

NERVAL CORPORATION Care & Maintenance documents provide guidelines on how to care for your NERVAL product. Failure to comply with NERVAL's Care & Maintenance documents voids product warranty. Nerval offers quartz, granite, and laminate counter top options. Here's how to care for each option.

Granite Counter Tops

- Avoid using acids, acidic products, and acidic materials to prepare food on your granite counter tops.
- Avoid cutting directly on the surface. Granite is a porous material and can be damaged by sharp objects.
- Avoid putting meat directly on top of the surface, as the pores are absorbent.
- Use soft cloths to wipe your granite counter tops, not abrasive pads.
- It is recommended to reseal your granite every 6 months to refresh its look, especially if your granite is a lighted colour.
- Since granite is porous, it can stain. The treatment of stains is detailed in the matrix on the last page.

Quartz Counter Tops

- Although quartz is scratch-resistant, direct contact of sharp objects should be avoided.
- Although quartz is more heat-resistant than most stone surfaces, it can still be damaged by sudden and rapid temperature changes. We suggest that hot cookware never be placed directly on top of quartz counter tops.
- Quartz requires very little maintenance, as it is non-porous. It requires no sealing. To clean, simply use non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water. Note that non-polished surfaces may require daily maintenance to avoid the buildup of residue.
- Quartz does not stain easily. However, if your quartz is of a light colour, and you are dealing with a stubborn stain, you can apply a gentle household cleaner and rinse to remove residue. To remove adhered material, such as gum, nail polish, and other hard to remove materials, you can scrape away the excess material use a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. If you need extra scrubbing power, a no-scratch Scotch-Brite® pad is recommended along with a non-abrasive cleaner.
- Please note that quartz is not impervious to damage, and can be ruined if exposed to strong chemicals and solvents. Avoid the following cleaning agents: paint thinner, oven/grill cleaner, and polishing agents with pH levels outside the range of 5 to 11. Should these agents accidentally contact your surface, rinse immediately with clean water.

Laminate Counter Tops

- **Regular maintenance:** Use a soft microfiber cloth to remove dust and dirt. Avoid using harsh cleaners or scouring agents, as these will damage the finish of the surface. It is recommend to use an all purpose cleaner and degreasing agent.
- **Staining:** Although laminate surfaces are hard to stain, sometime it can happen. Removing stains from laminate surfaces is quite simple. For light stains, simply follow your regular maintenance routine. For heavy stains, you can use a baking soda paste made from three parts baking soda and one part water. Spread the paste evenly over the stain and allow it to sit for at least 5 minutes. Then, wipe away gently without scrubbing.
- The key to maintaining the longevity of your laminate counter tops is following these easy steps:
 - Avoid dropping heavy items onto the surface. While laminate is durable, heavy objects can easily crack or damage the surface.
 - Never cut anything directly on the counter top.
 - When cleaning, avoid using a lot of water on the counter top. If water seeps under the seals, the substrate will get damaged.
 - Harsh chemicals should never be used, especially those containing lye or acidic elements.
 - Laminate counter tops are heat-resistant, but they can be scorched or burned. Never place hot objects directly onto the surface. Make sure to use a hotplate or pad.
 - When cleaning, you can use a soft bristled brush to loosen stubborn dirt or stains. Never use a scouring pad or steel wool.

Skip to the next page to view the
cleaning matrix for granite counter tops.

Type of Stain	Cause of Stain	Treatment
Natural oil	<ul style="list-style-type: none"> Olive oil, canola oil, etc. 	<ul style="list-style-type: none"> Method Daily Granite Cleaner 10% bleach Hydrogen peroxide, max 30% Mild, alcohol-based degreaser
Synthetic oil	<ul style="list-style-type: none"> Machine oils 	<ul style="list-style-type: none"> Method Daily Granite Cleaner Mild, alcohol-based degreaser
Cosmetics	<ul style="list-style-type: none"> Shampoo Creams Makeup 	<ul style="list-style-type: none"> Alcohol (Methyl Hydrate) Method Daily Granite Cleaner Hydrogen peroxide, max 30%
Metal (Metal stains may resemble scratches, but they are actually metal residue and can be easily removed)	<ul style="list-style-type: none"> Kitchen tools (i.e. knife) Metal pots 	<ul style="list-style-type: none"> Method Daily Granite Cleaner
	<ul style="list-style-type: none"> Rust 	<ul style="list-style-type: none"> Oxalic acid
Food & Beverages	<ul style="list-style-type: none"> Food colouring Red wine Coffee, tea Etc. 	<ul style="list-style-type: none"> Method Daily Granite Cleaner 50% bleach or 100% bleach Hydrogen peroxide, max 30% Mild, alcohol-based degreaser
Colours	<ul style="list-style-type: none"> Ink Paints Etc. 	<ul style="list-style-type: none"> Alcohol (Methyl Hydrate) Method Daily Granite Cleaner 50% or 100% bleach
Other	<ul style="list-style-type: none"> Silicone 	<ul style="list-style-type: none"> Alcohol (Methyl Hydrate) DAP® Silicone Sealant Remover
	<ul style="list-style-type: none"> Soap stains 	<ul style="list-style-type: none"> Method Daily Granite Cleaner Mild, alcohol-based degreaser
	<ul style="list-style-type: none"> Hard water deposits 	<ul style="list-style-type: none"> Scale remover Vinegar
	<ul style="list-style-type: none"> Candle wax 	<ul style="list-style-type: none"> Alcohol (Methyl Hydrate) Method Daily Granite Cleaner Mild, alcohol-based degreaser
	<ul style="list-style-type: none"> Glue 	<ul style="list-style-type: none"> Alcohol (Methyl Hydrate)
	<ul style="list-style-type: none"> Blood 	<ul style="list-style-type: none"> Method Daily Granite Cleaner Hydrogen peroxide, max 30%