



AMERIQUEQUARTZ

FAQ – QUARTZ EDITION



► How durable is QUARTZ stone?

Quartz stone is resistant to cracks, scratches and stains. However, like most materials, excessive force and/or pressure from objects can damage the surface. Quartz stone is resistant to most stains caused by fruit juices, liquid food coloring, coffee, tea, wine, grapes and soft drinks. Quartz stone's non-porous nature provides maximum resistance to staining and fully eliminates the need for any sealing. The non-porous quality of the surface also greatly reduces the potential for bacterial growth.

► How do I maintain QUARTZ stone's natural beauty?

Polished: Due to its high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent will keep your AmeriQuartz Quartz surface looking like the first day it was installed. To avoid dulling the surface's shine, make sure to use a non-abrasive cleaner, and thoroughly rinse off with water after use. We recommend a thorough cleaning of your AmeriQuartz Quartz surface on a regular basis (because of the patina that can develop on the surface from day cooking, grease oils in the air) to keep the surface as beautiful as the day it was installed.

Honed: Please understand that HONED, TEXTURED and MOTIVO finishes will require more daily maintenance than our polished finishes. Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and non-abrasive cleaning products such as Soft Scrub Liquid Gel.

► Why choose AmeriQuartz Quartz?

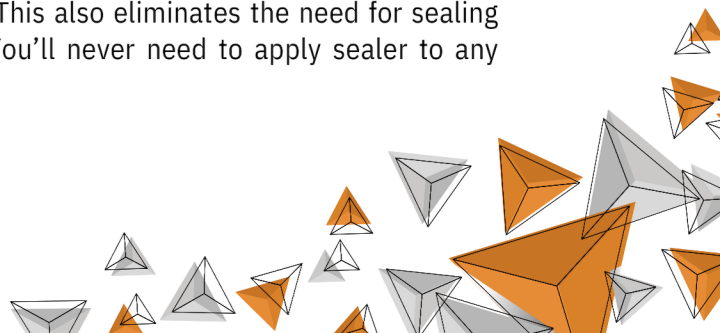
Quartz is one of nature's hardest minerals. It's tougher than granite, and more resistant to cracks, chips, scratches and stains. Its high gloss finish and naturally non-porous composition eliminate the need for sealant while reducing the potential for bacterial growth. AmeriQuartz Quartz uses 93% naturally sourced quartz, together with high-quality polymer resins, additives and exotic-colored pigments, and processed using cutting-edge procedures and techniques. This allows the production of a wide range of colors, promotes long-lasting shine, and creates an extremely durable and impenetrable, porous-free surface.

► How does AmeriQuartz Quartz compare to other surfaces?

AmeriQuartz Quartz is comprised mostly of quartz, which is harder and stronger than granite. The resin binder acts as a sealant, which makes the entire surface completely non-porous. No other surface combines the uncompromising beauty of natural marble and other stones with the durable scratch and stain resistance of AmeriQuartz Quartz.

► Does quartz surfaces require sealing?

No. AmeriQuartz Quartz surfaces are highly resistant to just about anything, including cracks, scratches, and stains because they are nonporous. This also eliminates the need for sealing or polish and reduces bacterial growth potential. You'll never need to apply sealer to any AmeriQuartz surface.





AMERIQUEQUARTZ

FAQ – QUARTZ EDITION



► Is Quartz resistant to surface damage?

Yes. AmeriQuartz Quartz is durable and resistant to surface damage. However, all stone can be damaged by force and no stone is chip-proof. Objects hitting edges may cause chips. It is important to understand that no stone surface is scratch proof.

► Does Quartz withstand heat? can I put a hot pan or pot on it?

Yes. AmeriQuartz Quartz can withstand light heat. However, it will be damaged by sudden and/or rapid changes of temperature, especially near the edges, as well as direct and/or sustained heating of the top. Quartz can't withstand the direct transfer of heat from pots and pans and other cooking units such as electric frying pans and griddles, slow cookers, roaster ovens, and heat lamps. Therefore, the use of a hot pad or trivet is always recommended to prevent heating the product.

► Is Quartz resistant to staining?

Yes. AmeriQuartz Quartz non-porous and non-absorbent surface is resistant to staining and eliminates the need for any sealing. Its non-porous surface also greatly reduces the potential for bacterial growth from food absorbing into your countertop.

► How do I remove stubborn stains?

Gently rub the area using a soft cloth or paper towel with an approved cleaner Soft Scrub Liquid Gel. Clean a larger area than the stain itself, in a circular motion. Rinse with water, and dry with a soft cloth or paper towel. Repeat the process if the stain is still visible.

