

CARE & MAINTENANCE GUIDE



WOLF HOME PRODUCTS®

BATH

WOLF VANITY TOPS

QUARTZ

HANDLE WITH CARE

The weight of a Wolf Quartz top is heavier than that of a Wolf Cultured Marble vanity top. Please address safety and handling issues for lifting, loading and unloading accordingly. Each top will have a HEAVY/FRAGILE sticker on the outside of the carton. This should act as an immediate identifier for anyone who handles the product.

CLEANING

- Clean quartz surfaces with a mild cleaner such as 409®, Fantastik®, Lysol® or Windex®
- Spray cleaning solution on a damp cloth or sponge then wipe the surface
- Thoroughly rinse and dry the surface after washing
- Blot up spills immediately
- Do not use degreasing agents with a high mineral content or abrasive cleaners
- Do not use products that contain lemon, vinegar or other acid content that may etch the surface
- Do not use cleaners that contain acids such as bathroom cleaners, grout cleaners or tile cleaners
- Do not mix bleach and ammonia, this combination creates a toxic and lethal gas

SPILLS AND STAINS

Blot the spill with a paper towel immediately. Don't wipe the area, this will spread the spill. Flush the area with plain water and mild soap and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary. In case of stubborn spills or stains, soak the area for up to ten minutes with one of the above cleaners and vigorously wipe away with a non-scratch Scotch Brite® pad. Spills of coffee, wine, lemon juice, olive oil, vinegar, makeup and other common household products are not an issue with Wolf Quartz.

Do not use these items on or near your Wolf Quartz surface:

- Paint strippers or metal cleaning products
- Oven cleaners or methylene chloride cleaning products
- Acids or Lye for unblocking drains
- Nail polish remover with acetone

MAINTENANCE

To maintain a beautiful vanity top do not place hot objects directly on the surface. Use a protective mat or trivet. Thermal shock caused by the difference in temperature (cold/hot) could cause damage to the surface.

NO SEALING REQUIRED

Sealing is not required with Wolf Quartz tops. Do not use repellents, sealants or polish of any kind.

QUARTZ INFORMATION

Quartz is created through a manufacturing process that mixes approximately 95% ground natural quartz with 5% polymer resins. The resulting material is a very durable low-maintenance product that has the look of natural stone. Quartz resists scratching and staining better than any other natural stone or solid surface. Although a durable interior surface, avoid excessive force or pressure that could mark or chip the surface.

NATURAL GRANITE

Granite is a coarse grained crystalline igneous rock composed primarily of quartz and feldspar. It forms from slowly cooling magma that is subjected to extreme pressures deep beneath the earth's surface. Because it is a natural material, it is subject to variation in mineral composition affecting color, flecks and other aspects of appearance. No two granite pieces are alike making each natural stone vanity top a beautiful, one-of-a-kind masterpiece.

HANDLE WITH CARE

The weight of a granite vanity top is heavier than that of a cultured marble vanity top. Please address safety and handling issues for lifting, loading and unloading accordingly. Also notable is the size and the composition of the quartz deposits within each granite top. The smaller the quartz count, the more dense the material and therefore the stronger the product is. All granite is fragile. Special care must be taken in handling all natural stone tops. Each top will have a HEAVY/FRAGILE sticker on the outside of the carton. This should act as an immediate identifier for anyone who handles the product.

SEALING THE GRANITE TOP

Most stones, once protected, will be easy to clean, and you may want to just use warm water at first to give you the results you need. Towel dry to remove streaks. We recommend you reseal your product 30 - 60 days after installing it with a Stone Care International granite sealer. With every stone vanity top is a care procedure that explains in detail the sealer process. Pour the sealer on the granite vanity top and allow the sealer to absorb into the granite and then wipe off

CLEANING

- Clean stone surfaces with a few drops of non-acidic soap scum remover, or a mild liquid dish washing detergent
- Frequent or over-use of soap scum remover could result in dulling the surface of the stone
- Thoroughly rinse and dry the surface after washing
- Too much cleaner or soap may leave a film and cause streaks
- Blot up spills immediately
- Do not use products that contain lemon, vinegar or other acid content that may etch the surface
- Do not use abrasive cleaners such as dry cleaners or soft cleansers
- Do not use cleaners that contain acids such as bathroom cleaners, grout cleaners, or tile cleaners
- Do not mix bleach and ammonia, this combination creates a toxic and lethal gas

SPILLS AND STAINS

Blot the spill with a paper towel immediately. Do not wipe the area, this will spread the spill. Flush the area with plain water and mild soap and rinse several times. Dry the area thoroughly with a soft cloth. Repeat as necessary.

STAINS OR DAMAGE?

Use the guidelines to determine whether the spots you are seeing are in fact stains or if they are areas of damaged stone. If you are unsure, consult a professional such as Stone Care International (SCI) at 1-800-839-1654 before proceeding.

