



CARE & MAINTENANCE

CUSTOM COUNTERS

Thank you for choosing products from BSI. We appreciate your business and are available to assist you with all of your needs.

Following the instructions below will insure for proper care and maintenance for this product. If you have questions or concerns regarding any of our products please contact our Customer Service Department at 1.800.662.9595.

Thank you,
The BSI Team

ELECTRICAL AREAS

When wiping down counter interiors surrounding ballast boxes and electrical wiring use extreme caution.

- Do not spray any liquid or use a wet cloth on or near the ballast box/enclosure or electrical boxes.
- Use only a dry cloth for all electrical areas.
- If using a brush, only use one with soft, nylon bristles with a plastic handle.



Never use a high-pressure water wash for this cleaning procedure as water can damage the electrical components and create a high risk of electrical shock.

SERVICE SIDE - STAINLESS STEEL

Stainless steel is known for its ability to be a clean surface that resists corrosion and rust. Dirt, dust and grime, however, put stainless steel at risk for corrosion and rust. Luckily, stainless steel responds well to cleaning, never wearing out from excessive cleaning, as long as certain rules are followed.

Water and a cloth.

- Routine cleaning can be accomplished by using warm water and a cloth. This is the least risky option for cleaning stainless steel. Dry with a towel or cloth to prevent water spots. Wipe in the directions of the polish lines.

Mild detergent, (dish washing liquid) and cloth.

- For cleaning that needs more power, mild detergent and warm water can do a great job without damaging the stainless steel. Make sure you rinse the surface thoroughly to prevent staining and spotting. Towel dry to prevent water spots which can be caused by minerals in water.

Glass cleaner for fingerprints.

- Fingerprints are one of the biggest complaints about stainless steel, but can be taken care of by using glass cleaner or household ammonia. Rinse thoroughly and towel dry. There are some newer types of finishes for stainless steel that resist fingerprints, a must if your pint-sized helpers leave their mark on your stainless steel appliances.

Stainless Steel Cleaner.

- If you've had staining or scratching, or need to polish your stainless steel, a stainless steel cleaner may be a good option. Some of these cleaners and polishes can help minimize scratching and remove stains. They also can polish stainless steel surfaces nicely. Read the directions on the stainless steel cleaner and test in an inconspicuous spot. Be sure to rinse thoroughly and towel dry.

❖ SERVICE SIDE - STAINLESS STEEL (continued)**5 Stainless Steel Mistakes NOT to Make**

1. Do not use abrasive cleaners that will scratch the surface.
 - Depending on the surface finish of your stainless steel, abrasive cleaners can cause scratching. Duller finishes probably won't show scratching as much as mirror or highly polished finishes. When in doubt, test in a hidden spot, and also work from the least risky type of cleaning, (ie water) to the heavy duty stuff.
2. Do not forget to rinse.
 - Gritty or dirty water, or residue from cleaning solutions left on a stainless steel surface can stain or damage the finish.
3. Do not use cleaners containing chlorine.
 - While it may be second nature to bleach everything, stainless steel and chlorine don't mix. Stay away from the bleach when you clean stainless steel.
4. Do not use steel wool or steel brushes.
 - These products leave little particles in the surface of the steel and inevitably these particles begin rusting and staining the surface of the steel. They also can excessively scratch the surface of your stainless steel.
5. Do not assume it's the cleaner.
 - If you do have some spotting or staining, and you've followed all of the rules, it may not be the cleaner. Water, especially hard water, can leave spotting and staining on stainless steel surfaces. Towel dry after rinsing can end the problem.



Never use an acid based cleaning solution. Many food products have an acidic content, which can deteriorate the finish. Be sure to clean the stainless steel surfaces of ALL food products.

❖ SERVER SIDE - WOOD

Your wood surfaces may go through a lot of wear and tear. Wood can show the effects of this with daily use even when constructed of a durable material.

Dust, household dirt, grimy fingerprints and handprints, stains from foods, stains from beverages, cup rings, scratches; the list just goes on and on. Just how does one keep the beauty of wood shining on?

The first thing to understand when considering cleaning wood surfaces is the type of wood with which you are dealing. The next obstacle is to consider the reason for the cleaning: is it normal maintenance, or has something happened to the wood that you are attempting to repair?

