



## Countertops, Bartops, Vanities and other Horizontal Surfaces - Care and Maintenance

# Care and Maintenance of Countertops, Bartops, Vanities and other Horizontal Surfaces

Sensitile Terrazzo™, Terrazzo Lumina™, and PIXA™ materials are carefully crafted from a fine concrete mix using state-of-the-art processes and materials. These products have the durability of traditional terrazzo while integrating at least 6% and potentially up to 18% post-consumer recycled content, as well as a significant proportion of regrind. However, like any fine surfacing, care must be taken to preserve their original beauty through proper maintenance.

**Important note:** this guide and set of recommendations is for horizontal applications like bar-tops, counter tops, vanities, transaction tops only - for flooring and wall applications please refer to the **Flooring, Wall Tiles and Panels - Care and Maintenance**.

## Cleaning and Care

### Regular Cleaning:

To preserve their natural beauty our micro-concrete countertops (Sensitile Terrazzo™, Terrazzo Lumina™ and PIXA™) ship with a factory applied ULTRA sealer. You will notice that any liquid spills “bead” up on the surface. The food safe ULTRA sealer is an extremely durable, abrasion resistant and long lasting system that enhances and preserves the natural beauty and texture of the materials, while preserving the environment by not releasing any VOC's.

For daily care, the most important best practice is to wipe off any spills as soon as possible. The longer any liquids are allowed to stand on the surface, the more likely it is that they are able to penetrate and stain. Liquids containing acids, citrus foods and solvents should especially be watched for.



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Sensitile® recommends that our tops be regularly wiped and cleaned with a microfiber cloth in conjunction with any of the recommended cleaners below:

- Tap water with a drop of a gentle dish soap like Dawn or Mrs. Meyers
- StoneTech - Revitalizer
- TileLab - Grout and Tile Cleaner
- Simple Green - Stone Cleaner

Wiping with one of the above products should be done on a daily basis, or more frequently based on usage. We do not recommend the use of cleaners which contain harsh chemicals, such as Windex, Ajax, Formula 409 and other similar products.

It is critical to be aware of the following care and maintenance Do's and Do Not's - please read thorough these carefully. In very high use areas, we also recommend that the tops be looked over periodically for areas that receive extra wear - these areas should be checked to ensure that liquids still bead on their surface which is the sign of a healthy coating otherwise some remediation may be needed as specified further below.

### Care Do's

- ✓ Clean up any spills promptly.
- ✓ Wipe or clean regularly with a pH neutral cleaner.
- ✓ Frequently lift off and allow to dry any trays and mats that rest on the material.
- ✓ Do use coasters and hot pan trivets.
- ✓ Use a cutting board.
- ✓ Use rubber pads under the feet of equipment or other items that will rest on the material.
- ✓ Do wipe and clean regularly with a soft microfiber rag.



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- ✔ Promptly re-seal areas when water no longer beads or if water rings are noticed around cups.

## Care Do Not's

- ✘ Drag heavy or sharp objects on the surface.
- ✘ Use abrasive cloths or pads to clean and wipe the surface.
- ✘ Leave any wet materials like rags, towels or wipes on the surface for an extended period
- ✘ Leave any trays or mats on the surface for an extended period.
- ✘ Use solvents or other strong chemicals for cleaning.
- ✘ Leave acidic foods, like cut fruits, directly on surface for long periods of time.
- ✘ Put hot pots and pans directly on the surface of the tops.

## Remedies

**Dull surface and Water Rings** – Over time, areas of the counter or bar that see heavy use may begin to appear dull or uneven due to normal wear and tear of the surface with micro-scratches. Additionally, areas of heavy use and frequent cleaning may start to have a noticeable loss in the effectiveness of the factory applied ULTRA sealer, this may be evidenced by water no longer beading on the surface or the appearance of “water rings”. To restore the surface and re-fortify the ULTRA sealer, we recommend applying 1-2 additional coats of the sealer - refer to **Ultra Sealer Application Instructions**.

**Nicks, Chips and Seams** – Regular inspections of the tops should be performed to note any accidental damage and to check the seams. Minor damage to the materials like nicks or chips can generally be repaired by following **Chip Repair Instructions**. In the event of an accident that causes



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a large chip (bigger than a nickel), we recommend that an experienced professional stone restorer perform the work in order to ensure that the right tools are used and the color, texture and sealer all match the original as closely as possible.

**Stain Removal-** Regular cleaning and prompt wiping of spills will prevent staining, however, if a difficult stain forms that the previously noted cleaners are not able to remove, then the use of a poultice may be required to pull the stain out from the material. Poultices are agents that freely absorb stains and are chosen based on the staining agent and may be influenced by the color of the countertop. Some recommend poultices are Miracle Sealant Liquid Poultice and StoneTech Oil Stain Remover - both of these can easily be purchased at a local or online hardware store and should be applied per their stated instructions.

**Restoration -** It is important to understand that our Terrazzo based products are not only integrally colored all the way through their thickness; they also have enough thickness to ensure that restoration is possible to refinish the tops. In some cases of accidental damage, the surface of the products can be affected enough that restoration is required. Restoration involves the mechanical removal of a thin layer of material evenly from the surface using diamond grinding and polishing. This exposes a fresh layer of product to which sealer can be applied restoring the surface to its original condition. Restoration should be performed by an experienced stone or concrete countertop tradesperson.

**The Nature of Fine Concrete -** Sensitile Terrazzo™, Terrazzo Lumina™, and PIXA™ are created from a proprietary microconcrete mix using advanced processes and designed to last a lifetime of normal use. However, like any organic product, these materials can change and patina over time in response to environmental conditions as well as from the curing that continues to take place within them for most of their life.

The natural aging of these Terrazzo products can, over time, lead to changes in shade, color, tone, texture and surface finish, and their continued curing can also lead to non-structural hairline fissures. Together, these changes reinforce the dynamic character of these are rich, living surfaces.

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### Contact

For further information or for any special conditions and questions, please do not hesitate to contact us via phone +1.313.872.6314 or email: [info@sensitile.com](mailto:info@sensitile.com).



**Note:** All documents and instruction guides referred can be found on our website. Scroll to the Terrazzo section of: <https://www.sensitile.com/support-care/documentation>.