



Staron® Solid Surfaces **Care & Maintenance**

Staron® and Tempest® is a durable and repairable product that will last for many years with simple care. Follow these instructions to preserve your Staron® and Tempest® solid surface products.

Stubborn Marks & Minor Scratches

There are over 80 colors available in Staron® and Tempest® products and each color can be supplied with a different type of finish by a Staron certified fabricator/installer. 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.

Cleaning Sinks & Bowls

Staron® and Tempest® is a durable and repairable product that will last for many years with simple care. Follow these instructions to preserve your Staron® and Tempest® solid surface products.

1. Everyday Care and Basic Stains

Clean regularly with a mild detergent such as those used for hand dishwashing.

2. Stubborn Marks & Minor Scratches

Apply a mild abrasives cleanser such as JIFF®, GUMPTION® or BAKING SODA on the area and buff in a circular motion with a green Scotch-Brite® pad. Buff over the entire sink to blend the finish and then rinse - solid color of Staron® product is evident all the way through the same.

3. Disinfecting

To keep sinks bright and clean, occasionally apply liquid bleach and water using the following steps.

- Fill sink 1/4 full with water and add 1 to 2 cups of bleach.
- Carefully (without splashing) scrub the entire surface with a green Scotch-Brite® pad and sponge.
- Allow to stand for 15 minutes. Then, drain and rinse.

4. Preventing Damage

Staron® sinks and bowls are highly durable. However, be sure to follow these guidelines:

Allow heated cookware to cool before placing in sink.

Always run cold water when pouring boiled water or hot liquids into sink.

Do not expose the surface to harsh chemicals, such as paint remover, turpentine, nail polish remover (acetone) or drain, stove and toilet cleaning products. If the chemicals come in contact with the surface, immediately wash them off with water, using appropriate safety measures to avoid injury. Avoid dropping heavy objects on the surface.

Staron® Finish

MATT FINISH is the standard finish delivered by your certified fabricator/installer. It is a low or no-sheen finish and is recommended in all high-use areas.

→ Scrub in a small circular motion with a wet sponge and an abrasive cleanser such as JIFF®, GUMPTION® or BAKING SODA. Darker colors tend to require more attention than lighter colors.

SATIN FINISH has a slightly higher sheen than Matte and requires more attention depending on frequency of use and area of application.

→ Lightly scrub surface in a small circular motion with a wet sponge and an abrasive cleanser such as JIFF®, GUMPTION® or BAKING SODA over stain or scratch. Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level.

GLOSS FINISH is a higher and reflective sheen that requires additional care and maintenance. It is important to note that a Gloss finish, especially on a dark color, will require more care than a Matte/Satin Finish. Therefore, be sure not to apply the same method or process recommended for a Matte/Satin finish when caring for a Gloss finish. Repeat the procedure shown below - If stain persists, contact your certified fabricator/installer for assistance.

DO NOT USE ABRASIVE CLEANSERS AND PADS OF ANY TYPE ON A GLOSS FINISH; PLEASE CONTACT YOUR Staron® RETAILER/DEALER FOR MORE INFORMATION.

→ Spray a non-abrasive product such as ammonia based cleaner over stain and wait for a couple of minutes. Then, scrub in a small circular motion with a wet sponge. Darker colors tend to require more attention than lighter colors. Scrubbing too aggressively may actually reduce the gloss level. Do not use abrasive cleansers, pads or steel wool.

After completing the above procedure, rinse with clear water and wipe dry with a soft cloth or paper towels to prevent spotting. To enhance the visual color clarity and hide minor scuffs, a non silicone based cutting compound can be used. Never use citrus or silicone based sprays or polishes as the residue left behind can give the appearance that the surface is scratched.

Prevention Tips

Minor damage that may accidentally occur is most often repairable by a Staron certificated fabricator/installer or repair expert. However, be sure to follow these guidelines to prevent damage to your Staron® and Tempest® surface:

HEAT: Staron® and Tempest® Solid Surfaces have excellent heat resistant properties compared to other countertop materials. However, placing hot pans, as well as some heat-generating appliances such as electric grills, slow cookers or deep-fryers, can damage the surface. Always use a hot pad or a trivet with rubber feet to protect Staron® and Tempest®. Avoid subjecting Staron® and Tempest® Solid Surfaces to extreme hot temperatures over 80 degrees celcius.

