



WISENBAKER
BUILDER SERVICES, INC.



Care & Maintenance Manual

- Flooring
- Countertops
- Sinks
- Window Coverings
- Cabinets

The Purpose of This Care and Maintenance Manual

The purpose of this manual is to provide you with information on the care and cleaning of the products installed in your new home by Wisenbaker Builder Services. Our intent is to provide you with a central resource of information compiled from the respective product manufacturers that is accurate and complete to the best of our knowledge.

Wisenbaker Builder Services makes no guarantees or warranties of any kind, express or implied, regarding the content of this manual. A list of product manufacturer websites is provided at the end of this manual for your convenience and further reference.



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Flooring – Carpet

Know Your Carpet

Carpet is one of the most widely used floor coverings in the country and for good reason. It is beautiful, durable, and available in many different textures, types, and colors. As with all floor coverings, there are characteristics of carpet that you need to know.

- While most Wisenbaker carpets have stain protectors, no carpet is stain proof.
- Seams will be visible. Seams will be more visible in a lighter-colored carpet than in a darker one. Seams will be more visible in shorter pile heights than in longer pile heights.
- All carpet shows tracks. We offer some textured carpets that track "less", but not "track-proof".
- Colors and shades do vary from one dye lot to another.
- Some carpet styles will shed after installation for a time. This "fuzz" is normal.
- Use an upright vacuum cleaner for routine cleaning (at least twice a week under normal use).
- Hot water extraction (steam cleaning) is the industry preferred method of professional cleaning. Insist on truck-mounted equipment.
- Application of stain-resistant chemical offered by in-home cleaning companies **WILL** void any stain-resist warranties.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not exactly, what will be installed in your home.
- Please be aware that when seaming two different types of carpets together, seams will be accentuated due to the seaming together of two types of colors, patterns, and pile heights.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and shading more or less obvious.

Know Your Loop Pile Carpet

Berber carpet is a popular carpet style available to you. This “loop” type product requires different care and maintenance and has characteristics specific only to loop-style carpets. It is footprint resistant. Some of the characteristics are given below:

- Seams are more apparent with loop pile carpet and will show color variation at seams. Because loop pile carpet is constructed in “loops”, it does not “bloom” and cover the seams like traditional carpet.
- Stains are more noticeable due to loop construction.
- The backing of your carpet will show on stairs due to the row effect of your Berber. This is called “smiling”.
- The “lines” in your loop pile carpet will not “line up” with the walls or other flooring surfaces in a perfectly perpendicular manner.
- You will have a firmer feeling underfoot. You will not experience a cushy, spongy feel. Carpet manufacturers will not allow a carpet pad thicker than .450 to be installed under a loop pile carpet.
- Loop pile carpet is not recommended for homeowners with indoor pets. Loop pile carpet can snag easily and unravel.

→ **This is NOT a warrantable item.** ←

- You must raise the brushes of the vacuum cleaner, so they do not meet the carpet. The rotation of the brushes can cause the tips of the loops to fray or become fuzzy.

→ **This is NOT a warrantable item.** ←

- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.

Carpet Routine Care and Maintenance for All Carpet Styles

Four steps to keep your carpet clean and looking great

1	Vacuum high traffic areas daily, and everywhere according to a vacuuming schedule, using a Seal of Approval/Green Label approved vacuum cleaner
2	Clean spots and spills quickly with products that do not damage the carpet or cause it to re-soil quicker.
3	Professionally deep clean your carpets every 12 to 18 months to remove embedded dirt and grime.
4	Stop dirt at the door by using mats outside and in, taking your shoes off when you enter the house, and changing your air filters to reduce airborne dust particles.

Vacuuming Frequency

Traffic Type	Per Week	No. of Times
Non-traffic areas	1 x week	3 passes of the vacuum
Light-traffic areas	2 x week	3 passes of the vacuum
Moderate to heavy traffic areas	2 to 5 x week	5 slow passes of the vacuum



Raise beater bar on loop style carpet to avoid fuzzing.

Clean frequently used areas of your carpet – entrances, doorways, traffic lanes, and seating areas. Clean these areas when they first show signs of soiling.

Carpet cleaning is just like exercise! If you get into a routine and keep it up, you will see great results and feel better about it. Products that rate highly on *The Carpet and Rug Institute* Seal of Approval program are your assurance that you will clean correctly the first time.

Spot Cleaning

Always attend to accidents and spills immediately by blotting the spill with a damp, white absorbent towel. Do not rub.

Only use The Carpet and Rug Institute Seal of Approval spot cleaners.

Visit www.carpet-rug.org for more tips.

Periodic Professional Cleaning

- Periodic professional “steam cleaning” of the overall carpet is highly recommended.
- Your carpet should be properly cleaned at least once every 24 months.
- Use carpet cleaning systems, products, and equipment certified through *The Carpet and Rug Institute's* Seal of Approval Program. These products are listed at www.carpet-rug.org
- Non-approved cleaning products and topical treatments, applied by you or by a professional carpet cleaner, may result in damage that will not be covered by your warranty.
- Do not apply stain-resistant treatments to your carpet after professional cleaning. It could void your stain warranty.

Stains That Cannot Be Removed

Acid toilet bowl cleaners, acne medication, alkaline drain cleaners, chlorinated bleaches, hair dyes, iodine, insecticides, mustard with turmeric, plant fertilizers, and other stains of nature will permanently alter carpet color. These types of stains or discolorations are not warrantable.

Wicking

It is not unusual for stains to reappear after spot cleaning. This is referred to as “wicking”. Wicking can occur when a liquid is spilled on the carpet (usually a large quantity) and not thoroughly removed. Liquid remains in the carpet backing or padding. Through capillary action, the stain can “wick” back up into the carpet fibers. These stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions listed in this manual. It is important that you place white paper towels weighted down by a heavy object over the area while the carpet is drying to absorb any remaining stain substances.



NOTE: Stubborn stains may continue to resurface.

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier, or manufacturer can do to alter this fact.

- Color and texture will vary from dye lot to dye lot.
- Seams will be apparent.
- Proper maintenance is required.
- No carpet is stain-proof.
- Carpet can be professionally cleaned without damage or voiding warranties.
- Carpet is a textile product and can be repaired. When additional material is required for repairs, an exact match to color and texture cannot be guaranteed.

Dos and Don'ts for Carpet



These are recommended carpet maintenance practices for owners to follow.

- DO vacuum regularly. The Carpet and Rug Institute recommends at least two times per week. Use an upright vacuum with a beater bar moving across the grain or width. Finish with lengthwise direction so vacuum cleaner will raise or lift carpet pile.
- DO BLOT. Don't rub spills immediately. Scrubbing or rubbing the carpet may distort its appearance. Spots and spills allowed to dry or "set" are always more difficult to remove.
- DO use care when using chemicals. They can alter the color of your carpet. The following are just a few items that will damage your carpet: bleach, insecticides, pool cleaning agents, plant food, dimethyl sulfoxide (arthritis and sports creams), furniture polish, and acne medication.
- DO professionally clean your carpet using a HOT water extraction method. No soaps or cleaning agents should be used. Only spots should be treated with cleaners. Use the manufacturers' 1-800 numbers for additional cleaning questions. An additional application, of any stain treatment, may void your warranty.
- DO shift furniture periodically to minimize wear patterns.
- DO use walk-off mats at entranceways to trap soil and dirt. A rug with no backing can also be used in vanity areas to prevent unnecessary wear. Always make sure the area is completely dry before placing a rug on the carpet.



These are carpet maintenance practices owners should avoid.

- DON'T use chemicals on your carpet without consulting the manufacturer's website.
- DON'T expect your carpet to be stain-proof.
- DON'T drag furniture across the floor. This can damage the backing of the carpet and cause buckles.

Carpet Stretching

The quality of a carpet installation should not be judged solely on the need for re-stretching within the first year. Various factors can influence this need. Loose carpet can result from several contributing factors, such as:

- Temperature changes (i.e. If air conditioning is turned off in a particular area for extended time, the woven backing of carpet will soften. This can cause the carpet to come loose.)
- Water and spills left on the carpet (i.e. water leaks that go unnoticed can cause deterioration of the carpet backing. This will make carpet loose.)
- Improper cleaning. We suggest hot water extraction by a reputable company. Prolonged exposure to soaps and other cleaning agents can break down the latex backing which will reduce the resiliency of the carpet. This problem can also cause carpet to attract more dirt leaving a noticeable traffic pattern.
- Frequent moving of furniture. If furniture is slid across carpet, it can break down the backing of the carpet by causing a "buckle" as the item is dragged across the floor. This can permanently damage the carpet. In this situation, the carpet would need to be re-stretched.
- Cushion and carpet height. If you have a plush carpet with a thick cushion, it is more difficult for the teeth on the tack strip to keep their grip. This can be compounded by any of the above situations making it necessary for the carpet to be re-stretched.

Clearing The Air

Although we might not normally associate carpet with improved indoor air quality, it does have a very positive effect. Gravity causes common household particles, such as dust, pollen, and pet and insect dander, to fall to the floor. Carpet fibers trap the particles, removing them from the breathing zone and reducing their circulation in the air. Proper cleaning with CRI-approved vacuums effectively removes dust and allergens from the carpet and helps keep them out of the air we breathe.

Asthma and Allergies

A misperception is that people with asthma and allergies should avoid carpet in the home; actually, the opposite is true. Studies have shown that properly cleaned carpet helps reduce symptoms and is the best flooring choice for those dealing with asthma and allergies.

Mold and VOC Misperceptions

When carpet is kept clean and dry, mold simply cannot grow on synthetic fibers. Carpet is recognized as one of the lowest emitters of volatile organic compounds among various flooring choices and interior finishes. The Carpet and Rug Institute's Green Label Plus Indoor Air Quality Standard identifies carpet, adhesive, and cushion products that meet or exceed government indoor air quality regulations and are the lowest emitting products on the market.

Owner's Obligations and Cleaning Requirements

There are certain conditions and exclusions which many carpet stain warranties have in common. Please read your carpet warranty carefully to know exactly what is covered and what maintenance may be required.



Flooring – Wood

Engineered Hardwood

In recent years wood flooring of many different species has become a favorite. The natural beauty and unique graining of each wood floor make it a little different and personal. The factory-controlled finish is contamination-free and superior to job site application in regard to speed of installation and application of stain and wear layers.

