

EVERYDAY CARE AND BASIC MAINTENANCE

Skill Level - Easy to Medium

Swanstone® is the high-performance solid surface that looks great and lasts a lifetime—a unique combination in the industry. Swanstone® is the ultimate renewable surface, and with routine care and maintenance, your Swanstone® Solid Surface product will last for many years. The suggestions in the Everyday Care and Basic Maintenance section are provided to help maintain or renew the finish of your Swanstone® Solid Surface product and keep it looking beautiful.

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DISCLAIMER: American Bath Group, LLC and its affiliates and subsidiaries (including Swan) are not responsible for damage caused by misuse, abuse or incorrect cleaning or repairing of your solid surface product. Proper training and use of professionals is recommended for desired results.

MATERIALS TO HAVE ON HAND:

- Soft Scrub® Cleanser or equivalent mild abrasive cleanser
- Bar Keeper's Friend® or equivalent abrasive cleanser
- Clorox® Clean-Up All Purpose Cleaner with Bleach
- CLR® or Lime Away® (For Hard Water Spots)
- Acetone or fingernail polish remover which contains acetone
- Fiberglass wax or automotive wax for dark or aggregate colors
- 3M Scotch-Brite™ Dobie All Purpose Pad
- Scotch-Brite™ Heavy Duty Scrub Sponge
- Mr. Clean® Magic Eraser
- Clean cloths
- Squeegee
- Sponge
- Soft Bristle Brush
- Rubber Gloves

1. For Tub and Showerwall Surfaces (Light and Dark Color Wall Surrounds)

General cleaning of your Swanstone® Solid Surface Wall System can be accomplished by wiping the wall surfaces with a damp sponge or squeegee after a shower to prevent spotting, especially in areas with hard water.

A. For soap film build-up, first try spraying the area with Clorox® Clean-Up All Purpose Cleaner with Bleach, then wipe the area in small circular motions with either a 3M Scotch-Brite™ Dobie All Purpose Pad, a Mr. Clean® Magic Eraser, or a soft bristle brush.

I. If the soap film still remains, spray the area once again with Clorox® Clean-Up All Purpose Cleaner but change to a Scotch-Brite™ Heavy Duty Scrub Sponge and wipe the area in small circular motions.

II. If the soap film still remains, apply Bar Keeper's Friend® or equivalent abrasive cleanser to a damp 3M Scotch-Brite™ Heavy Duty Scrub Sponge and wipe the area in small circular motions.

B. For unusual stains such as hair dye, first try spraying the affected area with Clorox® Clean-Up All Purpose Cleaner and use either a Scotch-Brite™ Heavy Duty Scrub Sponge or Mr. Clean® Magic Eraser and wipe the area in small circular motions.

I. If the stain remains, apply Bar Keeper's Friend® or equivalent abrasive cleanser to a damp 3M Scotch-Brite™ Heavy Duty Scrub Sponge or a Mr. Clean® Magic Eraser and wipe the area in small circular motions.

II. If the stain remains, dry the affected area first. Then, apply Acetone or Fingernail Polish Remover that contains Acetone to a clean cloth. Wipe the affected area in small circular motions.

Follow the directions supplied on the Acetone or Fingernail Polish Remover. Do not let either chemical come in contact with any part of your body – it is recommended to wear gloves while using either of these chemicals. Keep these chemicals away from children; and store in a cool, dark place. It is always best to work with either chemical as you would any strong cleaner like ammonia or bleach. Make sure the area you are working in is well ventilated to avoid any respiratory irritation.

- Do not use a metal-scouring pad or a wire brush, as it will damage the surface.
- Do not use “leave on” cleaning products, such as automatic spray shower cleaners.
- Prolonged contact with harsh chemicals could have an adverse reaction over time and discolor surfaces.
- Use the cleaning agents and products provided in the Care and Maintenance section. Do not use cleaning agents that caution use on acrylic, polyester, or plastics.
- To protect the finish on dark or aggregate colors, a fiberglass wax or automotive wax may be applied.

LIGHT SCRATCHES OR HARD WATER SPOTS ON SWANSTONE® (MATTE) FINISH PRODUCTS

Skill Level - Easy

Swanstone®'s color is molded throughout, which means that Swanstone®'s surface is renewable. It is possible to remove light scratches or hard water spots by simply following the directions below.

