

 caesarstone®

Care & Maintenance Guide



Intense White™ 6011

Everyday Cleaning

Caesarstone® surfaces require very little maintenance to keep them looking like new. For everyday, routine cleaning of Caesarstone® we recommend wiping the surface with warm soapy water (a mild detergent) and a clean damp cloth, or use our convenient Caesarstone® Spray Cleaner. Do not use the cloth you use to wash the dishes, as it may transfer oils and other contaminants to the Caesarstone® surface.

As Caesarstone® is virtually non-porous, it will never require polishing or sealing. Never attempt to polish the surface and avoid prolonged rubbing in one spot when cleaning.

Caesarstone® Cleaning Products

Caesarstone® has developed a range of specially formulated cleaning products designed to keep your quartz surfaces looking their best. Caesarstone® Cream Cleanser and Spray Cleaner are available to purchase through our online store.



Cleaning Reference Guide

Substance	Caesarstone® Cream Cleanser	Methylated Spirits	Caesarstone® Spray Cleaner
Red Wine	✓		✓
Beetroot	✓		✓
Coffee / Tea	✓		✓
Cordial	✓		✓
Spices	✓		
Food Oils			✓
Glue / Silicone / Paint		✓	

To remove adhered materials like food, gum and nail polish, first scrape away the excess with a sharp blade. If there are any grey metal marks on the surface, use a small amount of Caesarstone® Cream Cleanser on the light blue sponge side of 3M™ scrubber, gently rub over the mark and thoroughly rinse with warm water to remove it. Household bleach can generally be used as an effective cleaner to remove stubborn marks, but care should be taken as some products are considerably stronger than others.

If you have stubborn marks which still can't be removed, view our online Frequently Asked Questions or contact us on 1300 119 119 for further advice.

Tough? Yes. Indestructible? No.

As with any surface, Caesarstone® can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. **Do not use products that contain trichlorethane or methylene chloride, such as paint removers or stripper. Avoid all contact with highly aggressive cleaning agents like oven cleaners that have high alkaline/pH levels.** Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect.

Do Concrete Finish designs require extra maintenance?

Caesarstone® Concrete Finish designs carry the same stain and scratch resistance as our polished surfaces, never require sealing and are simple to clean.

However the Concrete matte finish doesn't disguise marks as well as the polished designs, meaning more regular cleaning may be required using the Caesarstone® Spray Cleaner for daily use and Caesarstone® Cream Cleanser and 3M™ Scotch-Brite™ Non-Scratch Foam Scrub to provide a thorough all over surface clean as per the instructions. Most importantly, thoroughly rinse the Cream Cleanser off after cleaning.

It is extremely important that a Caesarstone® Concrete finish surface is only ever wiped down using a clean cloth solely for that purpose. Don't use a cloth used to wash dishes as it may impart oils and other contaminants on to the concrete finish surface.

Heat Resistance

Caesarstone® is heat resistant, however like all stone materials; Caesarstone® can be damaged by sudden and rapid surface temperature changes. A good rule of thumb is that if your hand cannot tolerate the level of heat of an item to be placed on the surface for more than a few seconds, then the heat source is too high. Therefore we always recommend placing hot pots, oven trays and fry pans directly from the oven or hot plate onto a wooden chopping board or cork mat. We also recommend that all electrical cooking appliances such as electric frying pans and slow cookers are also placed on a wooden chopping board.

Food Preparation

We always recommend cutting on an appropriate cutting board and never directly on the Caesarstone® surface to avoid blunting kitchen knives or damaging the surface of your bench top.

Warranty Registration

Have you registered your Caesarstone® 10 Year Limited Warranty yet? Register online to receive a complimentary Caesarstone® Cleaning Kit to help maintain your surface for years to come. Visit the Caesarstone® website and click on the **Warranty** link.



How to use Caesarstone® Cream Cleanser

To give your Caesarstone® surface a thorough clean or for removal of extra stubborn marks or spills, we recommend using Caesarstone® Cream Cleanser and a 3M™ Scotch-Brite™ Non-Scratch Foam Scrub which can be used without damaging the stone. We suggest using this cleaning process regularly depending on the amount of traffic, use and surface application.