- Wood is a natural product and will have variations in color, tone, and grain.
- Wood floors will scratch and indent.
- If you have large pets, you may want to carefully consider the use of hardwood floors.
- Natural color change will occur during the aging process of your wood floor. This is called patina.
- High heels will cause indentations on your floor. A 100-pound woman in high heels exerts 1,000 pounds of pressure.
- Use any major wood flooring manufacturer's cleaner (like *Mohawk, Mannington, Shaw*) with a dry mopping technique.

Do not use Murphy's Oil Soap, polishes, or any cleaning products without referring to [WBS.com](https://www.wbs.com) for links to manufacturers' maintenance guidelines.

Water and wood floors do not mix. Do not damp mop or steam mop your wood floors.

- Hand-scraped wood will look different installed on your floor than installed in the showroom or as a sample. Lighting can affect the overall appearance of the flooring and with darker woods, this will be more noticeable. Influencers such as lighting, grain and scraping patterns, and finish gloss level may cause the floor to look shiny or glossy in one spot and matte or satin in another. Some boards will be rougher and some smoother. The scraping will be more pronounced and/or deeper in some areas than others. This is natural in a hand-scraped floor, is desirable, and is not a defect.

- Engineered hardwood floors are not sanded on the job site. They are pre-finished, therefore “over boarding” may take place (one plank being slightly higher than another). This is mainly prevalent in square edge products.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.
- Due to species and staining limitations, stair railings, newel posts, shoe molding, transitions, and stair nosing will not match your hardwood floors manufactured finish in exact color or sheen. Please consider this prior to choosing wood for your stairs.
- It's recommended that you maintain the relative humidity inside your home between 40% and 50% with an indoor temperature range of 60 to 80 degrees Fahrenheit. The maximum range for relative humidity is 35% to 55%. Failure to do so could result in damage such as cupping, bowing, splintering, etc.
- Wood is a natural product that lives in a comfort zone of 35% - 55% relative humidity and between 60 - 80 degrees Fahrenheit. To ensure the long life of your wood floor, the HVAC system should **always remain active**.

Wood Routine Care and Maintenance

Four steps to keeping your wood floors clean and looking great.

Wood is a natural product that lives in a comfort zone of 35% - 55% relative humidity and between 60 - 80 degrees Fahrenheit. To ensure the long life of your wood floor, the HVAC system should always remain active.

1	Sweep or vacuum regularly since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a soft bristle brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
2	Remove spills promptly using a soft cloth and cleaning products such as any major flooring manufacturer's cleaner (like <i>Mohawk, Mannington, Bruce, Armstrong</i>). We do not recommend using Bona Wood cleaner products.
3	Never flood or mop your floor with water or products that mix with water. This can severely damage the flooring.
4	Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain lemon oil, Tung oil, or ammonia.

- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.

Dos and Don'ts for Wood Floors



These are recommended practices for owners to maintain their wood floors.

- DO use a vacuum without a beater bar or sweep on a regular basis. Dirt particles left on your floor can mar the surface.
- DO dust mop your floor to keep it looking new and free of harmful dust and dirt.
- DO use doormats outside room entrances and in front of kitchen sink and refrigerator to help keep dirt and grit off your floor and to prevent damage and excessive wear.
- DO place runners and area rugs with slip-resistant backings along high-traffic areas. The color of your floor may change over time due to oxidation; so, frequently move these items to minimize shading.
- DO wipe up spills immediately. You may use any major flooring manufacturer's cleaner (like *Mohawk, Mannington, Bruce, Armstrong*) with a dry mopping technique.
- DO buff your floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become embedded.
- DO use felt floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become embedded.
- DO be aware, pet claws can scratch your floor. This is not covered by the manufacturer's warranty.
- DO replace hard, narrow furniture rollers with wide rubber rollers.
- DO keep the relative humidity in your home between 45% and 55%.
- DO protect your floor from direct sunlight with the use of blinds, shades, or shutters.

- DO move heavy appliances and furniture by sliding them on, a thick moving, or folded blanket, or a piece of carpet placed face down.
- DO use walk-off mats. Mats are recommended at door areas to help deter water damage.
- DO check out a local hardware store for color putty that can fill small dents and chips.



These are actions owners should avoid when maintaining their wood flooring.

- DON'T use a steam mop, it can cause damage to the flooring. Steam mops are NOT an approved method of care and maintenance. Remember, water and wood do not mix.
- DON'T Use any of the following products (or products similar in nature) on your floor: vinegar, ammonia, *Fantastik®*, *Formula 409®*, dishwashing detergent, powdered all-purpose cleaners, *Endust®*, *Pledge®*, *Future®*, *Mop'n Glo®*, *Murphy's Oil Soap®* or other polishes. These products mentioned, and other abrasive cleaners can scratch and/or react negatively to the acrylic polyurethane finish.
- DON'T allow water to stand on your floor for any length of time.
- DON'T walk across your floor in high heels or with any sharp object protruding from your shoe. INDENTIONS, INDENTIONS, INDENTIONS!
- DON'T allow furniture to rest on the floor on small metal tips or hard domes.
- DON'T use lamb's wool or a colored pad to buff your floor.

Know Your Site-Finished Wood Floor

In recent years wood flooring, of many different species, has become a favorite. The natural beauty and unique graining of each wood floor make it a little different and personal.

- Wood is a natural product and will have variations in color, tone, and grain.
- Wood floors will scratch and indent.
- If you have large pets, you may want to carefully consider the use of hardwood floors.
- Natural color change will occur during the aging process of your wood floor. This is called patina.
- High heels will cause indentations on your floor. A 100-pound woman in high heels exerts 1,000 pounds of pressure.
- Use any major wood flooring manufacturer's cleaner (like *Mohawk, Mannington, Bruce, Armstrong*) with a dry mopping technique.
- Do not use Murphy's Oil Soap, polishes, or any cleaning products without referring to WBS.com for links to manufacturers' maintenance guidelines.
- Water and wood floors do not mix. Do not damp mop or steam mop your wood floors.
- Site-finished floors are sanded and or hand-scraped on the job site. Therefore "over boarding" may take place (one plank being slightly higher than another). This is mainly prevalent in hand-scraped products.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.

- Due to species and staining limitations, stair railings, newel posts, shoe molding, transitions, and stair nosing will not match your hardwood floors site finish in exact color or sheen. Please consider this prior to choosing wood for your stairs.
- It's recommended that you maintain the relative humidity inside your home between 40% and 50% with an indoor temperature range of 60 to 80 degrees Fahrenheit. The maximum range for relative humidity is 35% to 55%. Failure to do so could result in damage such as cupping, bowing, splintering, etc.

Routine Care and Maintenance for Site Finished Wood Floors

Four steps to keep your wood floors clean and looking great.

Wood is a natural product that lives in a comfort zone of 35% - 55% relative humidity and between 60 - 80 degrees Fahrenheit. To ensure the long life of your wood floor, the HVAC system should always remain active.

1	Sweep or vacuum regularly, since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a soft bristle brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
2	Remove spills promptly using a soft cloth and cleaning products such as any major flooring manufacturer's cleaner (like Mohawk, Mannington, Bruce, Armstrong). We do not recommend using Bona Wood cleaner products.
3	Never flood or mop your floor with water or products that mix with water. This can severely damage the flooring.
4	Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain lemon oil, Tung oil, or ammonia.

- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.

Do's and Don'ts for Site-Finished Wood Floors



These are behaviors that owners should do to maintain their wood floors.

- DO sweep on a regular basis. Dirt particles left on your floor can mar the surface.
- DO dust mop your floor to keep it looking new and free of harmful dust and dirt.
- DO use doormats outside room entrances and in front of the kitchen sink and refrigerator to help keep dirt and grit off your floor and to prevent damage and excessive wear.
- DO place runners and area rugs with slip-resistant backings along high-traffic areas. The color of your floor may change over time due to oxidation; so, frequently move these items to minimize shading.
- DO wipe up spills immediately. You may use any major flooring manufacturer's cleaner (like Mohawk, Mannington, Bruce, Armstrong).
- DO buff your floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become embedded.
- DO use felt floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become embedded.
- DO be aware, pet claws can scratch your floor. This is not covered by the manufacturer's warranty.
- DO replace hard, narrow furniture rollers with wide rubber rollers.
- DO keep the relative humidity in your home between 45% and 55%.
- DO protect your floor from direct sunlight with the use of blinds, shades, or shutters.

- DO move heavy appliances and furniture by sliding them on, a thick moving, or folded blanket, or a piece of carpet placed face down.
- DO use walk-off mats. Mats are recommended at door areas to help deter water damage.
- DO check out a local hardware store for color putty that can fill small dents and chips.



These are behaviors that owners should avoid when maintaining their wood floors.

- DON'T use a steam mop, it can cause damage to the flooring. Steam mops are NOT an approved method of care and maintenance. Remember, water and wood do not mix.
- DON'T use any of the following products (or products similar in nature) on your floor: vinegar, ammonia, *Fantastik®*, *Formula 409®*, dishwashing detergent, powdered all-purpose cleaners, *Endust®*, *Pledge®*, *Future®*, *Mop'n Glo®*, *Murphy's Oil Soap®* or other polishes. These products mentioned, and other abrasive cleaners can scratch and/or react negatively to the acrylic polyurethane finish.
- DON'T allow water to stand on your floor for any length of time.
- DON'T walk across your floor in high heels or with any sharp object protruding from your shoe. INDENTIONS, INDENTIONS, INDENTIONS!
- DON'T allow furniture to rest on the floor on small metal tips or hard domes.
- DON'T use lamb's wool or a colored pad to buff your floor.



Flooring – Vinyl Plank

Know Your Vinyl Plank

Congratulations on your purchase of Vinyl Plank (LVP or EVP) flooring. With the right care and maintenance, you will be sure to experience many years of good looks and performance from your new Vinyl Plank flooring.

- Vinyl Plank is manufactured to replicate the visual styling of a real wood floor. There may be some characteristics found on your VP that might not be represented in the sample. For example, chatter marks, knot holes, and grain variation might or might not be present in the sample at The Design Center. The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. The color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.
- Proper installation of your VP calls for transition pieces from one hard surface to the next due to a noticeable difference in thickness between one hard surface to the next. Proper installation also calls for shoe mold to be used along all baseboards and around cabinetry.
- Though some styles of your VP might be treated with aluminum oxide scratch-resistant technology that does not make the floor scratch, gouge, tear, or scuff proof. This is NOT a warrantable item.
- Though Vinyl Plank does feature a protective wear layer but that does not make the floor scratch, gauge, tear, or scuff proof. Caution must be taken to ensure your Engineered Vinyl Plank stays scratch, gauge, tear, and scuff free so not to incur repairs. Please make sure to use walk off mats without rubber backs at entry doors to minimize dirt and sediment coming inside the home. Please make sure to use floor protectors under furniture to protect the planks from indentation, including the proper protection from furniture with castors or wheels. Ball type castor wheels on furniture will damage VP floors. Please make sure to protect your floors before moving furniture or appliances around on them. This product is not a product that is easily touched up, or refinished, rather planks will most likely need to be removed and replaced if damaged.
- Please be aware that due to the nature of the VP, there is a possibility that imperfections in your concrete slab will be noticeable. This does not mean there is a defect in the slab or a defect in the VP.
- VP is not damaged by water like a wood floor would be. Please keep in mind, to ensure lasting looks and quality, that all spills are to still be cleaned immediately so as not to compromise the integrity of the product or leave a stain that could potentially discolor or damage the VP.