Regular Cleaning:

SERVER SIDE - WOOD (continued)

Most counter types, including metal, plastic laminate, painted wood, and vinyl cabinets, can be cleaned with a solution of dish soap liquid and warm water. This simple and mild solution is enough to get food smudges, dust, and mild grease build-up off of your wood products. Rinse thoroughly with another clean cloth, before drying with a final cloth.

Heavy Duty Cleaning:

For heavy build-ups of grease and dust, your best bet is a commercial cleaner designed to be used on wood kitchen cabinets (Cabinet Magic). Be sure to read the instructions before using, and test first in a hidden spot.

Interior Cleaning:

Empty each cabinet/shelf. Remove any plates or decorations if necessary. Wash the interior of the counters with warm water and a mild detergent. If the interior counters have a lot of crumbs and residue, it may be a good idea to vacuum the counters out after they've been emptied, before wiping them down. Rinse with another clean damp cloth. Wipe dry with an additional cloth.

Tips:

An all-purpose cleaner can be used to clean wood surfaces too, but it's important to test cleaners in a hidden spot to make sure that they won't damage your counter's finish.

What You Need:

- Cleaning cloths
- Dish soap
- Commercial wood counter/cabinet cleaner (Cabinet Magic)
- All-purpose cleaner (optional)
- Vacuum cleaner (optional)

DECORATIVE LAMINATE

Basic Cleaning

- In most cases, you only need to use a clean, damp, nonabrasive cotton cloth and a mild liquid detergent or household cleaner.
- Rinse with clean water, using a clean, non-abrasive cotton cloth.
- Do not flood the laminate, especially near seams, since water can penetrate and cause the substrate to swell.
- Dry the surface with a soft, clean, non-abrasive cotton cloth.

Special Laminate Surfaces

Matte and Sparkle Finish Laminates:

Especially hard-to-clean areas may require special attention. Use a nylon bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area using a rotating motion. Rinse and dry the surface as indicated above.

DECORATIVE LAMINATE (continued)

Sculpture and Dimensional Finish Laminates:

These surfaces may require special attention to clean the depressed areas. Use a nylon-bristled hand or vegetable brush, along with a mild liquid detergent-and-water solution or household cleaner. Clean the soiled area, using a rotating motion. Rinse and dry the surface as indicated above.

High Gloss Finish Laminates:

If residual streaks and smears remain after normal cleaning, use a mild glass cleaner and then dry with a clean, non-abrasive cotton cloth. Avoid exterior glass cleaner.

Caution

Abrasives:

Abrasive pads, scouring powders or cleaners may permanently dull and scratch the laminate surface making it susceptible to staining.

Ceramics, including unglazed materials and other abrasive objects, can cause scratching and premature wear – do not slide these items across surface.

Scratches:

Do not chop, slice, pound, or hammer on any laminate surface. Knives or other sharp utensils may slice or scratch the surface. Heavy blows from a hammer or meat tenderizer may crack or gouge the surface.

Chemical Damage:

Never use cleaners containing acid, alkali, or sodium hypochlorite. These cleaners will mar, etch, corrode, and permanently discolor the laminate surface. Also, make sure that bottles, rags, and other materials contaminated with these cleaners never contact the laminate surface. Accidental spills or splatters from these compounds should be wiped off immediately, and the area rinsed thoroughly with water.

Hot Objects:

Cookware still hot from the stove, oven or microwave, as well as electric skillets and waffle irons should not be placed directly on laminate surfaces. Prolonged exposure to temperatures of 140°F (60°C) or higher may cause the laminate to separate from the core material. Use a trivet, insulated hot pad or other protective device beneath all hot cookware, heat generating appliances, or other heated objects.

COUNTER TOP SURFACES

Stone countertops are an increasingly popular. Cleaning stone counters is easy provided that you use the right materials to avoid damaging the stone.

Supplies to Use

Several different kinds of stone are commonly used including soapstone, granite, marble and corian. While it can be tempting to purchase fancy and expensive stone cleaning solvents, the truth is that you can use items that are found in almost any home kitchen to remove stains and spills. Vinegar, baking soda and mild liquid soap are all popular and work extremely well.

 **COUNTER TOP SURFACES (continued)****Quartz Countertops****Routine Care**

To keep granite countertops clean, use a microfiber cloth to dust off the surface. Wipe down the granite countertop daily and as needed using water. Once a week wipe down with a damp cloth and a stone cleaner formulated with a neutral pH. Never use harsh chemicals or abrasive cleaners. They can scratch, pit, and etch the surface of the stone. For oily stains, try a poultice made of a cup of flour or baking soda and 5 tablespoons of dish soap. Add water to make it the consistency of sour cream or yogurt. Place the solution directly on the stain and cover with plastic wrap overnight, before washing away the poultice.

