



Simply scan the QR code to register your Stone Ambassador warranty.



stone
AMBASSADOR

Care and Maintenance Guide

A "how to" guide to caring for your new Stone Ambassador surface

Tough inside and out

Heat, stain, scratch and chip resistant.

Stone Ambassador surfaces are heat, stain, chip and scratch resistant.

Although it is tough, it isn't indestructible. Your benchtop should always be treated with care.

Stone Ambassador surfaces are heat resistant, however sudden and rapid heat changes can damage the surface. A general rule of thumb is if it's too hot to touch, it's too hot for your benchtop.

We recommend using a chopping board or trivet to place hot pots, frypans or oven trays and never place them directly onto the surface.

WARRANTY

10 years of worry free luxury.

Stone Ambassador surfaces come with a 10 Year Limited Warranty. Register your details on our website to receive your complimentary Stone Ambassador Cleaning Kit to help care for your new benchtop.

Alternatively you can purchase one of our specially developed cleaning products on our website, Simply head over to: www.stoneambassador.com.au

For more information please call or email our friendly customer service team:

Phone: (03) 9333 8835

Email: info@stoneambassador.com.au



From our homes to yours

Take it for a test drive

We encourage you to order a sample of our products before purchasing and test its compatibility with your daily life.

When you receive your sample, try treating it to a few different scenarios that you may face in your kitchen; spill something on it, touch it with greasy fingers, clean it.

This will help you understand how the surface responds to your daily life, how to clean it and ultimately how it will work in your home.

Please call your local Stone Ambassador office to order a sample or view a full slab in one of our showrooms.

It is extremely important that a Stone Ambassador Matt or Textured benchtop is only ever wiped down using a clean cloth dedicated for that purpose.

Do not use a cloth used to wash dishes as it may impart oil and other contaminants to the Matt or Textured finish.

As with any surface, Stone Ambassador products can be permanently damaged by exposure to strong chemicals and solvents. Do not use harsh chemical products that contain trichloroethane or methylene chloride, such as paint removers or stripper.

Avoid all contact with highly aggressive cleaning agents like oven cleaners that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralise the effect.



A tactile experience

Caring for matte & textured finishes

Stone Ambassador matte and Textured finishes are designed to reflect nature and because of their tactile nature, website images are not fully representative of their unique properties.

Our matte finish slabs (Kirec, Beton & Cimento) are a lightly textured concrete look and feature low reflective properties, comparable to a honed stone finish. This provokes a natural stone look while aiding to create an industrial style in any application or design space.

Our Textured finish slabs (Valour, Firtina & Enchanted White) are a coarser style of stone that retain a smooth profile that is inviting to touch.

Low reflective properties and modern colour tones work together effortlessly to create a unique tactile experience.

When considering these designs, please be aware that both matte and textured finishes may require additional daily and weekly care, and as such it is recommended that common household spills, like liquids and water droplets be cleaned and dried immediately.

As with any matt or textured surface, you may experience seeing an increase in smudges from everyday living.

Stone Ambassador matte and textured designs are just as stain and scratch-resistant as our polished surfaces, never require sealing and are simple to clean.

However, these designs don't disguise marks as well as polished designs, meaning more regular cleaning may be required to keep it looking as new as the day it's installed.



Stylish and functional

Everyday Cleaning

Stone Ambassador requires minimal maintenance to keep your surface looking as good as new.

For everyday cleaning, simply wipe your Stone Ambassador surface with warm soapy water (using a mild detergent) and use a damp, clean cloth.

For a deep clean, we recommend using our Stone Ambassador Cream Cleanser and microfibre cloth. When using Stone Ambassador Cream Cleaner, apply a small amount onto a damp microfibre cloth and wipe the bench in broad passes, avoiding concentrated rubbing in one area. Once your surface is covered, wipe the benchtop down with a separate clean damp cloth. Avoid using an metallic sponge on the surface.

As Stone Ambassador polished surfaces are non-porous they will keep their radiant and smooth surface without the need for sealing or polishing.

For stubborn stains, feel free to call our friendly customer service team on (03) 9333 8835 who can provide you with further advice.