Never use a cleaner with wax in it to clean your VP. This will cause dullness in the sheen of the plank that cannot be removed. Use a major flooring manufacturer's cleaner (like Mohawk, Mannington, Bruce, Armstrong) with a damp mopping technique to clean your Vinyl Plank flooring.

- It's recommended that you maintain the relative humidity inside your home between 40% and 50% with an indoor temperature range of 60 to 80 degrees Fahrenheit. The maximum range for relative humidity is 35% to 55%. Failure to do so could result in damage to your VP flooring.
- Due to the composition of the Engineered Vinyl Plank, just like many plank surfaces, Engineered Vinyl Plank flooring can have a slightly hollow sound when walking across the floor. Please be aware that while there is an acoustical backing to help with sound absorption, this is not a sound free floor.

Dos and Don'ts for Vinyl Plank Flooring

Regular light maintenance is more effective than periodic heavy maintenance. Use the simple following steps to protect and care for your LVP flooring.



These are actions that owners should do to maintain their VP flooring.

- DO sweep floors regularly to remove loose dirt and grit.
- DO wipe spills as soon as possible.
- DO use clean equipment.
- DO remove all excess water.
- DO use effective "walk-off" mats to collect dirt.
- DO use hard plastic or felt pads under heavy furniture to prevent point loads.
- DO use wide-bearing, non-staining floor protection.
- DO remove all residue of cleaning agents to avoid discoloration.
- DO protect against direct sunlight with the use of blinds, shades, or shutters.



These are actions that owners should avoid when maintaining their VP flooring.

- DON'T use harsh chemicals, wax-based cleaners, soap-based detergents, or abrasive cleaners.
- DON'T use a vacuum with a beater bar or brush.
- DON'T use rubber-backed mats.
- DON'T slide heavy furniture over unprotected floors.
- DON'T allow water to stand on your floor for any length of time.
- DON'T use a steam mop because it can damage flooring. Steam mops are not an approved method of care and maintenance.
- DON'T mix cleaning products from different manufacturers. They may not be compatible.



Flooring – Laminate

Know Your Laminate Floor

Congratulations on your new laminate floor purchase! With the right care and maintenance, you will be sure to experience many years of good looks and performance from your new flooring. Please review the series of bullet points below.

- Laminate flooring is manufactured to replicate the visual styling of a real wood floor. There may be some characteristics found on your laminate flooring that might not be represented in the sample. For example, chatter marks, knot holes, and grain variation might or might not be present in the sample you originally viewed. The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. The color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.
- Proper installation of your laminate flooring calls for a transition piece to be placed every 70 linear feet the plank is installed. Laminate flooring will also call for transition pieces from one hard surface to the next due to a noticeable difference in thickness between the hard surfaces. Please note that trim pieces are stained to coordinate (not match) with the flooring itself. In some cases, when high variation flooring materials are used, the trim will be noticeably different in certain areas. This is not a defect of the trim or the stain of the trim, rather standard variation that should be expected between trim piece and flooring materials.
- The laminate flooring does feature a protective wear layer but that does not make the floor scratch, gauge, tear, or scuff proof. Caution must be taken to ensure your laminate flooring stays scratch, gauge, tear, and scuff free so not to incur repairs. Please make sure to use walk off mats without rubber backs at entry doors to minimize dirt and sediment coming inside the home. Please make sure to use floor protectors under furniture to protect the planks from indentation, including the proper protection from furniture with castors or wheels. Ball type castor wheels on furniture will damage laminate floors. Please make sure to protect your floors before moving furniture or appliances around on them. This product is not a product that is easily touched up, or refinished, rather planks will most likely need to be removed and replaced if damaged.
- Laminate flooring is considered a water-resistant flooring material on the surface. Please know that if the plank is exposed to significant moisture for any length of time, there can be issues with the material that follow. Please keep in mind, to ensure lasting looks and quality, that all spills are to be cleaned immediately so not to compromise the integrity of the product or leave a stain that could potentially discolor or damage the laminate flooring. This product is not available to install in bathrooms, powder/half bathrooms or utility rooms.

- Due to the composition of laminate flooring, just like many plank surfaces, laminate flooring can have a slightly hollow sound when walking across the floor. Please be aware that while there is additional padding under the laminate floor to help with sound absorption, this is not a sound free floor.
- Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.



Never use a cleaner with wax or polish in it to clean your laminate flooring. This will cause a dullness in the sheen of the material that cannot be removed. Never use an abrasive cleaner that will compromise the finish and texture of the laminate flooring. Use a major flooring manufacturer's cleaner (like Mohawk, Mannington, Bruce, Armstrong) with a damp mopping technique to clean your laminate flooring. Per Manufacturer's recommendations, never use a steam mop to clean your laminate flooring. A steam mop can cause delamination of the layers in the plank material.

Dos and Don'ts for Laminate Flooring

Regular light maintenance is more effective than periodic heavy maintenance. Use the simple following steps to protect and care for your Laminate flooring.



These are actions that owners should do to maintain their Laminate flooring.

- DO sweep floors regularly to remove loose dirt and grit.
- DO wipe spills up immediately so not to compromise the integrity of the product.
- DO use clean equipment.
- DO remove all excess water immediately.
- DO use effective “walk-off” mats without rubber backs to collect dirt.
- DO use floor protectors under furniture to prevent indentation.
- DO use the floor manufacturer's cleaner (like Mohawk, Mannington, Bruce, Armstrong) with a damp mopping technique to clean your laminate flooring.
- DO protect against direct sunlight with the use of blinds, shades, or shutters.



These are actions that owners should avoid when maintaining their Laminate flooring.

- DON'T use cleaners with wax or polish, or abrasive cleaners.
- DON'T use a vacuum with a beater bar or brush.
- DON'T use rubber-backed mats.
- DON'T slide heavy furniture over unprotected floors.
- DON'T allow water to stand on your floor for any length of time.
- DON'T use a steam mop because it can damage flooring. Steam mops are not an approved method of care and maintenance.
- DON'T mix cleaning products from different manufacturers. They may not be compatible.



Flooring – Tile

Know Your Tile

Ceramic tile is an exceptionally durable floor and wall covering. Ceramic tile is a kiln-fired clay product. As with all fired products, there will be some variation in size and shade. This is an inherent quality of ceramic tile and results in varying color and sizing from tile to tile.

- The cementitious nature of grout causes grout colors to vary and allows for expansion and contraction of grout joints resulting in cracks in the grout.
- Grout is extremely porous, and it will stain.
- Wisenbaker Builder Services does NOT seal the grout as grout does not fully cure for 28 days. This is NOT a warrantable item.
- Small grout lines, such as 1/8" or smaller, show irregularities in tile size. Industry preferred grout joint width is 3/16".
- Electrical outlets and windows located on the backsplash will interrupt patterns and grout lines in backsplash tile patterns.
- If different tiles are used (for example, stone, and granite, or granite and tile) in a backsplash pattern, it will cause "lipping" (one tile sticking out further than the other) due to the different thickness of each material type.
- Floor tile does not come with trim. If you choose a floor tile for your backsplash, be aware that you will have exposed edges.
- Tiles are not guaranteed against dye lot variations, texture differences, or lack of uniformity in color. Similarly, grout colors are also subject to variations.
- Often tile will not have trim available; if it is available, and if it is offered, observable variations between a wall tile and its trim pieces are normal.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is grouted and completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.

Mesh-Mounted Mosaic or Listels

As a rule, mesh-mounted tile mosaics (whether assembled on sheets or listels) will have noticeable differences in the thickness of the finished grout joints. This is because tile edges are not mechanically finished, which means they will produce more natural variations in grout joint spacing. In addition, all tile has a certain amount of surface or thickness variation from piece to piece as part of the firing process. This can and will create the look of an uneven or crooked installation. Please be aware that these variations should not be viewed as a product defect or the result of an installation error. Please be aware that the overall look of a mesh-mounted tile mosaic install will be altered by the addition of the grout required to complete the install.

Routine Care and Maintenance for Ceramic Tile Floors and Grout

Tile and stone surfaces are beautiful and durable. Contrary to popular belief, they are not maintenance-free. These surfaces need to be cleaned and maintained to achieve the results you expect and desire.



Please be aware that the overall look of a ceramic tile mosaic install will be altered by the addition of the grout required to complete the install.

Dos and Don'ts for Ceramic Tile Floors and Grout



These are recommended practices for owners to maintain their ceramic tile floor and grout.

- DO sweep or vacuum floor areas prior to cleaning.
- DO clean your tile floor using a damp mop once a week.
- DO use a proper neutral pH cleaner (pH7). It cleans but does not harm the tile or grout.
- DO use a nylon brush to remove dirt from grout. The grout is slightly recessed and can accumulate dirt and eventually discolor the grout.
- DO rinse the entire flooring area with clean water to remove any residue build-up or mold and mildew growth.
- DO use a mop, along with a nylon brush to properly clean tile and grout joints.
- DO seal grout joints with a high-quality penetrating/impregnating sealer if you are concerned with retaining the natural grout color.*
- DO use felt or similar leg protection to metal, iron, wood, or plastic furniture that could scratch or dull the tile surface.
- DO use walk-off mats or rugs at entrances to prevent dirt and grit from being tracked onto tile floors. Tile is scratch-resistant but not scratch-proof.



These are actions owners should avoid when maintaining ceramic tile floors and grout.

- DON'T use cleaners that contain acids or ammonia.
- DON'T use vinegar or cleaners that contain chlorines. These harsh products can discolor the grout and/or surface of the tile floors.
- DON'T use detergent or soap because it can dull the surface.
- DON'T use wax, oil-based, abrasive cleaners, or sealants.
- DON'T use steel wool pads to remove tough debris or stains.

