

HanStone



CARE & MAINTENANCE

THANK YOU FOR PURCHASING HANSTONE QUARTZ.

HanStone is proud to provide our clients with a Limited Lifetime Residential Warranty and a 10 Year Commercial Warranty. Please visit [HanStone.ca](https://www.hanstone.ca) to register.

HanStone is a hard, nonporous, natural quartz surface that makes cleaning quick and easy. With proper care and maintenance, and some industry tips and tricks, hard-to-clean stains, spills and messes can now be a thing of the past.





WHAT TO EXPECT

Although your quartz surface is extremely durable, it is NOT indestructible or maintenance-free. Use a cutting board to avoid any metal marks and be mindful around your high traffic areas like the dishwasher and the kitchen sink. Please be aware that quartz countertops may be susceptible to chipping or cracking over time, and it's important to note that such occurrences are not covered under the warranty. The best way to maintain your countertop is to wipe up spills as soon as they happen. Staining can occur if a spill is left on the surface. Staining does not indicate a flaw or defect with the material and will NOT be covered under warranty. HanStone Quartz is heat-resistant, but exercise caution with extremely hot items, such as pans from a hot stovetop. Always utilize trivets or heat-resistant pads, especially with appliances like slow cookers or air fryers, ensuring that any heat-emitting appliances are placed on a heat-

resistant barrier and kept away from walls. Avoid using HanStone as a backsplash behind gas cooktops, especially professional models, and rear-vented ranges.

Note: HanStone does not recommend using the quartz material for fireplace surrounds, especially for wood and gas fireplaces, as this is not covered by warranty.

Metal mixing bowls, as well as pots and pans, can leave marks on the surface. Use of cork pads or cutting boards underneath such items is always recommended. When caring for HanStone Quartz, please make sure to refer to our care and maintenance guide. Not all quartz brands are the same. What is suitable for one product may not be suitable for another. The warranty does NOT cover damage caused by physical impact, chemical use, or NORMAL WEAR & TEAR, acts of nature, staining, scratches, or chips. It is the owner's responsibility to keep the quartz countertop/ surfaces clean and well-maintained.

DAILY CLEANING

HANSTONE RECOMMENDS:

OPTION 1:

Mild dish soap and water

OPTION 2:

Rubbing alcohol and water solution

OPTION 3:

Simple Green® diluted to 1:30 for light cleaning

TIP:

Always use a non-abrasive cloth such as a microfiber cleaning cloth when cleaning to avoid dulling your surface. Do not use a scouring pad or Mr. Clean Magic Eraser®.

NOTE!

Acetone/nail polish remover, or abrasive cleaners such as Vim® Cream cleaners, Bar Keepers Friend® Soft Cleanser or powder, or Mr. Clean® Magic Eraser® are NEVER to be used on your surface as dull spots can occur and is not covered under warranty.

DO NOT USE NATURAL STONE CLEANERS, SEALANTS, OR ENHANCER ON YOUR COUNTERTOP.



NATURAL OILS & SYNTHETIC OILS

(Olive Oil, Canola Oil, etc.)

Oils on any counter can leave the finish looking messy, smudged and reflect light unpleasantly.

HANSTONE RECOMMENDS:

OPTION 1:

Mild soap and water

OPTION 2:

Use a mild, degreaser such as Simple Green® All-Purpose Cleaner or rubbing alcohol.

FOOD COLORING

(Herbs & Spices, Red Wine, Mustard, Coffee & Tea, Fruits)

HANSTONE RECOMMENDS:

OPTION 1:

Soap and water or rubbing alcohol and water solution

OPTION 2:

Fantastik® Original All-purpose cleaner.

OPTION 3:

Soak a cloth with 30% bleach concentration. Leave on top of stain for 10 minutes. If stain persists, re-apply but do not leave on for longer than 30 minutes.







MATTE FINISHES

HanStone Quartz Collection's matte-finished products (Leathered, Riverwashed, etc.) feature a unique appearance and texture. These distinctive designs render a stylish, matte feel, as opposed to a glossy polished surface. For this reason, you should clean your countertops on a regular basis to keep the finish looking new.

Any contact with grease and oil from cooking, or the natural oil in fingerprints may give the countertop a non-uniform appearance. Such an appearance is an inherent and natural part of matte finished surfaces.

For oil and grease removal, use a product that cuts grease such as mild soap and water, Dawn Platinum® Powerwash, or Simple Green® All- Purpose Cleaner.

For a surface finish with less maintenance, consider selecting a polished HanStone Quartz product.

METALS

(Kitchen Tools, Metal Pots, Knife Marks & Belt Buckle Marks)

Noticing metal marks on a quartz surface can often be confused for scratches. Such metal marks can be easily removed using simple methods.

HANSTONE RECOMMENDS:

OPTION 1:

Bar Keepers Friend® More Spray+ Foam cleaner (or other non-abrasive descaling agent) and a blue 3M non-scratching scotch pad. Spray the area and let sit for a few minutes. Delicately rub the marks with 3M non-scratch pad in a circular motion. Repeat if necessary.

OPTION 2:

Simple Green® Pro HD

* TIP:

Always use a liquid as a lubricant and be gentle and patient as rubbing too hard may cause hazy spots appear.

*Some metal marking may not be removable. When cleaning any surface, the rule of thumb is to never apply pressure that is heavier than the natural weight of your hand.

***Do not use a white melamine or magic eraser®, scuff pads, or abrasive cream cleaners such as Bar Keepers Friend® Soft cleanser or powder, VIM®, or other scouring/oven cleaners.