STAINS

- Discoloration from the stone absorbing a staining agent (coffee, tea, oil, etc.)
- When the staining agent is removed, the stain is gone

NATURAL GRANITE

DAMAGE

- A change in the natural chemical makeup of the stone not caused by the stone absorbing agent, but rather caused by damage to the surface
- Corrosion, typically caused by acids, leaving "rings" or "water spots" that cannot be removed
- You cannot remove a "stain" that is actually damage as it requires repairing/removing the damaged area. It needs to be determined if the damage is to the stone or to the protective coating/sealant.

WATER STAINS

Most water stains are only a temporary problem. The granite may darken or lighten in color when the water is absorbed into the stone. However, once the water evaporates, the color of the stone should return to normal. To prevent this absorption from happening in the first place, it is necessary to seal the surface of the granite with a high quality sealer. This can be completed on your own or by a professional. If hard water stains occur, they can be removed by applying vinegar to the area using the same methods as below.

REMOVING STAINS FROM GRANITE

Removing stains requires the use of a poultice. A poultice consists of two materials:

1. An absorbent material, such as a paper towel or talcum powder
2. A chemical to remove the stain

CATEGORIES OF STAIN

There are five different categories of stains and each has its own designated chemical for the poultice.

1. Organic (coffee, soda, mustard, gravy, tea, etc.)
Chemical: Hydrogen Peroxide (30% – 40% by volume)
2. Inorganic (ink, dyes, dirt, etc.)
Chemical: Rubbing Alcohol for ink, Hydrogen Peroxide (30% – 40% by volume) for all others
3. Oil (any type of cooking oil, some mineral oils, butter, margarine, etc.)
Chemical: Pure Acetone (avoid using nail polish remover as different brands have different ingredients)
4. Biological (mold, mildew, etc.)
Chemical: Bleach or MB-9
5. Metal (rust, copper, etc.)
Chemical: Iron-out (a white powder available at hardware stores)

THE REMOVAL PROCESS

Due to the nature of this removal process, you may want to test a small, inconspicuous area of the stone to ensure there are no adverse effects.

1. Mix the poultice. You will want to create a thick paste. It should have the consistency of putty.
2. Apply the mix to the stained area, keeping it only on the stain. The layer of paste should be about ¼" thick and overlap the stain about ½".
3. Cover the area with plastic wrap and tape the edges down. Allow it to set for 24 hours.
4. Remove the tape and plastic wrap only, leaving the poultice in place.
5. This should remain on the stain until it is completely dry. This can take anywhere from a couple of hours to a couple of days.
6. When the paste is completely dry, use a plastic scraper to scrape away the paste.
7. Wipe remaining paste away with a clean cloth. Clean the area as normal and dry with another clean cloth.
8. If the stain remains, you may need to repeat steps 2-6 several times, especially for oily stains.

SOLID SURFACE

Unlike natural stone, solid surface is non-porous and homogeneous throughout, making it durable and, in many cases, easy to refurbish or repair to its original luster. With simple care and maintenance, a solid surface top will last for many years. Follow these instructions to preserve your Wolf Solid Surface top.

EVERYDAY CARE

General cleaning of solid surfaces can be done by wiping the surface with a damp cloth or sponge, then dry with soft cloth or paper towels to prevent spotting; especially in areas with hard water.

BASIC STAINS

Clean with an ammonia-based product such as household glass cleaner or commercially available non-abrasive spray-on cleaners for solid surface products. Wipe dry with a soft cloth or paper towels to prevent spotting.

STUBBORN STAINS AND MINOR SCRATCHES

Different cleaning techniques are required to remove stubborn stains and minor scratches depending on the type of finish and color as detailed in the following instructions DO NOT attempt to repair deep scratches, chips or burns, contact a certified fabricator/installer

- **Matte Finish** — Scrub in a small circular motion with a wet sponge and an abrasive cleanser such as Soft Scrub®. Darker colors tend to require more attention than lighter colors.
- **Satin Finish** — Spray a non-abrasive product such as Formula 409® over stain and wait for a couple of minutes. Then, scrub in a small circular motion with a wet sponge, or, lightly scrub surface in a small circular motion with a wet sponge and an abrasive cleanser such as Soft Scrub® over stain or scratch. Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level.

PREVENTING DAMAGE

Minor damage that may accidentally occur is most often repairable by a certificated fabricator/installer or repair expert. However, be sure to follow these guidelines to prevent damage to your solid surface:

- **Heat** — Solid surfaces have excellent heat resistant properties compared to other countertop materials. However, placing hot pans or heat generating appliances can damage the surface. Always use a hot pad or a trivet with rubber feet to protect the solid surface.
- **Chemicals** — Avoid exposing Solid surfaces to strong chemicals such as paint removers, acetone and oven cleaners. Surfaces exposed to these chemicals should be promptly flushed with water; contact may cause spots that may require extensive repairs. Remove nail polish with a non-acetone-based nail polish remover and flush with water.
- **Scratches** — Never cut or use a sharp object directly on a Solid surfaces surface
- **Fractures** — Avoid standing on countertops or dropping heavy objects on the surface

CULTURED MARBLE

FINISH - GLOSS/SEMI-GLOSS

Available on Marbleized Marble, Solid Color Marble, Spray Granite Colors and Onyx.