Routine Care and Maintenance for Glass Tile



These are behaviors owners should do to maintain their glass tile.

- DO wipe loose dirt or grease from the surface. An untreated paper towel or cloth works best.
- DO use wash the surface with mild detergent, degreaser, or cleaning solution.
- DO rinse thoroughly with clean water if a detergent was used.
- DO dry with a clean cloth or paper towel to increase shine and prevent water spots.



These are behaviors that owners should avoid to maintain their glass tile.

- DON'T use scouring pads, steel wool, sandpaper, or other abrasive products.
- DON'T use cleaners containing ammonia, bleach, abrasives, or other hazardous/polluting compounds.

Dos and Don'ts for Wall Tile



These are behaviors owners should do to maintain their wall tile.

- DO use a multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for everyday use.

Know Your Slate Tile

Slate tile flooring has been a favorite product of elegant homes for many years. This quarried product with its unique, natural veining, coloring, impurities, and rustic uneven texture offers perhaps the most unique flooring available. Many of its characteristics are listed below.

Wisembaker Builder Services guarantees that the samples you select will not be a full representation of the color, texture, and finish of the material to be installed in your home.

- Your split slate floor will vary greatly in color and shade from the sample you selected. There will be extreme variations in color and shading within and between tiles.
- Slate is a product of nature. Minerals and impurities become part of the slate. This is one of the reasons you chose it and is not a defect in the slate. These minerals, which give slate its color and color variations, can and do sometimes leach out of the slate, especially when installed in wet areas but not limited to those areas. The resulting rusting and efflorescence process can damage or stain the slate tiles and the surrounding grout, concrete, and nearby tiles.
- Not suggested for exterior use or on bath walls due to the aforementioned characteristics.
- Slate is a very porous material and is subject to staining.
- Slate is a layered material. This layering results in some tiles having internal voids which make the tile sound hollow when walked on. These layers may also crack and/ or spall off. This is a normal characteristic of slate and is not a defect.
- Finish, texture, and shading will vary widely from one piece to another.
- Slate is very soft and wears and scratches easily. Hard objects such as, but not limited to, furniture legs can easily scratch it when dragged or slid across it.

- Due to slate's natural porosity and propensity to stain, rust and effloresce, it should be sealed. This can only be done when it is thoroughly dry, and since new home slabs, grout, and adhesives all have moisture in them, (this applies to second floor and wall applications as well), sealing should be done by the homeowner about a month after move-in. Be aware that sealing the slate and grout will somewhat change its color and appearance.
- "Split", by definition, means the slate has not been cut on the surface. The split surface is extremely rough and uneven. Furniture, placed on slate floors, will not sit level, and will tend to rock.
- Due to the porous and extremely uneven, rough surface of slate, cleaning and maintenance will require more effort than a smooth floor. Wipe up all spills as soon as possible. **Use only cleaners specifically listed for use with natural stone or slate.**

Mesh-Mounted Mosaic or Listels

As a rule, mesh-mounted natural stone tile mosaics (whether assembled on sheets or listels) will have noticeable differences in the thickness of the finished grout joints. This is because tile edges are not mechanically finished, which means they will produce more natural variations in grout joint spacing.

This can and will create the look of an uneven or crooked installation. Please be aware that these variations should not be viewed as a product defect or the result of an installation error.



Please be aware that the overall look of a mesh-mounted tile mosaic install will be altered by the addition of the grout required to complete the install.

Routine Care and Maintenance for Natural Stone

Natural stone is a very durable surface when protected and maintained properly. Natural stone is widely used in residential and commercial applications.



These are behaviors owners should do to maintain natural stone.

- DO sweep or vacuum your floors regularly.
- DO mop regularly with a proper neutral pH cleaner and water.
- DO rinse thoroughly with clean water to remove any left-over cleaning agents.
- DO dry with a clean cloth or rag to increase shine and prevent water spots.
- DO protect your stone from sand and grit because floors may scratch from dirt and debris.
- DO be careful with acidic foods and drinks (lemonade, orange juice, etc.) because they may etch certain stones.
- DO tend to spills quickly. Sealers do not prevent 100% of damage caused by spills.
- DO use doormats inside and out along with runners and area rugs due to grit, dirt and sand carried in by our shoes are abrasive and will wear and scratch natural stone floor tile.



These are behaviors that owners should not do to maintain natural stone.

- DON'T use soap, acids, bleach, ammonia, or alcohol on natural stone.
- DON'T apply wax or acrylics to the surface because they can damage the stone.



Please be aware that the overall look of a natural stone tile mosaic install will be altered by the addition of the grout required to complete the install.



Flooring – Vinyl

Know Your Vinyl

Vinyl flooring is a resilient product available in a multitude of patterns and colors. It offers more “cushioning” than other hard surface products as well as easier maintenance. This “softness” makes it susceptible to gouges and tears.

- Unprotected furniture legs, chairs with rollers, and heels are particularly damaging to vinyl floors.
- Vinyl flooring is not stain-proof.
- Seams are not invisible. However, a seam sealer is applied to diffuse the seams.
- Scuffmarks are common and treatable; however, they are much easier to remove from urethane-based vinyl than they are from PVC-based vinyl.
- Care and cleaning consist of sweeping and damp mopping with a solution of one cup of ammonia to one gallon of water with a clear water rinse.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.

Routine Care and Maintenance for Vinyl Floors



These are behaviors owners should do to maintain vinyl floors.

- DO sweep floors regularly to remove dirt and grit that can abrade or scratch your floor.
- DO damp mop when your floor is only slightly dirty.
- DO use a sponge mop with warm water. When necessary, use a mild cleaning solution of clear or sudsy ammonia. Do not use soap or detergents.
- DO rinse thoroughly with clean water.
- DO mop a small area at a time.
- DO wring out the sponge often.
- DO change the water several times if you have a large floor.
- DO wipe up spills immediately.
- DO use felt floor protector pads under all furniture legs.
- DO replace hard, narrow furniture rollers with wide rubber rollers.
- DO sweep the floor regularly to remove dirt and grit that can abrade or scratch your floor.
- DO use the manufacturer's recommended products to clean your floor.
- Use only your manufacturer's recommended dressing or finishes. Some floors may require a dressing or finish, others may not. Consult manufacturer's instructions. A more thorough wash may be required when damp mopping no longer gets the floor clean.



Scuff marks can be unsightly but are actually an easy item to clean. *Soft Scrub®* and a white cloth should remedy the situation.



These are behaviors that owners should not do to maintain vinyl floors.

- DON'T wear high heels - INDENTIONS, INDENTIONS, INDENTIONS!
- DON'T use chairs with thin rollers.
- DON'T use rubber-backed mats or rugs. They will discolor the vinyl flooring.
- DON'T use coca rugs, as they will scratch.
- DON'T allow plant chemicals / food to remain on the surface of the vinyl.
- DON'T allow water to stand on your floor for any length of time. Constant dampness from excess water can cause mildew and vinyl discoloration.
- DON'T drag or slide furniture across the floor. It can permanently damage your vinyl.
- DON'T use soaps, detergents, harsh chemicals, or abrasive cleaning powders. Dulling film and permanent damage can result.
- DON'T use one-step, "no-rinse" cleaners or cleaners with wax. They can leave a dirt-catching film.



Countertops – Quartz



Know Your OmegaStone™ Countertop

Congratulations on choosing OmegaStone™ for your new countertop. You couldn't have made a better choice. Because OmegaStone™ combines the natural wonder of stone with the wisdom of advanced surfacing materials technology. OmegaStone™ comes with a 10-year product warranty. Your awareness of its characteristics and care will allow for years of enjoyment.

- Choose this product if you want the look and feel of stone, but more potential color and pattern consistency within and between sections of countertop, combined with ease of maintenance, are your highest priorities.
- To clean OmegaStone™, a damp cloth or paper towel is usually all you need. To clean up sticky spots, a little liquid detergent can help. As with any countertop, it makes sense to clean up spills as soon as you can.
- To remove stubborn or dried spills we recommend using *Bar Keeper's Friend (liquid version)*, *Formula 409*, *Greased Lightning*, or *Lysol*. For very stubborn spills, a white scrub pad such as *Scotch-Brite* can be used without damaging your countertop.
- Avoid abrasive cleansers containing high alkaline/pH levels. Liquid bluing, nail polish remover, and oil-based cleaners also can damage your OmegaStone™ countertop. Avoid using chemicals that contain methylene chloride or trichloroethanes, such as paint remover or furniture strippers. Also avoid highly acidic cleaners and food contact with your OmegaStone™ countertop, as it can cause the surface to etch.
- Do NOT use your counter surface as a cutting board.
- Like quarried stone, it is impossible to do a seamless or seemingly seamless installation of OmegaStone™. OmegaStone™ countertop seams and lamination lines are visible and can be felt. Countertop seams will be flush +/- 1/32" (the thickness of a credit card). Textured OmegaStone™ surfaces will have a higher degree of deviation along the seams due to the designed unevenness of the material.
- The size of a piece of OmegaStone™ is typically 118" x 54", so measurements that exceed these dimensions will always have a seam, and measurements of smaller dimensions might also have a seam. Seam location will vary from house to house, and homes of the same floor plan might not have the seams in the same location. Seam location will not be reviewed or confirmed. Large

countertop areas, such as an island, will potentially have more seams than quarried stones due to their size limitations. Concerns regarding seam locations or the number of seams are not considered warrantable items.

- Like quarried stone, OmegaStone™ has particulate concentrations (up to quarter size), some color variations, and dispersed white quartz. These small concentrations, color variations, and white quartz are natural and add to the unique character of OmegaStone™.
- OmegaStone™ is produced for interior applications only.
- Overhangs in the excess of 12" require corbels, posts, or other supports installed by the builder.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the particulate concentrations more or less pronounced, and the shading more or less obvious.
- Dark colors require more maintenance than lighter colors. Fingerprints, cleaning streaks, dried water spots, surface finish variations, etc., are more visible than on other colors. This is normal for dark colors; it is not a defect and cannot be changed.

Quartz Surface – Routine Care and Maintenance

Regular Cleaning

To clean quartz surfacing, a damp cloth or paper towel is usually all you need. To clean up sticky spots, a little liquid detergent can help.

As with any countertop, it makes sense to clean up spills as soon as you can. Daily cleaning is required. OmegaStone™ countertops are subject to surface staining when daily proper care and maintenance is not followed. Surface staining is not warranted under the OmegaStone™ 10-year material warranty. For added countertop surface protection, please consider using a quartz countertop surface protectant, like a Tenax Quartz Shield, applied annually.