**RINSE WITH CLEAR WATER AFTER
ALL CLEANING APPLICATIONS.**



COSMETICS

(Hair Shampoo, Creams, Makeup)

Staining resulting from cosmetic products can make anyone panic. Not to worry, we can help.

HANSTONE RECOMMENDS:

OPTION 1:

Mild soap and water

OPTION 2:

Apply hydrogen peroxide max 30% concentration then rinse and wipe with water.*

OPTION 3:

Rubbing alcohol

*TIP:

Please remove any residue from the hydrogen peroxide solution after cleaning to avoid any changes to HanStone's brilliant surface.

INK

(Water or Oil Based Markers, Paint, Print from Supermarket Bags)

HANSTONE RECOMMENDS:

OPTION 1:

Gently apply rubbing alcohol to the stain. Stain should lift.

OPTION 2:

For stubborn stains, soak a cloth with 30% bleach concentration. Leave on top of stain for 10 minutes. If the stain persists, re-apply but do not leave on for longer than 30 minutes.



METAL RUST STAINS

HANSTONE RECOMMENDS:

STEP 1:

Soak a cloth with Bar Keepers Friend More Spray + Foam Cleaner® and apply on top of the stain for 10 minutes.

STEP 2:

If the stain persists, re-apply but do not leave on longer than 30 minutes.

STEP 3:

Once stain is removed, clean surface with water alone or a mild soap and water solution.

NOTE!

DO NOT USE Bar Keepers Friend® Soft cleanser or powder as dullness may occur.

OTHER STUBBORN STAINS:

Blood

HANSTONE RECOMMENDS:

Apply hydrogen peroxide max. 30% concentrate then rinse with water and wipe the surface.

Candle Wax

HANSTONE RECOMMENDS:

OPTION 1:

Rubbing alcohol

OPTION 2:

Mild degreaser such as Simple Green® All Purpose Cleaner.

Soap Stains

HANSTONE RECOMMENDS:

Mild degreaser such as Simple Green® All Purpose Cleaner



Hard Water Deposits

HANSTONE RECOMMENDS:

OPTION 1:

Vinegar

OPTION 2:

Non-abrasive scale remover solution such as Bar Keepers Friend® Spray + More.

Silicone

HANSTONE RECOMMENDS:

OPTION 1:

Rubbing alcohol or Methyl Hydrate

OPTION 2:

SimpleGreen® Pro HD

Adhesives

HANSTONE RECOMMENDS:

OPTION 1:

Goof Off® Marks & Messes Spray

OPTION 2:

Rubbing alcohol or Methyl Hydrate

HANSTONE RECOMMENDED CLEANERS:

For Daily Cleaning

- Dish soap and water • Light Degreaser such as Simple Green® reduced to 1:30 with water
- Lysol® Sanitizing Wipes

For Tough Stains

- Isopropyl [rubbing] alcohol
- 1:1 vinegar water mixture
- Simple Green® Pro HD
- Fantastik® Original All-Purpose Cleaner
- Goo Gone®
- Any of our recommendations found in the Care and Maintenance Guide

Do Not Use

- Abrasive cleaners, or products with pumice – such as VIM®, Bar Keepers Friend® Soft Cleanser or powder, Cerama-Bryte®, scuff pads, school erasers, or Magic Eraser®
- Strong solvents such as acetone, nail polish remover, or other paint/furniture strippers
- Sealers, stone enhancers, topical treatments, or cleaners that “polish”
- Stove top or ceramic cleaners, S.O.S.® pads, Comet®, Soft Scrub®, or other similar products
- Other heavy-duty cleaners, chlorinated cleaners, or cleaners with strong alkaline or acidic (high or low pH) properties

**RINSE WITH CLEAR WATER AFTER ALL
CLEANING APPLICATIONS.**



SEE MORE ONLINE AT
WWW.HANSTONE.CA

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HanStone is made from natural quartz. Variation in colour, shade and pattern is an inherent and natural characteristic of this product. A sample piece is a general representation based on a small, select cut of a full slab and does not indicate all design characteristics of the full slab or the final installed product. Colour blotches are intended and inherent part of design in many colours to enhance the overall natural aesthetics. Structural support is required for all applications. HanStone is not a seamless product; pattern and shade may vary where there are seams.

No stone or quartz surface is chip-proof, scratch-proof, stain-proof, heat-proof, or maintenance-free. Although HanStone is resistant to stains, this product will stain if not maintained properly. Although HanStone is durable, all stone can be damaged or chipped by force. Use of Acetone, Vim, any other harsh chemicals, or abrasives is strictly prohibited on HanStone, as it will damage the surface. This product may be damaged by sudden or constant change of temperature especially near the edges or direct heating of the surface with hot pots, pans, or other cooking units. Use of trivet or hot pad is always recommended. Due to the nature of design, texture and surface finish, certain colours with leathered, matte or river-washed finish will require more attention, care, and maintenance. HanStone manufacturer's warranty does NOT cover stains, marks, chips, scratches, damages from heat, impact, or chemicals. It is the owner's responsibility to keep the surface clean and well-maintained.

HanStone Canada is the manufacturer and supplier of the quartz slabs only and does not perform any design, fabrication, installation, renovation, or construction. All such labour or workmanship is performed by independent stone professionals or contractors. The stone professional must remove the protective film and inspect material prior to fabrication or installation. As such, HanStone manufacturer's warranty is strictly limited to its product only. HanStone is NOT responsible for and its warranty does NOT cover (1) any labour or workmanship whatsoever by 3rd party stone or design professionals or contractors; and (2) any other manufacturer's parts or products associated with the construction, renovation, fabrication, installation, repair, or replacement including, not limited to, plumbing, fixtures, sinks, appliances, cabinetry, electrical, etc.

SEPTEMBER 2025