Food Spills

Scoop up spilled food off granite countertops with a plastic spoon. Try not to spread it around with a towel but rather blot with dry, white cloth. Spray the granite countertops area with a neutral stone cleaner such as Granite Gold Daily Cleaner and wipe off excess with a clean cloth.

Preventing Etch Marks in Countertops

Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard, and many soft drinks will “etch” most marble, limestone and travertine. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. General household cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone or degrade the sealer. Professional refinishing is the best way to permanently remove etch marks and restore your natural stone’s even finish.

BSI Millshop Recommendations for Granite:

Daily cleaning should be done with a 3 in 1 spray such as GranQuartz 113M Cleaner. This will clean the counter, polish the stone and act as a protection coat against staining for the next day’s use. Should a stain occur a natural stone deep cleaner such as GranQuartz 515C Periodic Intensive Cleaner should be used to remove stains or heavy grease. While the 3 in 1 cleaner will offer daily sealer, an actual natural stone sealer, GranQuartz 357E Stone Sealer/Enhancer, should still be applied at least once a year, more with heavy use. The sealer should be applied per the manufacturer’s instructions.

Zodiaq Quartz Countertops**Routine Care**

With simple care, quartz countertops will retain its radiant, lustrous appearance for many years. For routine cleaning, use a damp cloth or paper towel and, if necessary, a small amount of non-bleach, nonabrasive cleanser.

Even though quartz resists permanent staining when exposed to liquids (such as wine, vinegar, tea, lemon juice and soda) or fruits and vegetables, wipe up food and liquid spills as soon as possible.

For stubborn or dried spills, use a nonabrasive cleaning pad such as a white 3M Scotch-Brite®* scrub pad coupled with Formula 409® Glass & Surface Cleaner** or a comparable cleaning product.

Avoid using cleansers that contain bleach. Always follow the cleaner manufacturer’s use instructions and exercise proper care when handling and storing any cleaning products.

 **COUNTER TOP SURFACES (continued)****Removing Difficult Spills**

Sometimes spills occur and dry on the countertop. For materials that harden as they dry (such as gum, food, grease, nail polish or paint), remove by gently scraping away the excess with a plastic putty knife.

Permanent markers and inks may adhere to the surface and should be avoided. Should these agents come into contact with the surface, clean first as outlined in Routine Care. If the stain persists, moisten a cloth with Goo Gone^{®**}, or a comparable product and rub it into the stain. Rinse thoroughly with warm water to remove any cleaner residue.

When grease from cooking is an issue, use Greased Lightning^{™**} or a comparable degreasing product to help loosen and remove the grease from the surface. Use the manufacturer's instructions for applying and removing the cleaner.

Avoid exposing quartz surfaces to strong chemicals and solvents, especially paint removers or furniture strippers containing trichlorethane or methylene chloride. Keep nail polish remover, bleach, bluing, permanent markers or inks, and oil soaps away from quartz.

While casual exposure to alkaline materials will not damage quartz, highly alkaline (high-pH) cleansers are not recommended when cleaning quartz.

If any of the substances listed above come into quartz, rinse the exposed surface immediately and thoroughly with water.

**Greased Lightning[™] is available through major department, grocery, and hardware stores.

Corian Countertops**Routine Care**

There are three types of Corian[®] countertop finishes: matte/satin, semi-gloss and high-gloss*. Most countertops are finished with a matte/satin finish.

Soapy water, ammonia based cleaners (not window cleaners as they can leave a waxy build up that may dull the surface) or commercially available solid surface cleaners will remove most dirt and residue from all types of finishes. Stubborn residue will require a little stronger cleaner.

Follow the recommendations below to properly clean your countertop and sink.

Experience has shown that a film builds up on the surface if water is left to dry on the countertop. This film will dull the look of the countertop making the finish appear blotchy and uneven. To prevent build up of the film, it is very important to wipe the countertop completely dry after spills and cleaning.

Some colors of Corian[®] may require more frequent cleaning to maintain a uniform finish. Darker colors tend to require more attention than lighter colors. Over time, even with proper care, your countertop will acquire a patina, changing the appearance of the finish. You may restore the look of the original finish by following the refurbishing guidelines below.

A key to keeping your countertops looking good is to thoroughly rinse and wipe completely dry after cleaning.