Cleaning Stubborn or Dried Spills

For stubborn or dried spills, *Bar Keeper's Friend* (liquid version) is an effective cleanser. Other recommended cleaning products include *Zud Cleanser*, *Lysol* and *Whirl*. For extremely stubborn spills, a green scrub pad, such as *Scotch-Brite™* can be used without damaging your countertop. Be sure to rinse thoroughly to remove any hazy residue that will diminish the shine and beauty of your countertop. **Note:** Avoid using cleansers that contain bleach, or any oil-based cleanser.

Always follow the manufacturer's instructions and exercise proper care when handling and storing any cleaning products.

Spot Removal

For spot removal (food, grease, gum, nail polish, paint, etc.), first gently scrape away the excess with a razor blade or putty knife. However, quartz surfacing is much harder than a steel blade, so excessive scraping on the surface may leave a gray metal mark on the countertop. Not to worry. Just clean the area with one of the recommended cleaners (*Bar Keeper's Friend* (liquid version), *Zud Cleanser*, *Lysol*, or *Whirl*) and a green scrub pad. Any residue from the spot and any metal marks should both quickly disappear.

For heavier or stubborn spots, soak a pad of paper towels in water and cleanser. Apply to the spot and let soak for two to five minutes. Scour with a green scrub pad and cleanser. Rinse thoroughly.

Polishing

Because quartz surfacing is nonporous, you don't need to worry about using sealants or waxes as you would with ordinary stone. Quartz surfacing will keep its lustrous gloss and ultra-smooth surface without polishing.

However, some people like to polish their quartz countertops every few weeks for a shine that's even more brilliant. Regular polishing cannot harm quartz surfacing. In fact, occasional polishing can enhance stain resistance and ease of cleaning.

For polishing, *Weiman Blue White Diamond Marble Polish* provides excellent results. Also recommended are *Goddard's Long Shine Marble Polish* and *Countertop Magic*.

No Surface Is Indestructible!

As with any surface, quartz surfacing can be damaged by exposure to strong chemicals and solvents. Do not use products containing trichloroethane or methylene chlorides, such as paint removers or furniture strippers. Avoid abrasive cleansers containing high alkaline/pH levels. Bleach, liquid bluing, nail polish remover, and oil based cleaners also can damage your quartz surfacing countertop.

In the event of accidental exposure to any of these damaging products, thoroughly rinse with water as soon as possible.

Do not set any hot items directly on your countertop surface. It is always best to use a cutting board, trivets, and hot pads to protect your countertop surface.



Countertops –

TRUSTPOINT[™]
G R A N I T E

Protected with
StainShield[™] 15

& Quartzite

Know Your Granite Countertops

Congratulations on choosing granite for your new countertops. Before you finalize your decision, please read this document to become more familiar with the natural characteristics of this product. Please initial each item and sign at the bottom.

- Choose granite for your countertops if you love the beauty of natural variation within and between counter pieces and are willing to invest some time and energy in maintaining its good looks.
- Since granite is a natural product with inherent beautiful natural variety, the characteristics of a particular sample will not be uniformly present in other samples of the same color. A sample serves only to show, in a general way, the color, markings, and texture (fissures and pits) usually found in a block of granite. The samples you view may have been quarried at different times and may come from different areas of the quarry than the slabs used in your home; therefore, the sample will not match and may actually be quite different from the product installed in your home. Color, pattern, texture, and veining will also vary from kitchen to kitchen.
- Since granite is a natural product, characteristics such as color, pattern, texture, and veining will vary from piece to piece. This variety is part of what makes granite so desirable and attractive. Many colors have significant variations within a room, such that individual pieces within a room will vary in shading, coloring, and or pattern from each other.
- The countertops or areas of the countertops will not be replaced due to these variations within or between the pieces of your installation. This is NOT a warrantable item.
- Artisan and satin-finished countertops will have varying texture and levels of sheen on the surface, as well as the edge, which will not constitute replacement. If granite tile is used on the backsplash, fireplace, or as inserts in the floor or backsplash, it will not match the slab countertops.
- A transparency sheet was used in a demonstration during your selection process to serve as an example of the possible variation in grain, pattern, color, and shading that could exist between granite pieces in your kitchen and throughout your home. Your initials indicate acknowledgment of this demonstration. Because granite is natural and is quarried from the ground, it contains inherent characteristics:

Characteristic	Description
Hairline cracks	Caused during the quarrying process and are visible
Fissures	A natural cleft in the formation that is mistaken for a crack
Pits	Small crystals that loosen and may fall out during polishing leaving small voids in the surface
Inclusions	Areas of stone that do not look like the rest of the stone and may vary in size from small to countertop size
Mineral deposits	Minerals like feldspar, mica, quartz, amphibole, and iron are present in granite and may manifest visibly as spots and streaks of a variety of colors, adding beauty and uniqueness to the piece
Grain	Some colors have a "grain" or pattern direction. This grain or pattern will not match at seams, separate counters, or at height changes. Some grains or patterns will change color or appearance, due to different light reflections when the grain or pattern direction changes



Movement of cabinets, walls or general settling of your home could cause these hairline cracks, fissures, or pits to open or become noticeable. The Marble Institute of America deems it appropriate to repair like items during the fabrication and installation process.

- It is impossible to do seamless or seemingly seamless installations of countertops. Granite countertop seams can be seen and felt. Artisan countertops will have more seam deviation due to the nature of the textured finish. Granite slabs are not always perfectly flat causing some seams to be uneven from front to back. Granite slabs often vary in thickness from one end to another +/- 1/8". When this occurs, the thicker slab will be feathered to match the thinner slab at the edge seam location.

- Because granite is a quarried material slabs will vary in size, usually measuring 113" x 68" or larger.
- Due to the inconsistencies of quarried natural stone, these dimensions cannot be guaranteed.
- Granite countertops in your home will almost certainly have a seam if they measure larger than 113" x 68" and may have a seam if they are 113" x 68" or smaller. When necessary, seams will be present in your countertops and may be located in the cooktop cutouts. Seam locations will vary from house to house, and homes of the same model may not have seams in the same location. Concerns about seam locations, or the number of seams, is not a warrantable item.
- Seam locations will not be reviewed or guaranteed. Overhangs more than 12" require corbels, posts, or other support installed by the builder This is NOT a warrantable item.
- Being porous, traditional unsealed granite countertops may absorb many types of liquids that are prone to staining. To resist stains, all TrustPoint™ Granite countertops are sealed with StainShield-15™ sealer. This proprietary stain technology is incorporated into all TrustPoint™ Granite slabs during the production process. StainShield-15™ makes your granite countertops low maintenance and easier to clean (consult regular care and maintenance information).
- Unlike most granites, TrustPoint™ Granite with StainShield-15™ protection does not require yearly sealing for up to 15 years and carries a 15-year limited stain warranty (consult warranty document).
- The polished finish of granite is very durable and natural, no topical coating is applied, however, it can be scratched with other household items. The finish may be dulled with the application of unapproved cleaning agents and general wear.
- Absolutely do not use abrasive cleansers (such as *Comet*, *Ajax*, *Soft Scrub*, *Bon Ami*, etc.) or oil-based cleaners (like *Simple Green* or *Goo Gone*) on granite surfaces and avoid other cleaners not specific for granite. Test any new cleaner on a small out-of-the-way area before using it on the countertop.

Granite – Routine Care and Maintenance

Sealing of Countertops

Beginning June 2, 2008, all granite countertops installed by Wisenbaker Builder Services are sealed with our exclusive sealer called StainShield-15™. This stone sealer technology anchors the sealer to the stone surface matrix through a chemical reaction. This means that the sealer and the surface will have a strong bond requiring high energy to break down. This breakthrough in granite protection carries a 15-year limited stain warranty. Unlike granite sealed with traditional sealers, countertops with StainShield-15™ protection does not have to be re-sealed on a yearly basis. Recommended routine care and maintenance practices contained herein are still to be followed. On the rare occasion that your granite with StainShield-15™ protection does receive a stain within the 15- year stain warranty period, please contact Wisenbaker Builder Services for service.

Cleaning of Countertops

Granite countertops require daily care and maintenance. The safest way to clean your granite countertops is to use products designed specifically for stone. Cleaners and disinfectants of this type are neutral on the acid scale so they pose no risk of hurting the polish. Dish soap and water, a 50-50 mix of alcohol and water, or spray-on cleaners, such as *Ammonia Free Windex*, will work well.

Avoid anything that contains bleach, oil-based cleaners (like *Simply Green* and *Goo Gone*) or any cleaners that have grit or abrasives in them. If you want to avoid water streaking while cleaning, wipe with clean, soft cotton flannel cloths until totally dry. If lime build-up occurs around your faucet, do not use lime removal products. Gently scraping the lime off, using a straight razor, is the best solution.

Avoiding Scratches

Granite is a quartz-based material and can therefore be scratched by quartz or anything harder. Knives will not scratch granite, although cutting on your granite is not recommended, as your knives will dull very quickly. Diamonds will scratch granite. Removing diamond rings before cooking is recommended. Certain stoneware dishes contain rough silica and pose a risk of scratching. Some pizza stones will scratch granite if they are spun around while cutting pizza. If you use a marble cutting board, make sure the rubber or plastic feet remain secure.

Avoiding Chips

Chips in granite countertops caused by normal use are not a common occurrence. When they do happen, they are most often caused by banging something hard or heavy into the edge. Heavy pots and pans and the bottoms of large bottles do the most damage. Take care when you handle them around your granite. If a chip does occur and you find the piece that chipped out, save it. Most of the time, it can be epoxied back into place.

Hot Pans

High and low temperatures will generally not harm granite. You can take a pan off the stove or a dish out of the oven and set it on your countertop. While damage from this kind of treatment is extremely rare, it can occur. To provide the most security, pot mats or trivets should be used. If you have a seam in your countertop, it is best to avoid setting hot materials on top of it. The seam material is heat-resistant but can be damaged if exposed to heat for an extended period of time.

Artisan and Satin Finished Countertops

Artisan and Satin finishes can be applied to Granite, Quartzite and Marble materials.

The texture of an Artisan finish on your countertops will vary over the entire surface of the material and on different materials this finish is selected on. This adds to the beauty and variety of the Artisan finish.

Due to the texture of the Artisan finish, slab surface height variations along a seamed area are visible. This is an expected occurrence when two pieces of Artisan finish countertops are seamed together.

Please be aware that an Artisan or Satin finish in any outdoor, or commonly wet area like a shower seat application will require diligent and frequent cleaning to ensure that the settling of elements does not permanently settle into your Artisan finish texture.

