



CARE & MAINTENANCE

Warnings

Cleaning products & chemicals not to be use on cultured marble or granite: Clorox, hypochlorite bleaches, hydrogen peroxide, Drain-o, lye, Sani-flush, sodium bisulfate compounds, fingernail polish remover, acetone, paint strippers, methylene chloride, Comet, Ajax, abrasive cleaners, lime-a-way, toilet bowl cleaners, and Plumber's Putty. DO NOT use sink to soak items in cleaners, prolonged exposure to cleaners will damage the material and void warranty.

Description

Cast polymer is a man-made, chemically bonded, mineral-filled, polymeric material, which is molded and hardened in a variety of shapes. Cast polymer products are commonly known as cultured marble, cultured onyx, cultured granite, or solid surface.

How to clean in high gloss and matte finishes?

Cultured marble and cultured granite are manufactured with a high-gloss coating (gel-coat) which becomes an integral part of the product. The gel coat layer is resistant to most staining agents. However, some products such as hair color, acetone nail polish remover that containing harsh chemicals or acids can damage the finish if allowed to remain on gel coat surface for an extended period of time. Any cleaning product should be mild liquid cleansers, **non-abrasive cleanser such**, liquid dish soap, baking soda and water, or vinegar and water always use a soft cloth or sponge. Do not use scotch-brite pads, scouring pads, steel wool, scrapers, or sandpaper, these could create scratches and/or noticeable marks. Before using any cleaner, be sure to read the label for recommended usage and warnings. To remove hard water stains or mineral deposits, use a vinegar soaked soft cloth to soak area for an extended period and then wipe clean. Protect the surface with regular applications of automotive wax. If the product has a factory matte finish then use a mild abrasive cleaners. Prompt cleanup of spills will minimize stubborn stains. However, depending on the grit of the abrasive particles, they can leave noticeable scratch marks in the product that will have to be removed by sanding the entire piece.

How to remove scratches on a high gloss and matte finish?

Use a hand held polisher or automotive wax to remove fine scratches, scuffmarks or light stains from your high gloss vanity top. For deeper scratches may require wet sanding with appropriate sandpaper (600, 800, 1000), be careful not to go through the gel coat surface, once this is done, the piece is no longer protected in that spot. To bring the shine back, buff with an automotive buffer and polishing compound. Do not use rubbing compound, as this is too strong. If you notice deep scratches then a professional should handle it. ARSTAR's matte finish satin stone products can be easily restored when slight surface scratches appear, it is easier than with a gloss finish. Sand lightly with 350-600 grit sand paper or buff with a plastic, do not use metal household sponge. Deep scratches or chips should always be handled by a professional. Protect the surface with regular applications of automotive wax.

Does my vanity have a color variation?

Real marble and granite have natural variations, which is important to consider that the mix of veining, background and shades are randomly dispensed through the supply line for the marble mixture. Side splashes are made separately from vanity tops so patterns and color may vary, and ARSTAR will not guarantee exact color match to vanity top of your choice.

Why is my vanity top not the color of the sample?

ARSTAR color chips are meant as a guide only. The fabrication process is a handmade which makes that for any non-solid color, and the veining pattern could not be exactly the same from one piece to the other. Lighting and reflection also affect color chips samples.

Does my vanity top will suffer deflection (warping)?

For cast products, it is common that they develop some deflection (warping) after a period of time also the position, and temperature at which they have been stored could affect the product. Vanity tops should be stored in temperatures below 95° and in an upright position (perpendicular to installed position) unless supported by a cabinet.

What to do if here is a defect?

If product needs to be replaced, please call ARSTAR Customer Service for immediate assistance and instructions for warranty claim at +52(81)1431-1770 during office hours M-F 8:00 am-6:00pm.GST. Or email pictures and short description of the claim to: customerservice@arstarinc.com

arstarinc.com



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