This finish is smooth and shiny. Any cleaning should be handled the same as the automotive finish on your car. Cleaning should be done with simple soap and water and a soft cloth or sponge. Application of a high grade automotive paste wax forms a barrier coating that will both increase the luster and make the product easier to clean by making it more difficult for dirt and grime to adhere to the surface.

Any Satin/Matte finished product can be brought to a gloss finish by applying a progressive buffing starting with coarse automotive buffing compound. (This is the finish that comes standard on all Gloss/Semi Gloss finishes.) The part can be made glossier by further buffing with a fine automotive buffing compound and than a polishing compound. It should be noted that the shinier the part, the more noticeable small imperfections become.

FINISH - SATIN/MATTE

This finish has a smooth, dull or abraded appearance. These products can be cleaned more aggressively with soap, water, and preferably, a Scotch Brite® Pad. Abrasive cleansers can be used and will not harm the finish. 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 or using Scotch Brite® on the entire piece. Any Gloss finish can be made Satin/Matte by simply using Scotch Brite® on the entire piece.

MAINTENANCE AND REPAIR

Marbleized Marble, Solid Color Marble, Spray Granite Colors and Onyx have a 10 - 20 mil gel coat protective wear surface. Gel coat is an extremely wear and stain resistant coating that is backed with a thick layer of synthetic marble. Marbleized and Onyx colors have a clear gel coat derived from the cast synthetic backup material while Solid and Spray Granite colors have a colored gel coat.

With all of the gel coated products, minor scratches, burns, and stains can be either:

- Buffed out using a medium automotive buffing compound
- Buffed out using a coarse then medium automotive buffing compound
- Block sanded using 800 grit then medium automotive buffing compound

You MUST be careful NOT to buff or sand through the gel coat wear surface. Once this is done, the piece is no longer protected in that spot.

ALL CULTURED MARBLE TOP DIMENSIONS ARE NOMINAL

Cultured Marble shrinks as it cures allowing it to release from the mold it is formed in. The amount of shrinkage is proportional to the length of the part and the thoroughness of the cure. The more thorough the cure, the greater the shrinkage. A 25" x 22" top can have a finished dimension as small as 24 ¾" x 21 ¾". A top that needs to have a finished dimension should be ordered as a special order top with only one finished end or no finished ends.

CULTURED MARBLE

COLOR VARIATION WILL OCCUR ON MARBLEIZED OR VEINED TOPS

Just as real marble and cut stone have natural variations, the mix of background color and veining color are randomly dispensed through the supply line for the marble mixture. This mix is then fed into the molds by hand, thus creating more random patterns. Solid color tops are more controlled and colors will be within acceptable standards.

Bathrooms containing more than one cultured marble top should be either solid color or spray granite in order to create an acceptable appearance. Also, stock size tops and custom tops should not be used in the same room. Side splashes can also have a different appearance in a marble top pattern. These are made in a flat mold and consequently have a cloud type appearance. Only spray granite and solid colors will match within an acceptable tolerance.

ALL CULTURED MARBLE TOPS WILL HAVE A MINOR FLAW OR FLAWS

Because each top is man made, there will be some minor imperfection in the top. These can vary from sheen of the finish to minor dimples or dimensional differences.

COLOR SAMPLES ARE MEANT AS A GUIDE ONLY

With marbleized or veined colors, it is unrealistic to assume that the veining pattern cast in a 5" x 3" sample mold can exhibit the same pattern as that attained when casting on the much larger surface of a top. When selecting or matching colors, lighting and reflection may affect color, as well as different surfaces, such as porcelain, ceramic, acrylic, fiberglass and enameled surfaces.

ENGINEERED STONE

Sealing of the product is recommended on an annual basis for enhanced protection and greater durability. The sealant used should be specific to natural marble surfaces. For application, follow the instructions as outlined by the sealant manufacturer.

- For everyday cleaning use a damp cloth, soft sponge or paper towel
- Before applying any cleaning agent, be certain to rinse all of the surface area thoroughly
- For more stubborn stains you can use a neutral pH cleaner and a nonabrasive scrubbing pad
- For more difficult stains use a mild liquid detergent, or stain-specific poultice solution

GENERAL PRECAUTIONS

- It is recommended to use cleaning product that is pH neutral
- Be cautious when exposing your Engineered Stone surface to any household chemicals or solvents. It is recommended to test a small inconspicuous area first.
- Do not expose Engineered Stone surfaces to any chemicals that contain acetone, methyl chlo-roform, hydrofluoric acid or methylene chloride - such as paint remover or furniture strippers. These types of chemicals may cause etching or discoloration
- In case of an accidental exposure to products, thoroughly rinse the affected area with water as soon as possible



TRANSFORMING
HOMES FOR OVER

175
— YEARS —

Wolf Home Products® is an innovator in the building products industry. Transforming homes for more than 175 years, Wolf Home Products has been the preferred home building products brand by families across North America who value the importance of their home and time together to build lasting memories in the spaces they enjoy most. With a vast inventory of kitchen and bath, outdoor living and building products, Wolf Home Products delivers orders in a fraction of the time, ensuring unparalleled value when and where customers need it. Wolf stands behind its service, cultivated with years of business experience into a total satisfaction guarantee.



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Kitchen & Bath



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