Satin finish countertops have a smooth surface texture with a more matte appearance. Please take care to not drag or pull items across the surface of the Satin finish countertop. This can cause marks or streaking across the surface. If these marks appear,

using a Mr. Clean Magic Eraser should be helpful in removing the marks. Please be aware that darker matte colors can show fingerprints, grease or oil spots.

Artisan and Satin finished TrustPoint Granite countertops are protected with Stain Shield 15 sealer to help protect your countertops, but they will require some daily and long-term care and maintenance. Daily care and maintenance include cleaning your countertop immediately after use with approved cleaners and cleaning agents. As part of the long-term care and maintenance, applying Tenex Color Enhancing Ager if over time your countertop appears to have a chalky appearance mostly seen on the darker materials with these specialty finishes.

StainShield-15™ Long-Term Stain Protection

To ensure the homeowner's long-term enjoyment, Wisenbaker incorporates the protection of **StainShield-15™** in all of its granite products. This breakthrough in granite protection carries a **15-year Limited Stain Warranty** that guarantees each Wisenbaker granite surface will stay beautiful, longer. And, unlike ordinary granite, there is no need to re-seal.

StainShield-15™: Sealer Technology

There are many sealers on the market to protect granite surfaces from staining and to reduce porosity. **StainShield-15™** uses technology that anchors the sealer to the stone surface matrix through a chemical reaction. This means that the sealer and the surface will have a strong bond requiring high energy to break down. The sealing of the natural stone comes from changing the capillarity structure of the surface which changes the surface tension.

Traditional sealers anchor to the stone surface through electrostatic or Van Der Waals forces that are not stable and relatively weak compared to normal chemical bonds. This means the energy required to break down this interaction is much lower than the bonding force of a chemical reaction. The sealing function for these common sealers comes from closing or reducing the porosity by placing a polymeric layer of material.

The surface interaction of anchoring by chemical reaction marks the difference between the long-term protection of **StainShield-15™** and other standard sealers that only supply short-term protection.

Routine Care & Maintenance

TrustPoint Granite™ with StainShield-15™ is low maintenance and easy to clean. Unlike most granites, TrustPoint Granite™ with StainShield-15™ does not require yearly sealing for up to 15 years.

- To clean, daily use soapy water or a gentle household cleaner and wipe the surface dry.
- Protect countertop surfaces from direct heat sources with coasters or placemats.
- Clean up spills at once to minimize damage to your stone.
- Use trivets or mats under hot dishes and cookware.
- Use place mats under China, ceramics, silver and other objects that can scratch your stone's surface.
 - DO NOT use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub cleaners.
 - DO NOT use vinegar, bleach, oil-based or ammonia-based cleaners.
 - DO NOT use abrasive cleaners.
 - DO NOT use alkaline cleaners not specifically formulated for stone.
 - DO NOT use polishes or waxes.

As with any surface, TrustPoint™ Granite can be damaged by exposure to acid chemicals and some solvents. Do not use products containing trichloroethane or methylene chloride, such as paint removers or furniture strippers. Avoid chemicals containing high acidity (low PH levels) and organic acids. In case of accidental exposure to any of these damaging products, thoroughly rinse with water as soon as possible.

Frequently Asked Questions

What is the warranty on my TrustPoint™ Granite countertop?

Wisenbaker offers a 15-year Limited Stain Warranty against common household liquids and a 1-year labor warranty for fabrication and installation integrity. Please refer to the full Warranty document for further details.

Can StainShield-15™ be used on existing countertops?

No. To provide 15-year stain protection, TrustPoint™ Granite slabs must be selected for the StainShield-15™ process at Wisenbaker's state-of-the-art granite production facilities.

What happens if my TrustPoint™ Granite countertop appears to have a stain?

If you are following daily care and maintenance requirements and in the rare occasion that your granite has appeared to stain, Wisenbaker will work with you to help remove the stain.

Know Your Quartzite Countertops

Congratulations on choosing quartzite for your new countertops. Before you finish your decision, please read this document to become more familiar with the natural characteristics of this product. Please initial each item and sign at the bottom.

- Choose quartzite for your countertops if you love the beauty of natural variation within and between counter pieces and are willing to invest some time and energy in maintaining its good looks.
- Since quartzite is a natural product with inherent beautiful natural variety, the characteristics of a particular sample will not be uniformly present in other samples of the same color. A sample serves only to show, in a general way, the color, markings, and texture (fissures and pits) usually found in a block of quartzite. The samples you view may have been quarried at different times and may come from different areas of the quarry than the slabs used in your home; therefore, the sample will not match and may actually be quite different from the product installed in your home. Color, pattern, texture, and veining will also vary from countertop to countertop.
- Since quartzite is a natural product, characteristics such as color, pattern, texture, and veining will vary from piece to piece. This variety is part of what makes quartzite so desirable and attractive. Many colors have significant variations within a room, such that individual pieces within a room will vary in shading, coloring, and or pattern from each other.
- The countertops or areas of the countertops will not be replaced due to these variations within or between the pieces of your installation. This is NOT a warrantable item.
- Artisan and satin-finished countertops will have varying texture and levels of sheen on the surface, as well as the edge, that will not constitute replacement. If granite tile is used on the backsplash, fireplace, or as inserts in the floor or backsplash, it will not match the slab countertops.
- A transparency sheet was used in a demonstration during your selection process to serve as an example of the possible variation in grain, pattern, color, and shading that could exist between granite pieces in your kitchen and throughout your home. Your initials indicate acknowledgment of this demonstration. Because quartzite is natural and is quarried from the ground, it contains inherent characteristics:

Characteristic	Description
Hairline cracks	Caused during the quarrying process and are visible
Fissures	A natural cleft in the formation that is mistaken for a crack
Pits	Small crystals that loosen and may fall out during polishing leaving small voids in the surface
Inclusions	Areas of stone that do not look like the rest of the stone and may vary in size from small to countertop size
Mineral deposits	Minerals like feldspar, mica, quartz, amphibole, and iron are present in granite and may manifest visibly as spots and streaks of a variety of colors, adding beauty and uniqueness to the piece
Grain	Some colors have a "grain" or pattern direction. This grain or pattern will not match at seams, separate counters, or at height changes. Some grains or patterns will change color or appearance, due to different light reflections when the grain or pattern direction changes



Movement of cabinets, walls or general settling of your home could cause these hairline cracks, fissures, or pits to open or become noticeable. The Marble Institute of America deems it appropriate to repair like items during the fabrication and installation process.

- It is impossible to do seamless or seemingly seamless installations of countertops. Quartzite countertop seams can be seen and felt. Artisan countertops will have more seam deviation due to the nature of the textured finish. Quartzite slabs are not always perfectly flat causing some seams to be uneven from front to back. Quartzite slabs frequently vary in thickness from one end to another +/- 1/8". When this occurs, the thicker slab will be feathered to match the thinner slab at the edge seam location.
- Because quartzite is a quarried material slabs will vary in size, usually measuring 113" x 68" or larger.

- Due to the inconsistencies of quarried natural stone, these dimensions cannot be guaranteed.
- Quartzite countertops in your home will almost certainly have a seam if they measure larger than 113" x 68" and may have a seam if they are 113" x 68" or smaller. When necessary, seams will be present in your countertops and may be located in the cooktop cutouts. Seam locations will vary from house to house, and homes of the same model may not have seams in the same location. Concerns regarding the amount of seams, or seam locations are not considered a warrantable item.
- Seam locations will not be reviewed or guaranteed. Overhangs in excess of 12" require corbels, posts, or other support installed by the builder. This is NOT a warrantable item.
- Being porous, quartzite countertops will absorb many types of liquids that are prone to staining. To resist these stains, you should incorporate countertop sealing in your care and maintenance process. Quartzite counters should be resealed every 6-12 months with a sealer that is approved for natural stone countertops.
- The polished finish of quartzite is very durable and natural, no topical coating is applied, however, it can be scratched with other household items. The finish may be dulled with the application of unapproved cleaning agents and general wear.
- Absolutely do not use abrasive cleansers (such as *Comet*, *Ajax*, *Soft Scrub*, *Bon Ami*, etc.) on quartzite surfaces and avoid other cleaners not specific for quartzite. Test any new cleaner on a small out-of-the-way area before using it on the countertop.

Quartzite – Routine Care and Maintenance

Sealing of Countertops

Being porous, quartzite countertops will absorb many types of liquids that are prone to staining. To resist these stains, you should incorporate countertop sealing in your care and maintenance process. Quartzite counters should be resealed every 6-12 months with a sealer that is approved for natural stone countertops.

Cleaning of Countertops

Quartzite countertops require daily care and maintenance. The safest way to clean your granite countertops is to use products designed specifically for stone. Cleaners and disinfectants of this type are neutral on the acid scale so they pose no risk of hurting the polish. Dish soap and water, a 50-50 mix of alcohol and water, or spray-on cleaners, such as *Ammonia Free Windex*, will work well.

Avoid anything that contains bleach, oil-based cleaners (like *Simply Green* and *Goo Gone*) or any cleaners that have grit or abrasives in them. If you want to avoid water streaking while cleaning, wipe with clean, soft cotton flannel cloths until totally dry. If lime build-up occurs around your faucet, do not use lime removal products. Gently scraping the lime off, using a straight razor, is the best solution.

Avoiding Scratches

Quartzite is a quartz-based material and can therefore be scratched by quartz or anything harder. Knives will not scratch quartzite, although cutting on your quartzite is not recommended, as your knives will dull very quickly. Diamonds will scratch quartzite. Removing diamond rings before cooking is recommended. Certain stoneware dishes contain rough silica and pose a risk of scratching. Some pizza stones will scratch quartzite if they are spun around while cutting pizza. If you use a marble cutting board, make sure the rubber or plastic feet remain secure.

Avoiding Chips

Chips in quartzite countertops caused by normal use are not a common occurrence. When they do happen, they are most often caused by banging something hard or heavy into the edge. Heavy pots and pans and the bottoms of large bottles do the most damage. Take care when you handle them around your quartzite. If a chip does occur and you find the piece that chipped out, save it. Most of the time, it can be epoxied back into place.

Hot Pans

High and low temperatures will generally not harm quartzite. You can take a pan off the stove or a dish out of the oven and set it on your countertop. While damage from this kind of treatment is extremely rare, it can occur. To provide the most security, pot mats or trivets should be used. If you have a seam in your countertop, it is best to avoid setting hot materials on top of it. The seam

material is heat-resistant but can be damaged if exposed to heat for an extended period of time.

