Stonex
Exceptional. Every step of the way.

Granite Care & Use Guidelines

It's easy to keep your Granite countertops looking new as the day they were installed, with these easy tips.

Granite Care & Use

Clean the surface with a mild, fragrance free soap and water. Do not use abrasive cleaners or chemicals and solvents such as oven and dishwasher cleaner on the surface. If they do come in contact with your countertop rinse thoroughly with warm clean water. To keep your countertops looking as luxurious as the day they were installed we recommend using one of our Stonex Natural Stone Revitalizers and/or Cleaners. All care products can be purchased at any of our showrooms.

Do not place hot pans or other objects directly on your countertops. This may cause discoloration and/or cracking. Always use trivets or mats under any hot dishes and small appliances like slow cookers, pressure cookers and air fryers. Also place mats under ceramics, silver or other objects that could scratch the surface. Do not stand, kneel or sit on your countertops, as this could cause the Granite to crack or break. Do not cut directly on your countertops. This may cause wear over time.

Granite countertops are resistant to stains. However, as a preventative measure, wipe up any spills on the countertops within a reasonable amount of time and do not let liquid sit on the countertop overnight.

Over time soap scum and hard water spots may appear on the surface of your stone. To prevent build up, rinse countertops with hot clean water on a regular basis and use paper towel to dry. For areas where build up has already started, try using a straight razor blade in a gentle scraping motion to lift the residue.

It is important to note that all of our Natural Stone countertops are sealed with our penetrating sealer. This sealer is absorbed into the stone creating a protective layer within the countertop. The sealer is not a top coat, and does not effect, or change the finish of the stone. The sealing process is easy and can be done by you, at home. Granite sealers can be purchased from any of our showrooms. Alternatively, for a nominal fee our team of experienced technicians can be scheduled to complete the sealing process for you. Natural stone countertops should be resealed once every 6 months to a year.

Chips in Granite are not a common occurrence, but they can happen. Often times chips are the result of a heavy object, such as a pot or pan banging into the edge of the stone. Take extra care when handling heavy objects around your Granite countertops. If a chip does occur, don't panic. For a nominal fee, chips can easily be repaired by one of our technicians.

If you require a service appointment, please contact our Service Department using the contact informationlisted below.

Stonex Service Department
service@stonex.ca
226-289-2975 ext. 203