MATERIALS FOR THIS REPAIR – FOR LIGHT AND DARK SWANSTONE® COLORS:

- Soft Scrub® Cleanser or equivalent mild abrasive cleanser
- Bar Keeper's Friend® or equivalent abrasive cleanser
- Clorox® Clean-Up All Purpose Cleaner with Bleach
- 3M Scotch-Brite™ Dobie All Purpose Pad
- Mr. Clean® Magic Eraser
- Clean Cloths
- Scotch-Brite™ Heavy Duty Scrub Sponge
- Soft Bristle Brush
- CLR® or Lime Away® (For Hard Water Spots)

Light Scratches or Marks

1. Clean the surface area in question with hot soapy water and make sure it is completely dry.
 - A. First add a small amount of a mild abrasive cleaner such as Soft Scrub® on a damp 3M Scotch-Brite™ Dobie All Purpose Pad, or a dampened clean cloth.
 - B. Rub over the light scratches using small circular motions, making sure you overlap the entire affected area.
 - C. Rinse the area with hot water and let dry.
 - D. Check the area to see if the light scratches are gone. If the light scratches are still present, then switch to a more aggressive pad, such as a Scotch-Brite™ Heavy Duty Scrub Sponge or continue to use a clean cloth.
 - E. Follow Steps A-C above, using the dampened heavy-duty sponge in place of the all-purpose pad.
 - F. If you feel the light scratches have not been removed completely, you may need to repeat steps D-E and apply more aggressive pressure with the heavy-duty sponge. You can also switch to a more abrasive cleaner such as Bar Keeper's Friend® in place of Soft Scrub®.

Hard Water Spots

If the surface of your product has a blotchy appearance, it may have been caused by hard water spots.

1. Clean the surface area in question with hot soapy water and make sure it is completely dry.
 - A. Cleaners such as CLR® or Lime Away® are formulated to remove hard water spots, so follow the directions on the respective product label and use accordingly.
 - B. If the water spots are still present, try spraying the area with Clorox® Clean-Up All Purpose Cleaner with Bleach, then wipe the area in small circular motions with either a 3M Scotch-Brite™ Dobie All Purpose Pad, a Mr. Clean® Magic Eraser, or a soft bristle brush.

HEAVY, DEEPER SCRATCHES ON SWANSTONE® (MATTE) FINISH PRODUCTS

Skill Level - Medium

For making your own repairs, the use of sandpaper is recommended below. DO NOT over-sand the areas you are working on, as you could create a dip or uneven surface in that area. The use of a sanding block to hold the sandpaper may give you better results with less effort. You should always blend beyond the areas you are working on to maintain an evenly sanded surface.

MATERIALS FOR THIS REPAIR – FOR LIGHT SWANSTONE® COLORS:

- 120 Grit (125 micron) sandpaper
- 220 Grit (60 micron) sandpaper
- 320 Grit (40 micron) sandpaper
- Maroon Color Scotch-Brite™ (400 grit/30micron) pad
- Sanding Block
- Clean Cloths

MATERIALS NEEDED FOR THIS REPAIR – FOR DARK SWANSTONE® COLORS:

- 800 Grit (9 micron) sandpaper
- Rubbing Compound
- Clean Cloths

1. Clean the surface of the area in question with hot soapy water and make sure the surface is completely dry.

- A.** If you feel the scratches are very deep, begin with 120 grit (125 micron) sandpaper. If you feel the scratches are not very deep, then begin with 220 grit (60 micron) sandpaper. Rub over the heavy, deeper scratches using small circular motions, making sure you overlap the entire affected area, and remember to sand beyond the affected area about ½" in all directions. Continue this process until you believe the scratches have been removed.
- B.** Rinse the area with hot water and let dry. If there are still noticeable scratches, then complete Steps A-B once again.
- C.** If the scratches have been removed, the next steps will be to blend the affected area back to its original finish. Begin with 220 grit (60 micron) sandpaper, or go to 320 grit (40 micron) if you used 220 grit in Step A. Rub over the affected area using small circular motions, making sure you overlap the entire affected area, including the area beyond as noted in Step A. Continue this process until the surface looks uniform.
- D.** Rinse the area with hot water and let dry.
- E.** Check the area to verify that the affected surface has begun to blend in and look uniform. If the scratches are still present, go back to Steps C and D and repeat.
- F.** If the area looks uniform, next use 320 grit (40 micron) sandpaper, or the maroon color Scotch-Brite™ (400 grit/30 micron) pad if you used 320 grit in Step C, and buff over the area, using small circular motions, making sure you overlap the entire affected area, including the area beyond as noted in Step A. Continue this process until you believe you have blended in the entire affected area and beyond.
- G.** Rinse the area with hot water and let dry.
- H.** Check the area to verify it has been blended in with the 320 grit (40 micron) sandpaper or the maroon color Scotch-Brite™ Pad. If you feel the area is not blended in, repeat Steps F-G once again.
- I.** Rinse the area with hot water and let dry.
- J.** If the area is sufficiently blended, next, with a maroon color Scotch-Brite™ (400 grit/30 micron) pad, rub over the blended area, as well as rub beyond the blended area approximately one inch in small circular motions, making sure you overlap the entire affected area and the area beyond – this will renew the affected area to its original finish.
- K.** Rinse the area with hot water and let dry.