Artisan and Satin Finished Countertops

Artisan and Satin finishes can be applied to Granite, Quartzite and Marble materials.

The texture of an Artisan finish on your countertops will vary over the entire surface of the material and on different materials this finish is selected on. This adds to the beauty and variety of the Artisan finish.

Due to the texture of the Artisan finish, slab surface height variations along a seamed area are visible. This is an expected occurrence when two pieces of Artisan finish countertops are seamed together.

Please be aware that an Artisan or Satin finish in any outdoor, or commonly wet area like a shower seat application will require diligent and frequent cleaning to ensure that the settling of elements does not permanently settle into your Artisan finish texture.

Satin finish countertops have a smooth surface texture with a more matte appearance. Please take care to not drag or pull items across the surface of the Satin finish countertop. This can cause marks or streaking across the surface. If these marks appear, using a Mr. Clean Magic Eraser should be helpful in removing the marks. Please be aware that darker matte colors can show fingerprints, grease or oil spots.

Daily care and maintenance include cleaning your countertop immediately after use with approved cleaners and cleaning agents. As part of the long-term care and maintenance, applying Tenex Color Enhancing Ager if over time your countertop appears to have a chalky appearance mostly seen on the darker materials with these specialty finishes.



Countertops - Marble and Dolomite

Marble and Dolomite Countertops

Congratulations on choosing marble for your new countertops. Before you finalize your decision, please read this document to become more familiar with the natural characteristics of this product.

- Choose marble for your countertops if you love the beauty of natural variation within and between counter pieces and are willing to invest some time and energy in maintaining its good looks.
- Since marble is a natural product with inherent beautiful natural variety, the characteristics of a particular sample will not be uniformly present in other samples of the same color. A sample serves only to indicate, in a general way, the color, markings, and texture usually found in a block of marble. The samples you view may have been quarried at different times and may come from different areas of the quarry than the slabs used in your home; therefore, the sample will not match and may actually be quite different from the product installed in your home.
- Marble is a natural product, characteristics such as color, pattern, texture, and veining will vary.
- The countertops or areas of the countertops will not be replaced due to these variations within or between the pieces of your installation.
- Marble, while elegant and beautiful, is more apt to spot, etch or dull over time when used in a bathroom environment. Marble is a delicate material that has care guidelines like that of a fine piece of wood. Cutting directly on marble will produce scratches. Trivets should be used under all ceramic objects and other vessels to reduce the possibility of scratching.
- Avoid leaving any spilled substances on marble for any period of time to reduce staining (including beverages, oils, greases, cosmetics, and standing water).
- Marble is quarried from the ground. It is impossible to do seamless or seemingly seamless installations of countertops. Marble countertop seams can be seen and felt. The maximum size for a marble countertop will be 60" x 96". Marble slabs are not always perfectly flat causing some seams to be uneven from front to back. Concerns regarding the amount of seams, or seam locations are not considered a warrantable item.

- Marble slabs frequently vary in thickness from one end to another +/- 1/8". When this occurs, the thicker slab will be feathered to match the thinner slab at the edge seam location.
- Marble is sealed with a penetrating sealer to help prevent the absorption of stains into the stone. It is recommended that marble be resealed periodically (every 3-6 months) with a penetrating stone sealer on all surfaces.
- Marble is a calcareous stone and is acid-sensitive. Calcareous stones are readily dissolved in acid; therefore, acidic products, such as lemon or tomato juice should not be used on marbles. These will cause the stone to etch--the surface finish will dull and change texture. Wiping spills immediately and taking caution to use only cleansers specified for stone will help avoid etching your marble.
- Marble does have the potential to burn, so hot electrical devices commonly used in the bathroom (i.e., curling irons) should not be set directly on marble countertops.



These are behaviors owners should do to maintain their marble countertops.

- DO seal your marble regularly. You may have read about sealing your stone and all the "hassle" cleaning marble is, but it's no big deal. The job is as simple as ... "wipe on ... wipe off".
- DO blot up spills immediately. Marble is much more sensitive than other natural stones to acidic substances like wine, coffee, fruit juices, tomato sauce, sodas, toiletry products, and cleaning products that can etch (dull) the polish (shine) or stain the surface.
- DO clean surfaces daily using a sponge or soft cloth. The only cleaning agents you should use on a regular basis are hot water and a specially formulated stone cleaner/sealer. Buff dry with a cotton cloth or chamois. Using a mild soap occasionally (3-4 times a year) for cleaning marble won't harm the stone, but consistent use will dull the surface.

- DO use coasters under all glasses, bottles, and cans. Bottles, cans, glasses ... even water ... can leave a ring and many common foods and drinks contain acids that may etch the polish or damage the surface. So, make cleaning marble easy and avoid expensive marble polishing and marble restoration by treating your surfaces like fine wood furniture. Always use coasters ...no matter what.
- DO use a tray for toiletry products in the bathroom. A decorative tray can look very nice, and it will protect the surface from the damaging chemicals contained in many toiletry products.

Artisan and Satin Finished Countertops

Artisan and Satin finishes can be applied to Granite, Quartzite and Marble materials.

The texture of an Artisan finish on your countertops will vary over the entire surface of the material and on different materials this finish is selected on. This adds to the beauty and variety of the Artisan finish.

Due to the texture of the Artisan finish, slab surface height variations along a seamed area are visible. This is an expected occurrence when two pieces of Artisan finish countertops are seamed together.

Please be aware that an Artisan or Satin finish in any outdoor, or commonly wet area like a shower seat application will require diligent and frequent cleaning to ensure that the settling of elements does not permanently settle into your Artisan finish texture.

Satin finish countertops have a smooth surface texture with a more matte appearance. Please take care to not drag or pull items across the surface of the Satin finish countertop. This can cause marks or streaking across the surface. If these marks appear, using a Mr. Clean Magic Eraser should be helpful in removing the marks. Please be aware that darker matte colors can show fingerprints, grease or oil spots.

Daily care and maintenance include cleaning your countertop immediately after use with approved cleaners and cleaning agents. As part of the long-term care and maintenance, applying Tenex Color Enhancing Ager if over time your countertop appears to have a chalky appearance mostly seen on the darker materials with these specialty finishes.



These are behaviors that owners should avoid when maintaining their marble countertops.

- DON'T use generic, store-bought cleaning products of ANY kind. Cleaning marble with products bought at your local store that contain acids, alkalis, and other chemicals can etch or damage the countertop surface or degrade the sealant leaving the stone more vulnerable to staining.
- DON'T use vinegar, ammonia, lemon, or orange for cleaning marble. As noted above, a sponge with hot water is all you need on a daily basis and a stone cleaner/sealer weekly.
- DON'T use bathroom, tub and tile or grout cleaners. The powders and even the "soft" creams contain abrasives that will scratch and dull the surface.
- DON'T place toiletry products directly on your countertop surface. Hair products, toothpaste, perfumes, colognes, nail products, creams, lotions, and potions may stain or damage the surface or etch the polish leaving a ring. Protect your countertop by placing these products on a decorative tray like they do in fancy hotels!
- The best advice is to get a separate cleaning tote for marble cleaning products and the products used on other surface types in the home . . . such as granite, quartz, or solid surface.
- Label everything--no problems or guesswork. This is especially handy if you use a cleaning service. You will never have to worry that you or the maid might accidentally use the wrong product. Cleaning marble is simply a matter of routine.



Countertops – Marlana Engineered Marble



Marlana Engineered Marble Bathroom Countertops

Congratulations on choosing Marlana Engineered Marble for your bathroom countertops. Before you finalize your decision, please read this document to become more familiar with the characteristics of this product.

- Choose Marlana Engineered Marble for your bathroom countertops if you want the beauty of marble, but color and pattern consistency within and between sections of countertops or walls, combined with ease of maintenance are your highest priorities.
- To clean Marlana Engineered Marble, a damp cloth or paper towel is usually all you need. To clean sticky, stubborn spots or residue, a little neutral pH cleaner can help. Dish soap and water, a 50-50 mix of alcohol and water, or spray-on cleaners, such as Ammonia-Free Windex, will work well.
- Marble is a calcareous stone and is acid sensitive. Calcareous stones are readily dissolved in acid; acidic products, such as lemon or tomato juice should not be used on marbles. Additionally, take care not to leave contact solution or toothpaste on the stone. These substances may cause the stone to etch - the surface finish will dull and change the texture. While Marlana Engineered Marble has a lower absorption rate than natural Marble, care must still be used.
- Avoid abrasive cleaners containing high alkaline/pH levels and highly acidic or low pH chemicals. Always avoid using chemicals that contain methylene chloride or trichloroethanes, such as paint remover or furniture strippers. As with any surface, it is always best to clean up any spills and residue as soon as you can.
- Like quarried stone, Marlana Engineered Marble seams are visible and can be felt. While the maximum size of a piece of Marlana Engineered Marble is 62"x95", seam placements will vary and runs are NOT guaranteed to be full sheets. When a filler piece is used, for any reason, the filler piece will be no smaller than 3" wide. Concerns regarding the amount of seams, or the location of seams is not considered a warrantable item.
- The perception of color, texture, patterns, etc. in a smaller sample may be slightly different when the entire application is completed. For example, the color may be more or less intense, the particulate concentrations more or less pronounced, and the shading more or less obvious.

- Marble does have the potential to burn, so hot electrical devices commonly used in the bathroom (i.e., curling irons, etc.) should not be set directly on marble countertops.
- Marlana Engineered Marble is sealed with a penetrating sealer to help prevent the absorption of stains into the stone. It is recommended that all surfaces be resealed every 3-6 months with an appropriate natural stone sealer.

Marlana Engineered Marble Surfaces Care and Maintenance



Maintaining Marlana Marble surfaces is easily achieved. You will need to follow some simple care and maintenance steps and take some general precautions. By following the recommendation, you will enjoy your Marlana Marble surfaces for years to come.

Care and Maintenance

- Daily care and maintenance is required.
- For routine cleaning, utilize a damp cloth or paper towel.
- For more difficult stains, a small amount of mild soap can be utilized.
- For stubborn stains, you can incorporate a neutral pH cleaner and a non-abrasive scrub pad.
- In the event your Marlana countertop surface is showing etching, please consider spot treating with an etch remover appropriate for marble countertops, like MB-11 Touch Up Etch Remover Polishing Powder.
- Be certain to rinse all areas thoroughly when applying any type of cleaning agent. It is advisable to seal the product every 3-6 months. It is recommended to use a marble sealer while carefully following the manufacturer's instructions.