1. Apply a generous amount (2 teaspoons) of Caesarstone® Cream Cleanser directly to the warm water drenched 3M™ Scotch-Brite™ foam scrubber. Then squeeze the scrubber gently to work it into a thick foam lather.
2. Then use the lathered 3M™ Scotch-Brite™ Non-Scratch Foam Scrub to gently clean the surface in a circular motion using a flat open hand and being cautious not to apply excessive pressure or rub in one spot for too long. Leave the lathered soap mix on the surface for up to two minutes.
3. Then remove all excess suds before thoroughly rinsing the surface with warm water and a microfibre cloth or soft clean towel.
4. Finally, gently buff the surface dry with a soft clean towel or cloth. The 3M™ Scotch-Brite™ foam scrub can be squeezed & rinsed out, dried and used again for cleaning the Caesarstone® surface.



Cleaning Video

Visit <https://www.caesarstone.com.au/cleaning-maintenance> to watch our easy step by step guide to keeping your benchtop clean.



For design ideas, information and for your nearest showroom, visit us on: www.caesarstone.com.au or call us on **1300 119 119**.

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The image features a dark grey, textured background. In the top-left corner, a white surface is visible, containing a black pencil and a white eraser with a blue tip. The Caesarstone logo, a stylized 'C' with a horizontal line, is positioned to the left of the brand name 'caesarstone' in a white, lowercase, sans-serif font.

caesarstone®

10 Year Limited Warranty

Caesarstone® Limited Warranty

Congratulations on the purchase of your new genuine Caesarstone® surfaces, the leading brand for quartz surfaces in Australia. For added peace of mind, all Caesarstone® products come with 10 Year Limited Warranty applicable to our product.

We encourage you to register your Caesarstone® warranty online at www.caesarstone.com.au to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to read how easy it is for you to care for your bench top using our care and maintenance recommendations. On receipt of your online registration we will send you a free Caesarstone® cleaning kit.

We also will provide a stainless steel Caesarstone® Authenticity Badge which demonstrates the authenticity of your Caesarstone® product.

If you have any questions or in the unlikely event of a problem with your new Caesarstone® Quartz Surface; please contact our customer service team on 1300 119 119.

Sincerely,
The Caesarstone® Team



Limited Australia Warranty

1. Caesarstone® gives the following Warranty to you in respect of the slab, subject to the terms and conditions set out below.

2. Subject to clause 3, Caesarstone® warrants that the Slab will remain free from defects arising from the manufacture of the slab for a period of 10 years from the date of installation of the product.

3. What is not included in the warranty.

(i) The Warranty does not cover any defect in, or damage to, the Product arising from any work done by any person other than Caesarstone®;

(ii) The warranty covers any defects in the manufacture of the original slabs. The subsequent fabrication, application and workmanship is not covered under this warranty.

(iii) the Warranty does not cover any defect in, or damage to, the Product which results from it being used for flooring or in any outdoor application (including swimming pools) or any other application involving exposure of the Slab to ultraviolet radiation, chemicals, flames or excessive heat;

(iv) the Warranty does not cover any defect in, or damage to, the Product which results from not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;

(v) Given that Caesarstone® Slabs are manufactured from natural materials, each slab is unique and variations to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, (a) samples are indicative only and may vary from the final product; and (b) naturally occurring variations in appearance caused by artificial or natural lighting are not covered by the warranty; Changes in the appearance of the slab from reflected light is a natural part of the slabs.

(vi) inspections of the surface of the slabs is to be in a normal viewing position with the slab being illuminated by “non-critical light”. “Non-critical light” means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

(vii) the Warranty does not cover any defect in, or damage to, the Product which results from mishandling or misuse;

(viii) the Warranty does not cover any defect in, or damage to, the Product which results from placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the Slab;

(ix) the Warranty does not cover any defect in, or damage to, the Product which results from the use of products which contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/pH levels.

(x) the warranty does not cover any irregularity in the slab that existed in the material prior to fabricating and installation and were present in the final installed product. This is a fabrication issue.

(xi) the warranty does not apply to natural quartz surface variations within or on the surface of the slabs, these are inherent in the manufacturing process and are a characteristic of the material.