After final renewal, darker Swanstone® colors may still appear to have a dull finish. In this instance, apply 1800 Grit (9 micron) sandpaper to the sanding block and buff over the blended area and beyond the blended area approximately one inch in small circular motions, making sure you overlap the entire area and beyond.

Apply a small amount of rubbing compound on a clean cloth and polish the entire area thoroughly.

VOIDS OR NON-FILLS ON SWANSTONE® (MATTE) FINISH PRODUCTS SOLID COLORS

Skill Level - Medium to Expert

NOTE: For making your own void or non-fill Swanstone® (Matte) Finish Product repairs, you will need to order a patch kit in the color of your Swanstone® product. **You can contact Swan Customer Service either by email or phone: help@swanstone.com or (800) 325-7008.** For making your own repairs, the use of sandpaper with a sanding block is recommended below. DO NOT over-sand the areas you are working on, as you could create a dip or uneven surface in that area. You should always blend beyond the areas you are working on to maintain an evenly sanded surface.

MATERIALS FOR THIS REPAIR – FOR SOLID COLORS:

- Swanstone® Color-Coordinated Patch Kit for Solid Colors
- 120 Grit (125 micron) sandpaper
- 220 Grit (60 micron) sandpaper
- 320 Grit (40 micron) sandpaper
- Maroon Color Scotch-Brite™ (400 grit/30micron) pad
- Sanding Block
- Sharp-Edged Utility Knife
- Denatured Alcohol or Acetone (See Note Below)
- Clean cloth
- Gloves

1. With the sharp-edged utility knife, pick out any loose material from the void or non-fill.

2. Clean the surface of void or non-fill with a clean cloth that has been wetted down with either Acetone or Denatured Alcohol.

Follow the directions supplied on the Acetone or Denatured Alcohol label. Do not let either chemical come in contact with any part of your body – it is recommended to wear gloves while using either of these chemicals. Keep these chemicals away from children; and store in a cool, dark place. It is always best to work with either chemical as you would any strong cleaner like ammonia or bleach. Make sure the area you are working in is well ventilated to avoid any respiratory irritation.

3. The Swanstone® Color-Coordinated Patch Kit for Solid Colors includes (1) cup of resin solution, (1) cup of hardener for the resin solution, a plastic dispenser for the hardener, applicator sticks to mix the resin solution and hardener together, and instructions. It is important to know that the patch kit will not respond to temperatures below 65 degrees F, so the area you are working in must be at room temperature.

A. Add (3 to 6) drops of hardener into the resin solution cup. Stir the contents thoroughly with an applicator stick. NOTE: The resin/hardener mixture must be used to make the repair within 5 minutes!

B. Liberally apply patch compound to the repair area with an applicator stick. Press the patch into the repair area so there will not be any air entrapment. Make sure the applied patch is a little higher above

the surface of the part. If you apply too little patch, it could leave a dip in the surface of the part. Conversely, if you apply too much patch, it will be more difficult to sand and complete the repair.

C. Once the patch has completely cured (Approximately 5-10 minutes based on the amount of hardener you added to the resin) the patched area will be hard to the touch. To test for complete cure, push your fingernail into the patched area. There should be no visible sign of a fingernail impression if the area has cured completely.

D. Begin the repair with applying 120 grit (125 micron) sandpaper to the sanding block. Sand the patch by using small circular motions over the repair, making sure you overlap the entire patched area, and remember to sand beyond the repaired area about 1" in all directions. Continue this process until the patch has been taken down to the level of the part you are working on.

E. Next, apply 220 grit (60 micron) sandpaper on the sanding block. Sand over the patch using small circular motions, making sure you overlap the entire area, including the area beyond as noted in Step D. Continue this process until the sanded surface looks uniform.

F. Next, apply 320 grit (40 micron) sandpaper to the sanding block, and sand over the patch area, using small circular motions, making sure you overlap the entire area, including the area beyond as noted in Step D. Continue this process until you have blended in the entire area and beyond.

G. Check to verify the patched area has been blended in with the 320 grit (40 micron) sandpaper. If you feel the area is not blended in, repeat Steps F-G once again.

H. If the repaired area is sufficiently blended, next, place a maroon color Scotch-Brite™ (400 grit/30 micron) pad on the sanding block, and buff over the blended area, as well as buff beyond the blended area approximately 1" in all directions, in small circular motions, making sure you overlap the entire area and the area beyond – this will renew the repaired area to its original finish.