General Precautions

- Be cautious when exposing your Marlana surface to any chemicals or solvents. Many commonly used household cleaning products may have negative effects on marble surfacing.
- Never expose Marlana surfaces to any chemicals that contain trichloroethane or methylene chlorides such as paint removers and furniture strippers.
- When choosing a cleaning agent, it is never recommended to use any product that contains high acidity (low pH) or high alkaline (high pH). It is recommended to use a neutral pH cleaner.
- If accidental exposure to any damaging products should occur, thoroughly rinse the affected area with water as soon as possible.



Countertops – Sinks

Sinks – Routine Care and Maintenance – Care and Cleaning

Stainless Steel Sinks

- Rinse thoroughly after each use and towel dry to prevent mineral deposits from building up on the surface of the sink.
- Always apply stainless steel cleaner/polish with a nonabrasive cloth or sponge, working with, not across, the grain.
- Do not use steel wool, wire brushes, abrasive cleansers, or pads.
- Cleaners containing chlorides are not recommended. If used, rinse the surface immediately to prevent corrosion.
- Do not use rubber mats or dishpans in the sink to protect the finish.
- Do not leave wet sponges, cloths, or cleaning pads on the sink. This can lead to surface rust.
- Be sure to dry the surface after cleaning to avoid water spots.

Silgranit Sinks

Daily cleaning may be done with any non-abrasive cleaner (i.e. *Bar Keeper's Friend*, *Soft Scrub with Bleach*, or dishwasher soap). After every use, rinse and wipe the sink dry with a clean, soft cloth to eliminate any water spots or soap film build-ups.

Removing stains and minor scuff marks:

Normal Stains: Use a mild abrasive cleanser along with a soft scouring pad.

Stubborn Stains: A solution of 50% bleach, 50% water should only be used for tough, stubborn stains. Let the solution sit in the bottom of the sink for one hour, then scrub. Rinse well. Also, the use of *Bar Keeper's Friend* (directions on the bottle or can) will help remove stubborn stains.



With Anthracite or Café Brown, sink must be rinsed thoroughly with hot water).

Luster:

BLANCOCLEAN can be used to help bring back the luster. Follow the directions on the bottle. Mineral oil applied with a damp cloth can also be used to restore the luster.

Miscellaneous:

To remove calcium deposits (a white ring around the bottom of your sink): use *Lime Away* or *CLR* cleaner. To remove adhesive labels: use acetone (nail polish remover). **Note:** Always test any stain removers in a small, non-visible location.

What Not to Use:

- Do not use any abrasive cleaning agents or scrub pads, such as steel wool
- Straight bleach
- Commercial alkalis, such as ammonia and/or caustic solutions
- Drain-blocking chemicals that involve filling the sink with water
- *BLANCOCLEAN* is not recommended for use on dark-colored Silgranit II sinks.
- **Note:** Always test any stain removers in a small, non-visible location

Vitreous China Vanity Sinks - Care and Maintenance

- Rinse thoroughly and use a soft cloth to wipe the product dry after each use.
- Soft abrasive cleaners may be used when necessary to clean Kohler® vitreous China products. Strong abrasive cleaners will scratch and dull the surface.
- Do not store open containers of cleaners or chemicals such as acids, bleach, sodium chloride, lye, toilet bowl cleaner, drain cleaner, or hard water stain removal products under your sink.
- Cleaning instructions listed pertain only to their corresponding material and are not intended for faucet cleaning.
- Success with cleaners and procedures is dependent upon such factors as the hardness and temperature of the water, using exact measurements of ingredients, changes in cleaning formulas, and the condition of the product being cleaned. Since there are variations within these factors, Wisenbaker Builder Services cannot guarantee the effectiveness of the formulas mentioned.

Recommended Cleaners:

- *Clorox Disinfecting Bathroom Cleaner*
- *Comet Bathroom Cleaner*
- *Fantastik Antibacterial Heavy Duty*
- *Formula 409 Antibacterial All Purpose*
- *Green Works All-Purpose*
- *Lysol Bathroom Cleaner*
- *Soft Scrub Gel with Bleach*
- *Soft Scrub Lemon Cleanser*
- *Tilex Bathroom Cleaner*

For rust removal:

- *Bar Keepers Friend (liquid version)*
- *Super Iron Out Rust Stain Remover*

Cast Iron Enameled Sinks - Care and Maintenance

- Rinse thoroughly and use a soft cloth to wipe the product dry after each use.
- In the rare occurrence of stubborn stains, use abrasive cleaners sparingly.
- Do not use steel wool, wire brushes, or abrasive sponge pads.
- Be careful not to leave dirty dishes, coffee grounds, tea bags, or other staining materials in contact with the enamel surface for extended periods of time.
- Consider kitchen sink accessories such as bottom basin racks and rinse baskets to help protect the surface from scratches

Cleaners to consider for your cast iron sink:

- *Fantastik Antibacterial Heavy Duty*
- *Formula 409 Antibacterial All-Purpose*
- *Green Works All-Purpose*
- *Soft Scrub Gel with Bleach*

For rust removal or rust stains:

- *Bon Ami*
- *Super Iron Out Rust Stain Remover*



Shutters, Shades, Blinds and Arches



WoodCreek Window Coverings™ by Wisenbaker

Designed for Easy Care and Cleaning

All WoodCreek Window Coverings are made for a lifetime of wear-resistant, trouble-free performance. Cleaning your WoodCreek blinds, shades, shutters and arches is simple and should be done on a regular basis. The following recommended cleaning methods have been outlined by product category for your use.

General Care and Cleaning Helpful Hints

- **Dusting:** Regular light dusting maintains a like-new appearance of most blinds and shutters.
- **Vacuuming:** For deeper cleaning, vacuum gently with the brush attachment of any vacuum cleaner.

WoodCreek Faux Wood Blinds, and Fabric Shades

- The best method of cleaning is to regularly use a clean, dry feather duster, cleaning cloth, or brush attachment of a vacuum cleaner to remove dust or debris.
- Do not use abrasive cleaners or chemical solvents, as they will scratch or damage the surface.

WoodCreek Custom Wood Shutters

- Clean using a dry and soft feather duster, clean cloth, or dust cloth. A vacuum with a soft brush attachment can also be used.
- Ultrasonic cleaning or use of chemical solvents and scrubbing cleansers are not recommended. They will damage the product.
- Protect all fine wood shutters from exposure to steam or high moisture areas, rain, or outside irrigation systems to ensure their long life.

- To assure thorough cleaning, open the shutter louvers or blind slats so that both sides can be cleaned. Then tilt the louvers or slats upward until closed and proceed to dust. Repeat the process with the louvers or slats tilted down.
- Like any fine wood finishing, stained shutters should be treated periodically with lemon oil or other wood preservative product to protect their finish and enhance their luster.
- When cleaning any window, spray glass cleaner on a cloth rather than spraying directly on the window. This will prevent damage to the wood finish by splattering cleaner.



With proper care and maintenance, your investment will provide you with years of elegance and beauty for your home.



WISENBAKER

CABINETS



Caring for your finished cabinetry is an essential part of maintaining the overall beauty over a lifetime of everyday use. This care and maintenance educational will ensure that you are using the correct cleaning method and avoiding the harsh chemical cleaners on the market that can hurt the finish of your cabinets.

Routine cleaning will help to prevent long term damage from smoke, dirt, grease, etc. that can form a film over time, dulling and discoloring the finish.

Where possible, keep the finish away from direct sunlight. Prolonged periods of being in the sun may mellow or change the color of the finish. Avoid extremes in temperature or moisture as it may cause the wood to expand or contract leading to potential damage to the cabinet finish.



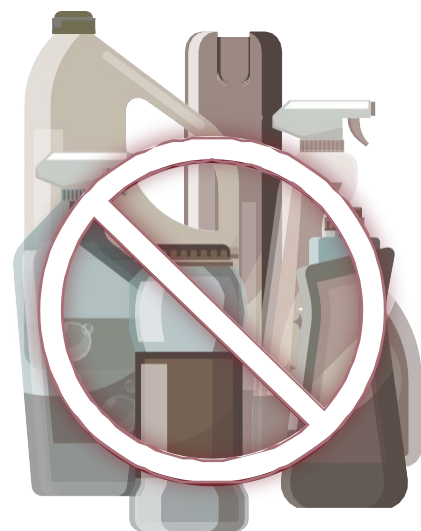
Cleaning and maintaining your cabinetry begins with selecting the correct cleaning supplies that will not damage the finish on the cabinets.

Cleaning requires only wiping of the cabinets with a damp cloth and then drying the finished surface.

- › Ensure that the cloth is a microfiber material.
- › Do not use paper towels or other micro-abrasives.

To remove general soil from everyday use, the coated surface may be cleaned with a fresh solution of mild soap (**1% solution mild common dishwashing liquid soap**). The cloth should be soft and dampened with the soap solution. Ensure that any "puddled water is soaked up and removed until the surface is dry to the touch.

DO NOT USE cleaning products; as they may contain alkaline or other ingredients that may damage the coated wood surface; potentially voiding the warranty.



Frame Hinges

 Standard Overlay	Face Frame Hinges – Standard Overlay • One-piece hinge and base plate combination • 3-dimensional adjustment • 10.7 mm (7/16") cup drilling depth • Cam side adjustment • Cam depth adjustment • Height adjustment at mounting screw	Hinge Adjustment Standard Overlay Full Overlay 1 Left/Right
 Full Overlay	Face Frame Hinges – Full Overlay • One-piece hinge and base plate combination • For door thickness of up to 3/4" • Front locating tabs position hinge on face frame • Cam side adjustment • Cam depth adjustment • Height adjustment at mounting screw • Works with current gross insertion machinery	2 In/Out 3 Up/Down

Manufacturer Resources

Manufacturer

Website

Arizona Tile	www.arizonatile.com
American Vintage Group	www.americanvintagegroup.com
Blanco Sinks	www.blanco.com
Carpenter Pad	www.carpenter.com
Daltile	www.daltile.com
Engineered Floors	www.engineeredfloors.com
Emser Tile	www.emser.com
Kohler Sinks	www.kohler.com
Leggett and Platt Carpet Cushion	www.lpurethane.com
Mohawk	www.mohawkflooring.com
Readers Wholesale Flooring	www.readerswholesale.com
Roca Tile	www.rocatileusa.com
Shaw Industries	www.shawfloors.com
Wisembaker Builder Services	www.wbs.com

American Vintage Group Distributes the Following Products:

- Trustpoint Granite
- Omegastone Quartz
- Marlana Engineered Marble
- Mirado Sinks