

# CARE and MAINTENANCE of ENGINEERED STONE COUNTERTOPS



Thank you for choosing Royston countertops for your store. As always, we appreciate your business and are proud to have you as a customer.

Before doing any handling, installation, care, and/or maintenance of your Royston-built countertops, please read and familiarize yourself with these important instructions.

## APPLICATION GUIDELINES

Engineered stone tops made using 2cm engineered stone material are suitable for most applications in a Convenience Store. Royston works with NSF® approved and GreenGuard® certified CaesarStone® and other fine manufacturers of engineered stone material.

Choose them for:

- The ultimate in durable, upscale, high image countertops.
- Numerous available colors and patterns to meet your image requirements.

Engineered stone tops are NOT suitable for:

- Outdoor use
- Areas exposed to UV radiation, heat over 300° F, or localized heat.

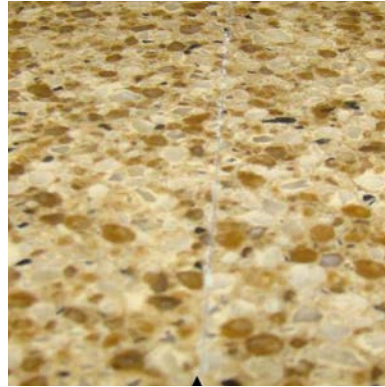
## FACTORY SEAMS

Due to material sizes, tops beyond 54" may require factory seaming. Factory seams are performed in controlled conditions to minimize the visibility of seams. Great care is taken to ensure tops are level, flush and that an appropriate color seaming material is used. Please be aware, however, that with engineered stone materials, seams will NOT be invisible.

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Stone top with factory seam



Close up of factory seam

### FIELD SEAMS:

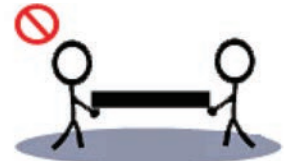
There will be some layouts that require field seams to keep top sizes safe and manageable for handling. A field seam is a flush butt joint that will need to be sealed with silicon adhesive. Great care will need to be taken to ensure the cabinets and tops are completely level (Royston cabinets come standard with levelers) to minimize the visibility of field seams. Field seams will not be invisible, and will be more prominent in appearance than factory seams. Royston will avoid placing any seams where transaction areas are noted on store layout drawings. If there are any other areas that will be featured and should not have seams, you must discuss this with your Royston customer service team before your project is quoted.

### COLORS

Engineered stone tops are comprised of natural materials, various resins and pigments. As such, all colors are subject to variations in shade and particulate structure and there may be identifiable variations in separate batch lots. Original orders will be processed from a single batch lot, Countertops in areas that do not adjoin one another may be processed from multiple batch lots at the manufacturer's discretion. However, any subsequent or future orders for the same store will likely need to be processed from a newer, different batch lot and an exact color match cannot be guaranteed.

### HANDLING

- Note that one engineered stone countertop is 2 cm thick and weighs approximately 10 pounds per square foot.
- Lift engineered stone countertops using a minimum of TWO people.
- Always carry engineered stone countertops vertically— NEVER HORIZONTALLY—to prevent damage.
- Handle one engineered stone countertop at a time.
- Wear proper safety equipment at all times while handling engineered stone countertops.



### INSTALLATION

- Make sure cabinets are completely installed, leveled, and secured before installing engineered stone countertops.
- Ensure a 1/8" clearance exists between engineered stone countertop and wall to allow for expansion and contraction.
- Use only dabs of flexible silicone 8" - 12" apart to affix engineered stone countertop to cabinetry support surfaces.
- Add extra silicone along all joints and cutouts.
- NEVER affix mechanical fasteners (screws, nails, etc.) directly onto or into engineered stone countertops.

### CARE AND MAINTENANCE

- Recognize that engineered stone is a hard, nonporous surface, making it easy to clean and maintain.
- Preserve original countertop finish by cleaning engineered stone using just soap and water or mild detergent.
- Use only a non-abrasive cleanser like Soft Scrub® Gel with Bleach or Comet® Soft Cleanser Cream with Bleach when necessary.
- Scrape off adhered materials such as food and gum with a plastic putty knife. Blade marks can be removed with a non-abrasive cleaner such as Soft Scrub® Gel with Bleach or Comet® Soft Cleanser Cream with Bleach. To remove residue, thoroughly rinse countertop with clean water and cloth.
- Understand engineered stone does not require sealants or waxes to maintain its finish. However, occasional polishing with Soft Scrub® Gel with Bleach or Comet® Soft Cleanser Cream with Bleach will keep surface looking its best.
- Avoid excessive abuse of engineered stone countertop. With proper care and maintenance (as spelled out in this document), engineered stone countertops will continue to look great for years to come.

### REQUIRED ACTIONS TO PROTECT ROYSTON AND MANUFACTURER WARRANTIES

- Use extreme care with heat and heat-producing equipment on engineered stone countertops. Responsibility lies with purchaser to identify high heat areas.
- Avoid repetitive hot/cold cycles that can cause discoloration, damage to surface finish, and/or hairline cracks in engineered stone countertop.
- Ensure coffee makers, hot doggers, and other heat-producing equipment are installed with 2" - 3" high legs and adequate air movement beneath to prevent heat from building up on countertops. Equipment placed directly on engineered stone countertops guarantees to cause damage.
- Do not pour large volumes of hot liquids into containers sitting directly on engineered stone countertops. Use trivets under containers to avoid damage and/or cracking of countertop surface.
- Usage of engineered stone countertops in heat-producing areas without taking the above precautions **VOIDS THE ROYSTON WARRANTY AS WELL AS THE ENGINEERED STONE MANUFACTURER'S MATERIAL WARRANTY.**
- See the separate stone material manufacturer's warranty sheet for additional information.