I. Clean the surface of the repaired area and the part itself with hot water and a clean cloth and let dry.

VOIDS OR NON-FILLS ON SWANSTONE® (MATTE) FINISH PRODUCTS AGGREGATE & DARK COLORS

Skill Level - Medium to Expert

NOTE: For making your own void or non-fill Swanstone® (Matte) Finish Product repairs, you will need to order a patch kit in the color of your Swanstone® product. **You can contact Swan Customer Service either by email or phone: help@swanstone.com or (800) 325-7008.** For making your own repairs, the use of sandpaper with a sanding block is recommended below. DO NOT over-sand the areas you are working on, as you could create a dip or uneven surface in that area. You should always blend beyond the areas you are working on to maintain an evenly sanded surface.

SUGGESTED MATERIALS FOR THIS REPAIR:

- Swanstone® Color-Coordinated Patch Kit for Aggregate Colors
- 120 Grit (125 micron) sandpaper
- 220 Grit (60 micron) sandpaper
- 320 Grit (40 micron) sandpaper
- Maroon Color Scotch-Brite™ (400 grit/30micron) pad

- Sanding Block
- Sharp-Edged Utility Knife
- Denatured Alcohol or Acetone (See Note Below)

MATERIALS NEEDED FOR THIS REPAIR – FOR DARK SWANSTONE® COLORS:

- 1800 Grit (9 micron) sandpaper
- Rubbing Compound
- Clean Cloths

1. With the sharp-edged utility knife, pick out any loose material from the void or non-fill.

2. Clean the surface of void or non-fill with a clean cloth that has been wetted down with either Acetone or Denatured Alcohol.

Follow the directions supplied on the Acetone or Denatured Alcohol label. Do not let either chemical come in contact with any part of your body – it is recommended to wear gloves while using either of these chemicals. Keep these chemicals away from children; and store in a cool, dark place. It is always best to work with either chemical as you would any strong cleaner like ammonia or bleach. Make sure the area you are working in is well-ventilated to avoid any respiratory irritation.

3. The Swanstone® Color-Coordinated Patch Kit for Aggregate Colors includes (1) cup of resin solution, (1) cup of color-coordinated chips, (1) cup of hardener for the resin solution, a plastic dispenser for the hardener, applicator sticks to mix the resin solution and hardener together, and instructions. It is important to know that the patch kit will not respond to temperatures below 65 degrees F, so the area you are working in must be at room temperature.

A. Add the entire amount of the color-coordinated chips container into the cup of resin solution and stir thoroughly with an applicator stick.

B. Add (3 to 6) drops of hardener into the resin solution/chips cup and stir the contents thoroughly with an applicator stick. NOTE: The resin/chips/hardener mixture must be used to make the repair within 5 minutes!

C. Liberally apply patch compound to the repair area with an applicator stick. Press the patch into the repair area so there will not be any air entrapment. Make sure the applied patch is a little higher above the surface of the part. If you apply too little patch, it could leave a dip in the surface of the part. Conversely, if you apply too much patch, it will be more difficult to sand and complete the repair.

D. Once the patch has completely cured (Approximately 5 – 10 minutes based on the amount of hardener you added to the resin) the patched area will be hard to the touch. To test for complete cure, push your fingernail into the patched area. There should be no visible sign of a fingernail impression if the area has cured completely.

E. Begin the repair with applying 120 grit (125 micron) sandpaper to the sanding block. Sand the patch by using small circular motions over the repair, making sure you overlap the entire patched area, and remember to sand beyond the repaired area about 1" in all directions. Continue this process until the patch has been taken down to the level of the part you are working on.

F. Next, apply 220 grit (60 micron) sandpaper on the sanding block. Sand over the patch using small circular motions, making sure you overlap the entire area, including the area beyond as noted in Step E. Continue this process until the sanded surface looks uniform.

- G.** Next, apply 320 grit (40 micron) sandpaper to the sanding block, and sand over the patch area, using small circular motions, making sure you overlap the entire area, including the area beyond as noted in Step E. Continue this process until you have blended in the entire area and beyond.
- H.** Check to verify the patched area has been blended in with the 320 grit (40 micron) sandpaper. If you feel the area is not blended in, repeat Steps G-H once again.
- I.** If the repaired area is sufficiently blended, next, place a maroon color Scotch-Brite™ (400 grit/30 micron) pad on the sanding block, and buff over the blended area, as well as buff beyond the blended area approximately 1" in all directions, in small circular motions, making sure you overlap the entire area and the area beyond – this will renew the repaired area to its original finish.
- J.** Clean the surface of the repaired area and the part itself with hot water and a clean cloth and let dry.

FOR DARK COLORS:

After final renewal, dark Swanstone® colors may still appear to have a dull finish. In this instance, apply 1800 Grit (9 micron) sandpaper to the sanding block and buff over the blended area and beyond the blended area approximately 1" in all directions, in small circular motions, making sure you overlap the entire area and beyond. Apply a small amount of rubbing compound on a clean cloth and wipe the entire area thoroughly.