CHEMICALS: Avoid exposing Staron® and Tempest® Solid Surfaces to strong chemicals such as paint removers, acetone, and oven cleaners. Surfaces exposed to these chemicals should be promptly flushed with water; contact may cause spots that may require extensive repairs. Remove nail polish with a non-acetone-based nail polish remover and flush with water.

SCRATCHES: Never cut or chop directly on a Staron® and Tempest® Solid Surfaces surface, always use a cutting/chopping board.

FRACTURES: Avoid standing on countertops or dropping heavy objects on the surface.

NOTE: Gloss reduction, scratching, and staining on solid surfaces incurred over time due to use is NOT a manufacturing defect but is considered normal wear and tear ? The forgoing is NOT covered under the Staron® Limited Warranty. However, the countertop can be re-sanded and refinished periodically if you so choose -- You will be charged the standard hourly service rate. If your Staron® and Tempest® product is accidentally nicked or deeply scratched, please contact your retailer/dealer or Staron certified fabricator/installer for advice about the most effective method of repair - most repairs are relatively quick and simple when performed by an experienced professional (service charge may apply).

For more detailed information, please contact your Staron® Representative or visit us at www.staron.com.au.

Use of certain names is intended only to show a type of cleaning product. This does not constitute an endorsement or support for that product. Nor does the exclusion of any certain name product imply its insufficiency.



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CHEMICAL AND PHYSICAL PROPERTIES

PROPERTIES	TYPICAL RESULTS	TEST PROCEDURE
Tensile strength	6,000 psi	ASTM D 638
Tensile modulus	600,000 psi	ASTM D 638
Flexural strength	10,000 psi	ASTM D 790
Flexural modulus	1,000,000 psi	ASTM D 790
Elongation	0.50%	ASTM D 638
Hardness	92 Rockwell "M" Scale	
65 Barcol Impressor	ASTM D 785	
ASTM D 2583		
Thermal expansion	2.0×10^{-5} in/in F°	ASTM D 696
Gloss (60 Gardner)	Between 5 - 20	NEMA LD-3
Color stability	No change-200hrs	NEMA LD-3
Stain resistance	Pass	
Rating 41	ANSI Z 124	
Abrasion resistance	Pass	ANSI Z 124
Boiling water surface resistance	No effect	NEMA LD-3
High temperature resistance	No effect	NEMA LD-3
IZOD Impact resistance (notched)	0.28 ft.lbf/in	ASTM D 256
Ball drop		
12.3 mm sheet	144" w/ 1/2 lb ball, No failure	NEMA LD-3
Fungi and Bacterial resistance	No growth	ASTM G 21, G22
Specific gravity		
Solid colors		
Patterened colors		
	1.72	
	1.69	ASTM D 792

Water absorption	0.04%, (1/2", 24hrs)	
0.11%, (1/8", 24hrs)	ASTM D 570	
Flammability		
Flame spread		
Smoke density	Class A / Class 1	
10		
10	UBC 8-1	
ASTM E 84		
ASTM E 84		
Radiant heat resistance	No visual effect	NEMA LD-3
Toxicity	84.4g (Solid Color)	
81.8g (Patterned Color)	Pittsburgh Test Protocol	
(LC50 Test)		



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CHEMICAL RESISTANCE

1. Test method

Apply 3 drops of each chemical reagent on the surfaces of Staron® Solid Surfaces. Expose the sample for 16 hours; covered with glass plate and uncovered. Check the surface and scrub the surface with a wet Scotch-Brite® Pad and bleaching cleanser such as Ajax®.

2. Test Result

THE RESIDUE FROM THE FOLLOWING CHEMICAL REAGENTS CAN BE REMOVED WITH A WET SCOTCH-BRITE PAD AND BLEACHING CLEANSER.

