

RECOMMENDED PRODUCTS

CLEANERS

Seventh Generation All-Purpose Cleaner

Method Multi-Surface Cleaner

Method Daily Granite Cleaner

Simple Green Stone Cleaner

Hanafinn Oxy-Klenza

SEALERS

IceStone, LLC recommends **Tenax Protex Premium Sealer**, a solvent-based sealer, for its superior performance. For those who prefer water-based sealers, **Miracle 511 H₂O Plus** and **Meta Crème Next Generation Impregnating Sealer** are also effective. Meta Crème has to be applied by Dry Treat Authorized Applicators.

If the surface was ever sealed with a solvent-based sealer, do not 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 switch to a solvent-based sealer.

WAXES

After sealing, apply **CHENG Concrete Countertop Wax** or **Goddard's Granite & Marble Liquid Polish** on the surface to protect against etching.

Use **CHENG Concrete Countertop Polish** once a week to maximize the durability of the sealer and wax.

CARING FOR YOUR ICESTONE SURFACE

- Immediately wipe up spills with a damp cloth and water, especially acidic liquids like coffee, wine, fruit juices, and vinegar.
- Use CHENG Concrete Countertop Polish on your surface once a week to maximize the durability of the sealer and wax.
- Use cleaning products that are free of chlorine bleach, ammonia, acids or citrus scents. Avoid harsh cleaning products such as Windex, Brillo, Ajax, Spic n' Span and Clorox Greenworks. Instead, use the cleaning products recommended in these guidelines.
- Place a tray under coffee machines and soap dispensers to prevent any drips from staining and etching the surface.
- As with all surfaces, use trivets and cutting boards to help protect the sealer.

CONTACT US

Thank you for selecting IceStone surfaces. We are constantly 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. When you do business with IceStone, LLC, you have a partner for the long run.

IceStone, LLC

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CARE & MAINTENANCE GUIDELINES

IceStone®

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WELCOME

We invite you to *design a better way* with IceStone® surfaces. Our award-winning surfaces are designed with the health of our employees, our customers, and the planet in mind. By purchasing IceStone durable surfaces, our customers have diverted over 10 million pounds of glass from landfills since 2003.

IceStone surfaces are made from three core ingredients: 100% recycled glass, Portland cement, and nontoxic pigment. This simple recipe makes IceStone the world's safest, most sustainable durable surface. Whether using our surfaces for countertops, tables, or reception areas, IceStone, LLC is ready to help you realize your vision, your values – and your project's success.

ABOUT YOUR ICESTONE SURFACE

IceStone recycled glass and concrete surfaces are a beautiful, unique, and sustainable alternative to quarried stone and petrochemical based engineered surfaces. Each IceStone slab is handcrafted in the heart of New York City. IceStone surfaces can easily be cleaned with a damp cloth and one of our recommended cleaners. Keep the surface dry and immediately wipe up spills, especially of coffee, wine, soda, juice, and oil or vinegar based products.

IceStone surfaces are manufactured without any petrochemicals or resins, making it a healthy choice for the home or office. The surface is very dense, but still porous, so IceStone surfaces have to be sealed to prevent staining, and waxed to prevent etching. Staining is caused by liquids that have penetrated and discolored the surface; stains may be removed following the procedures in these guidelines. Etching is caused by acidic liquids that have eroded, dulled and discolored the surface. If etching does occur, IceStone Customer Service can provide detailed instructions to your fabricator on how to remove etch marks.

IceStone surfaces are designed with durability in mind. Like all surfaces, IceStone will show signs of everyday wear and tear over time. With common sense care, and regular sealing and waxing, you can maintain the beauty and quality of your IceStone surface for years to come.

SEALING & WAXING GUIDELINES

IceStone, LLC requires that the fabricator seal and wax the surface before or at the time of installation.

It's time to reseal and rewax IceStone surfaces

- if liquids do not bead up on the surface
- after removing a stain
- if it's been six months since the last application

To seal and wax IceStone surfaces

- 1 Pour acetone directly on the surface and wipe it clean and dry with a white cotton cloth. The acetone removes any residual sealer, wax and dirt.
- 2 Apply one of our recommended sealers by following the manufacturer's instructions.
- 3 Apply one of our recommended waxes by following the manufacturer's instructions.
- 4 Seal and wax every six months. IceStone must be waxed after every sealing.

Use CHENG Concrete Countertop Polish once a week to maximize the durability of the sealer and wax. Contact Customer Service for a commercial care and maintenance schedule if your installation is in a high-traffic commercial area, like an office pantry.

REMOVING STAINS

Stains occur when liquids penetrate the surface of IceStone that was not sealed or where the sealer has worn off.

One method that may remove stains

- 1 Use a damp cloth to wet the surface with non-chlorine bleach (we recommend Seventh Generation non-chlorine bleach).
- 2 Leave the saturated cloth on the surface until the stain clears, which can take 15 minutes to 7 hours, depending on the severity of the stain. Check the surface periodically to see whether the surface has been restored to its natural color.
- 3 After the stain is removed, seal and wax the area that was affected.

If the stain persists, please contact Customer Service to help resolve the issue.