 parts hot water to 1 part white vinegar and allow the mixture to saturate the affected areas of the sink. This will loosen the lime scale and allow for a complete scrubbing with a Scotch-Brite pad and cleaner as recommended. Always finish by rinsing your sink with clean water to remove any residue & dry with a soft cloth to avoid reoccurrence of any buildup. If the natural remedy does not work, use a common de-scaler, like CLR, or a product that contains no formic acid. Follow the manufacturer's directions for use & finish the process with the rinse & dry method described above.

Metal Abrasion-Scratching can occur if pots, pans or utensils make hard contact with the sink surface. This action may cause marks which are metal deposits causing a residue on the sink surface. To remove the metal marking, use a soft nylon brush or Scotch-Brite pad and a mild liquid soap to scrub the entire area, in a circular motion. Repeat the rinsing & drying method.

Avoid dropping any sharp item or objects on the surface of your sink.

Do not use metal scouring or steel wood pads, as these will leave metal residue on the surface of the sink. Over time, these particles will turn to rust and present an appearance of being stained

Do not leave cast iron or stainless steel cookware or implements on the surface for any period of time as this can cause staining.

Ensure that rubber dish mats, wet sponges or cleaning pads are not left in the sink overnight, as this will cause trapped water in the sink which can turn into staining and discoloration.

Do not allow bleach or any products containing chlorinated solvents or formic acids (common descaling products) to make contact with the surface as this could cause discoloration.

Do not place hot objects on the surface of the sink as a cooling process could cause damage to your sink.