Acetic acid (10%)	Acetone
Ammonia	Ammonium hydroxide (5,28%)
Amyl acetate	Amyl alcohol
Ball point pen	Benzene
Bleach (household type)	Blood
B-4 body conditioner	Butyl alcohol
Carbon disulfide	Carbon tetrachloride
Citric acid (10%)	Calcium thiocyanate (78%)
Cigarette (nicotine and tar)	Coffee
Cooking oils	Cottonseed oil
Cupra ammonia	Dishwashing liquid/powders
Ethanol	Ethyl acetate
Ethyl ether	Formaldehyde
Gasoline	Gentian violet
Grape juice	Hair dyes
Household soaps	Hydrochloric acid (20,30,37%)
Hydrogen peroxide	Iodine (1%)
Ketchup	Lemon juice
Lipstick	Mercurchrome (2%)
Methanol	Methyl ethyl ketone
Methyl orange (1%)	Methyl red (1%)
Mineral oil	Mustard
Nail polish	Naphthalene
N-hexane	Olive oil
Pencil lead	Perchloric acid
Permanent marker pen	Shoe polish
Soapless detergents	Sodium bisulfate
Sodium hydroxide solution (5,10,25,40%)	Soy sauce
Sodium sulfate	Sulfuric acid (25,33,60%)
Sugar (sucrose)	Tea
Sulfuric acid (25,33,60%)	Toluene
Tetrahydrofuran	Urea (6%)
Tomato juice	Vinegar
Uric acid	Wine
Washable inks	Zinc Chloride
Xylene	

THE FOLLOWING CHEMICAL REAGENTS MAY AFFECT THE SURFACE WITH MORE SERIOUS DAMAGE, REQUIRING SANDING FOR COMPLETE REMOVAL. FREQUENT AND/OR PROLONGED EXPOSURE TO THESE REAGENTS SHOULD BE AVOIDED.

Acetic acid (90,98%)
Acid drain cleansers
Chlorobenzene
Chloroform (100%)
Chromic trioxide acid
Cresol
Dioxane
Ethyl acetate
Equalizing mix (50/50)
Film developer
Formic acid (50,90%)
Furfural
Glacial acetic acid
Hydrofluoric acid (48%)
Luralite mix (50/50)
Methylene chloride based products such as paint removers, brush cleansers and some metal cleansers
Nitric acid (25,30,70%)
Phenol (40,85%)
Phosphoric acid (75,90%)
Sulfuric acid (77,96%)
Trichloroacetic acid (10,50%)
3M Avagard™ D



Staron® MSDS(Materials Safety Data Sheet)

Technical Data. Solid surface sheet

1. Product and Company Identification

- **PRODUCT NAME:** Staron® solid surfaces sheet
- **COMPANY:** Cheil Industries Inc.
- **EMERGENCY TELEPHONE:** 82-61-689-1531
- **ADDRESS:** Yeosu Plant, Chemicals Division, CHEIL INDUSTRIES INC.
62, Pyong Yo-Dong, Yeosu-Shi, Cheon Nam, Korea

2. Composition/information on ingredients

- **INGREDIENT:** Acrylic Polymer
- **INGREDIENT SEQUENCE NUMBER:** 01
- **PERCENT:** 40 ~ 45
- **CAS NUMBER:** 9011 - 14 – 7
- **INGREDIENT:** Hydrated Alumina, Aluminum Hydroxide, Aluminum Trihydroxide
- **INGREDIENT SEQUENCE NUMBER:** 02
- **PERCENT:** 55 ~ 60
- **NIOSH(RTECS) NUMBER:** BD094000
- **CAS NUMBER:** 21645 - 51 – 2

3. Hazards identification

Staron® solid surfaces sheet is not hazardous when shipped. However, operations such as sawing, routing, drilling and sanding can generate dust. High concentrations of dust can irritate eyes, nose and respiratory passages and cause coughing and sneezing. Even though there are no exposure limits established for dust from Staron® solid surfaces sheet, avoid breathing dust.

