

IceStone®

Durable Surfaces Made of Recycled Glass & Concrete

Maintenance Guidelines

Your **IceStone** durable surface installation is easy to maintain. This guide gives you specific information on how to preserve the product's strength and beauty. Please contact us if you have any questions about maintaining **IceStone** materials.

Precautions: as with any natural stone, please follow these recommendations:

- Do not use acid-based cleaners such as rust removers, sterling silver cleaners, etc., on the countertop, or leave rags saturated with acid based cleaners on the countertop.
- Do not use any cleaners containing hydrofluoric acid.
- Do not use strong abrasive cleaners such as Comet or Soft Scrub.
- Do not leave spills on the countertop for prolonged periods of time.

Heat

Although **IceStone** durable surfaces are capable of withstanding heat, sealants are not. Heat may cause polymer or resin particles in the sealant to melt into the product permanently. Therefore, avoid laying hot materials like pots, pans or plates directly on the surface. Make use of trivets or hot plates.

Spills

Wipe off any spills right away to help avoid possible stains. Clean with a damp cloth. The use of a penetrating sealer and surface sealer will help to resist stains, but are not acid-proof. Cleaning up soon after a spill is the best way to minimize staining if contact with an acid (e.g., red wine, lemon juice, and vinegar) has removed the sealant.

Scratches

IceStone durable surfaces are scratch resistant but it is still best to avoid exposure to any abrasive material or running a knife directly on the surface. Use of a cutting board is recommended.

Cleaning

Clean the countertop daily with a soft white cloth and a household detergent with a pH factor between 7 and 10 (e.g., Murphy's oil soap, Aqua Mix concentrated tile cleaner) and water. Avoid all-purpose/household cleaning products or soaps containing water soluble, inorganic, or crystallizing salts, harmful alkali, ammonia or acids.

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Built-up Materials

Use the flat side of a razor blade for removing stuck on materials such as tape residue, dried paint, glue and dried food. Only when all gentler options have been exhausted, use #000 or finer steel wool to remove dried water spots, smudges, hazy areas, etc. Do not use the steel wool wet. Use a pencil eraser to remove aluminum trails.

Sealing

The product delivered to you should be sealed like natural stone to increase its resistance to stains from oil, acid and water. Your **IceStone** installation should be resealed twice a year with a penetrating sealer and finished with a topical sealer. Multiple coats of each sealer may be required. Please consult the manufacturers instructions and our fabrication and installation guidelines for sealing instructions. A slight buff every two months will help retain the luster and look of your **IceStone** product.

Staining

If staining does occur, it can probably be removed with the use of a poultice. Different staining agents require different poultices – please see the chart below to determine the best poultice to use for each type of stain. To remove stains, ask **IceStone** for specific guidelines or follow the poultice manufacturer's instructions.

Cracking

Sometimes minor cracking can occur. These are not structural failures, but surface fissures inherent to the material. In addition, corners and edges can chip if hit by a hard object. If severe cracking or chipping does occur, the countertop can be repaired. It is best to have a local fabricator or professional stone maintenance company do the repairs.

IceStone Floors

Apply high-sheen topical sealer if you want a high-luster surface. While other flooring materials normally require the added expense of spray buffing to maintain the sheen, **IceStone** durable surface does not require this for wear protection.

Removing Stains from Stone, Tile and Concrete

The **IceStone** product, like marble, granite, concrete and some ceramic tile, is a porous material and will stain under exposure to staining agent or if insufficiently sealed. The best way to remove a stain is by using a poultice, an absorbent material that pulls the stain out of the stone or ceramic material.

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Before you attempt to remove a stain, it is extremely important to know what has caused it. Stain removal can be very difficult, and care must be taken when using a poultice. We recommend that you consult a specialist for a detailed description of the procedure.

Poultices, which are made of absorbent clay and diatomaceous earth, are used to remove stains. Refer to the table below for some of the more common poultice materials. It is best to purchase powders that are designed specifically for stone and tile. Consult a stone restoration specialist or your stone supplier if in doubt.

To apply a poultice, follow these steps:

1. Using a paper towel, clean the stained area with water and stone soap. Remember to blot rather than wipe.
2. Refer to the chart and determine which application is appropriate for the stain.
3. Mix the poultice material until it is roughly the consistency of peanut-butter (make sure it is not too thick!).
4. Apply the paste to the stained area in a layer at least 1 inch thick.
5. Cover the paste with a plastic food wrap. Tape the plastic food wrap on all four sides using a low adhesive tape.
6. Allow the paste to sit for 72 hours.
7. Remove the plastic cover and check to see if the paste has dried. If it has not, allow it to sit uncovered until thoroughly dry.
8. Once it is dry, remove the paste with a dry cloth or paper towel and rinse the area.
9. Examine the treated area. If the stain is gone, thoroughly clean and dry the area and reseal it per the sealing instructions previously recommended. If the stain is still there, but is somewhat lighter, repeat the poultice application procedure above until it is gone. If the stain refuses to disappear completely, we recommend that you call a specialist.

Poultice Materials and Recommended Products

Always consult **IceStone** directly before attempting to mix your own poultice, especially if you are unsure of the agent that caused the staining.

Stain	Poultice With
Inorganic (rust, iron, bronze, steel, metal)	Iron out
Organic (coffee, tea, soy, food, plant)	Hydrogen Peroxide
Ink (pen, magic marker, etc)	Methylene Chloride, bleach, hydrogen peroxide
Oil (vegetable, cooking, grease)	Degreaser, mineral spirits, bleach
Paint	Mineral spirits
Biological (mold, mildew, fungus, algae)	Bleach

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Recommended products:

Sealants	Contact
Stone Spray N Seal	Stone Care Int'l http://www.stonecare.com 1-800-839-1654
Brightstone Stone Finish	Brightstone http://www.brightstn.com 1-800-989-5411 AVAILABLE AT AMICUS GREEN BUILDING CENTER
Cleaning & Maintenance	
SCI Marbalex	Stone Care Int'l http://www.stonecare.com 1-800-839-1654
Stain Removers	
SCI Poultice Powders	Stone Care Int'l http://www.stonecare.com 1-800-839-1654
Aqua Mix Products	Aqua Mix Poultice http://www.aquamix.com 1-800-366-6877

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