(xii) Cracks in the material are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as explained in section (viii) may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or “L” shaped cut-out is also not covered under this warranty, these are not caused by any fault in the material.

Chipping is not a material fault, it is normally the direct result of an impact to the edge of the benchtop surface, as such it is not covered by warranty.

(xiii) The warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

(xiv) The warranty excludes material that has been moved from their original place of installation.

(xv) Fireplaces vary in design and construction and in the amount of heat output; Caesarstone® does not warrant material that has been damaged when used in this type of installation.

(xvi) The warranty does not apply if the material is not installed by a qualified, licensed stonemason.

4. Cleaning Requirements

Please refer to the full Caesarstone® Care & Maintenance recommendations.

5. Time for Claim under the Warranty

You must file a claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by Caesarstone® at Unit 3, 1 Secombe Place, Moorebank NSW 2170 or email us at sales@caesarstone.com.au

6. Statutory Rights

(i) These terms and conditions do not affect your statutory rights.

(ii) The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions and warranties implied by the Trade Practices Act 1974 or any other provision in that Act, the Consumer Guarantees Act, 1993 (NZ) or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:

(a) contravene the law of the relevant jurisdiction;

(b) cause any part of the warranty to be void.

(iii) Subject to paragraph 6 (ii), Caesarstone® excludes consequential loss of any kind (including, without limitation, loss of use of the Product) and (other than expressly provided for in these terms and conditions) all terms, conditions and warranties implied by custom, the general law or statute.

(iv) Subject to paragraph 6 (ii), Caesarstone®'s liability to you for a breach of any express term, condition or warranty is limited at the option of Caesarstone® to replacing the product.

7. Privacy

(i) In order to provide the Warranty to you, Caesarstone® requires the information that it requests from you when you purchase the Product and when you make a Warranty claim. For that purpose, it may be necessary to give that information, including information which identifies you personally, to other companies.

(ii) Caesarstone® may also prepare aggregated user statistics or information summaries to describe the services of Caesarstone® and their popularity to business partners of Caesarstone® and prospective advertisers and for other lawful purposes. Such information may be disclosed by Caesarstone® to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.

(iii) Caesarstone® may also from time to time send you information regarding its range of products. If you do not wish to receive this information please let Caesarstone® know by calling the customer service number in the relevant state listed below.

Without Prejudice

Caesarstone® may, in its absolute discretion, supply replacement material free of charge, as a gesture of goodwill, to any Stonemason that you nominate, to help facilitate a resolution for any disputes. This offer will be determined on a case by case basis by Caesarstone® management only. This offer is limited only to the supply of "Free uncut slabs" and does not include transportation, fabrication, installation or any other associated charges for trades, removal of existing Product, nor do we take any responsibility for any damage that may be caused by other parties in the process of replacing the Product. This offer cannot be exchanged for cash compensation, and is limited to slabs only.

As this is a voluntary offer, we reserve the right to withdraw this offer at any time without notice. This is a one time offer per site. The material must be collected within 28 days or this offer will be retracted.

This offer will be available for consideration for the original purchaser of the Product and is not valid for subsequent owners. In making this offer, it does not confer any obligation to any third party to provide any services or costs whatsoever, nor does it imply that there is any liability for any third party because we have provided the materials free of charge.

Caesarstone® Genuine Batch Branding

The underside of every genuine Caesarstone® slab is stamped with a batch code and unique serial number to verify that your product is authentic. Beware of imitations, ensure that the genuine Caesarstone® product has been used in your installation.

It is highly recommended that this Caesarstone® slab identification information is included in the adjacent form to help our service team in the unlikely event that you would need to make a warranty claim.

In order to complete your online Warranty Registration, you may view your Caesarstone® genuine branding details by gaining access to the underside of the slab from inside a kitchen cupboard or bathroom vanity where applicable. Please note, the information below is intended as an example only.

	Slab ID# 9 digits	Inspection Date	Batch Number 7 digits	Colour Code	Finish Type
CAESARSTONE	201126651	23/07/13	2147701	2141	P NSF



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Have you received your complimentary Caesarstone® Care & Maintenance Guide? Call 1300 119 119 to request your free guide or visit www.caesarstone.com.au to view the guide online, and to purchase our range of cleaning products.



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