► Is Quartz scratch proof? Can I cut directly on the surface?

Yes. AmeriQuartz surfaces are scratch resistant. However, avoid using sharp objects, such as knives or screwdrivers, directly on the surface. Always use a cutting board especially on dark surfaces, which tend to be more prone to show scratch marks.

► Is Quartz safe for food preparation?

Yes. AmeriQuartz Quartz are non-absorbent, and NSF certified for food and splash zones in kitchens.


*NSF International is The Public Health and Safety Company™

► Do you offer a warranty? What does the warranty include?

Yes. AmeriQuartz offers Limited Warranty for 15 years for all the quartz line. Please refer to the specific Warranty terms and Conditions for details.

► Is Quartz a Green product?

Yes. AmeriQuartz Quartz are certified by GREENGUARD as a low-emitting product for indoor air quality and is suitable for school environments. Tests have independently confirmed that Quartz surfaces have no harmful emissions of any kind.





AMERIQUEQUARTZ

FAQ – QUARTZ EDITION



► Which cleaning products are good for Quartz?

Use **recommended cleaning products** and check the product first by applying it to an area on the surface. It's best to avoid using the same cloth you use for washing dishes, as it may transfer oils and other contaminants to your surface.

Cleaning products that should not be used, include: oven grill cleaners, floor strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, wipes and cleaners specific to granite, marble and other natural stones, etc. Should your surface accidentally be exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

► Are Quartz surfaces hygienic?

Yes. AmeriQuartz Quartz surface is engineered to be highly non-porous, and as such it is non-absorbent, and does not host bacteria, mold, or mildew, remains safe and fresh for ultimate cleanliness.

► How can I prevent patina?

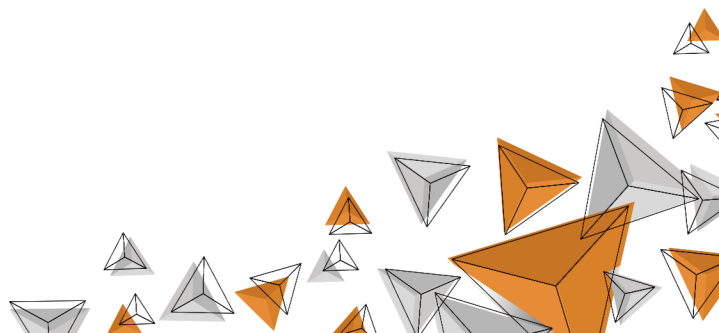
Do not allow liquids to dry out or remain on your surface for a long time. Always wipe away wet spills, to prevent limescale forming. This is particularly important on dark surfaces, on which a patina may be more visible.

► How to remove patina?

Occasionally, the surface should be cleaned with Soft Scrub® Liquid Gel with Bleach and thoroughly dried. Due to AmeriQuartz's surfaces' high density and non-porous qualities, normal cleaning with a damp cloth and soap is all you need to keep your surface looking great. We recommend a thorough cleaning of your AmeriQuartz surface on a regular basis (because of the patina that will develop on the surface from day-to-day use) to keep the surface as beautiful as the day it was installed.

► How do I clean quartz surfaces regularly?

- For everyday routine cleaning, a splash of warm water and soap or a mild detergent will do. Plant oil-based soaps should be avoided.
- For tougher blemishes, apply a non-abrasive cleaner such as Soft Scrub® Liquid Gel with Bleach or a mild degreaser on a damp cloth and wipe the surface. Rinse with warm water to wash away the residue and dry with paper towel, and your surface will be as good as new! It is recommended to do a deep cleaning once a month to prevent patina build up.
- It's always good to wipe away wet spills immediately, to prevent a patina from building up. Finishes other than Polished may need a little more daily maintenance due to their unique patterns and finishes.





AMERIQUEQUARTZ

FAQ – QUARTZ EDITION



► What products to avoid in protecting quartz?

Avoid exposing AmeriQuartz Quartz Surface to any strong chemicals and solvents. It is important to note that some of these chemicals and solvents can be found in household items like paint removers, paint and stain strippers that contain trichlorethane or methylene chloride, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, and chemicals with high alkaline/PH levels (oven cleaners, drain openers, etc.).

Avoid using cleaning products that contain oils, powders or abrasives.

Although long-term or frequent exposure must be avoided at all times, these products may be used with short-term exposure (removing and rinsing immediately after application with water) to clean difficult stains or residues. Always handle such cleaning agents with care and rinse the applied surface with water completely afterwards.