 COUNTER TOP SURFACES (continued)**Meganite Countertops****Routine Care**

Meganite™ has physical properties which do not allow food, dirt, bacteria or germs to penetrate its surface. Routine cleaning with soap and water and a sponge, or window cleaner and paper towels will remove most dirt and/or stains. To disinfect, occasionally wipe the surface with equal parts of household bleach and water. Always towel dry to remove water spots.

Cambria Quartz Countertops**Routine Care**

Maintaining Cambria is easy. Simply wash with a soft cotton cloth and warm water, use a mild soap if desired.

DO NOT expose, in use or otherwise, Cambria to abrasive or strong alkaline or acid or free radicals or oxidizers or the like (whether high, neutral or low pH) cleaners. Various chemicals are corrosive and/or erosive in their ability to attack any structure including Cambria. Be very aware of these potential damages to your surface.

Cambria IS NOT heat proof, chemical proof or fracture proof in any form. Be aware of damaging exposure to these potential damaging acts upon your Cambria.

DO NOT use or expose Cambria to such products including, but not limited to bleach, oven cleaners, Comet®, Soft Scrub®, SOS®, products with pumice, batteries, paint removers, furniture strippers, tarnish or silver cleaners, or the like. DO NOT use abrasive or harsh scrub pads. DO NOT apply any sealers, penetrants or topical treatments to Cambria under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent.

Caesar Countertops**Routine Care**

Its hard, nonporous surface makes CaesarStone simple to clean. In most cases, soap and water or a mild detergent is all that is required to maintain its luster. If necessary, apply common, non-abrasive, household cleaners such as Soft Scrub Liquid Gel with Bleach or Comet Soft Cleanser Cream With Bleach directly on a damp cloth or sponge and wipe the surface, rinsing thoroughly after cleaning. To remove adhered material such as food, gum, or nail polish, first scrape away the excess material with a plastic putty knife and then clean the surface with a damp cloth to remove any marks left behind and any residual dirt.

Staron Countertops**Routine Care**

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

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

COUNTER TOP SURFACES (continued)

Dark colors in countertop surfaces and particularly dark colors that have been finished to a gloss, like anything else, will potentially show signs of use, such as scratches and soap residue, more readily than light colored solid surface materials.

Therefore, a gloss finish generally requires additional maintenance and care to retain its original luster. Different cleaning techniques are required to remove stubborn stains and minor scratches depending on the type of finish and color as detailed in the following instructions (Note: please contact your certified fabricator/installer if you are uncertain which type of finish is applied to your Staron solid surfaces).

DO NOT attempt to repair deep scratches, chips or burns, contact a certified Staron fabricator/installer.

Avonite Countertops

Routine Care

A sponge, soap and water will clean most stains. For more stubborn stains use a green Scotch Brite pad and an abrasive cleanser. Periodically go over the entire matte surface with a dry green Scotch Brite pad to return the original finish.

To remove scratches, start sanding with 240 grit paper and then clean with an abrasive cleanser and a green Scotch Brite pad.

FOOD SHIELDS

- Wipe the surface with a clean, damp cloth to remove fingerprints, dust, etc.
- Spray with a light coating of glass cleaner to remove grease or other dirt. Use a non-ammonia cleaner.
- Do not polish ZGuard with any brass polish. Your ZGuard has a durable finish and will maintain its finish for years if well maintained. (Polishing the finish with a polishing agent of any kind will destroy the coating.)
- Do not scrub the surface with any abrasive substance such as steel wool, pot scrubbers, Ajax cleanser, Comet or similar products, as it will remove the protective coating.
- If unit is fitted with a stealth warmer, don't clean the glass or housing fixtures when warmer is hot.

Cleaning when over head warmer is hot can cause staining or damage to food warmer finish.

LIGHTS & WARMERS

- Be sure to turn the power on your light or warmer off before cleaning. Only clean when stealth warmer is cool. **Cleaning when the warmer is hot can cause staining or damage to food warmer finish.**
- Wipe the surface with a clean, damp cloth to remove fingerprints, dust, etc.
- Spray with a light coating of glass cleaner to remove grease or other dirt. Use a non-ammonia cleaner.
- Be sure not to spray any cleaning product directly into the bulbs, fixtures or heating elements.

HEATED & REFRIGERATED DROP-IN BUY-OUTS

Refer to individual third party buy-out owner's manuals for proper care and maintenance.