(See details in the Exposure Controls/Personal Protection section of this MSDS)

Staron® solid surfaces sheet does not off-gas at room temperature. At higher temperature, a small amount of methyl methacrylate can be released. The amount depends on temperature, time and other variables. Methyl methacrylate vapors can irritate eyes, skin, nose and throat and can cause allergic skin rashes. Over exposure to methyl methacrylate vapors can cause headaches, nausea, weakness, lung irritation and shortness of breath. Individuals with pre-existing lung or skin problems may be more susceptible to the effects of over exposure to methyl methacrylate.

4. First Aid Measures

- **INHALATION:** Move to fresh air
- **EYE CONTACT:** Not applicable
- **SKIN CONTACT:** Not applicable
- **INGESTION:** Not applicable

Staron® MSDS (Materials Safety Data Sheet)

Technical Data. Solid surface sheet

5. Fire Fighting Measures

- **AFTER SPILLAGE/LEAKAGE/GAS LEAKAGE:**

Keep away from all of ignition sources. Ensure adequate ventilation. Use personal protective equipment. Soak up with inert absorbent material. Clean with detergents. Avoid solvents.

- **EXTINGUISHING MEDIA:**

- Dry powder, foam, carbon dioxide, water spray

6. Accidental Release Measures

Review **FIRE FIGHTING MEASURES** and **HANDLING AND STORAGE** sections before proceeding with clean-up. Use appropriate personal protective equipment during clean-up.

7. Handling and Storage

- **HANDLING:** Staron® solid surfaces sheet should be unloaded with a forklift or other lifting device capable of handling pallets safely. If a lifting device is not available, always carry single sheet in the vertical position, and wear heavy-duty protective gloves and proper safety shoes. Carrying should be done by two people facing each other on short sides with one hand under to support and the other hand on top to control the sheet.

- **STORAGE:** Keep capable of handling sheet flat and evenly supported at temperatures between 15° ~ 23°C (59° ~ 73°F), in a dry and well-ventilated indoor area.

8. Exposure Controls/Personal Protection

- **TECHNICAL PROTECTIVE MEASURES:**

Provide for appropriate exhaust ventilation and dust collection at machinery.

- **PERSONAL PROTECTIVE EQUIPMENT:**

RESPIRATION (DURING MACHINING OPERATION): In case of insufficient ventilation, wear appropriate respiratory equipment in compliance with local regulations.

EYES (DURING MACHINING OPERATION): Use tightly fitting safety goggles or face-shield.

HANDS (DURING MACHINING PERATION): Wear protective gloves.

OTHERS (DURING MACHINING OPERATION): Use ear protection, safety shoes. Those who are highly sensitivity should take precautions due to possible eye, nose or throat irritation from Staron® solid surfaces dust and fumes.

Staron® MSDS (Materials Safety Data Sheet)

Technical Data. Solid surface sheet

9. Physical and Chemical Properties

- **FORM:** Solid Sheet
- **COLOR:** Various
- **ODORN:** None
- **BOILING POINT:** Not Applicable
- **MELTING POINT:** Not Applicable
- **SPECIFIC GRAVITY (WATER = 1):** 1.6 ~ 1.8
- **VAPOR PRESSURE (mmHg):** Not Applicable
- **VAPOR DENSITY (Air = 1):** Not Applicable
- **SOLUBILITY IN WATER:** Insoluble
- **pH:** Not Applicable
- **FLASH POINT:** Not Applicable
- **IGNITION TEMPERATURE:** Not Applicable
- **EXPLOSION LIMITS:** Lower = Not Applicable
Upper = Not Applicable

10. Stability and Reactivity

- **THERMAL DECOMPOSITION PRODUCT:**
Frictional heat generated from sawing and routing Staron® solid surfaces sheet can reach or exceed a temperature of 300°C. This is high enough to release a small amount of methyl methacrylate vapor.
- **HAZARDOUS DECOMPOSITION PRODUCT:** Carbon monoxide, methyl methacrylate monomer, smoke
- **HAZARDOUS REACTION:** None
- **FURTHER INFORMATION:** Sprayed mist may be flammable at temperature below the flash point.

11. Toxicological Information

- **METHYL METHACRYLATE**
TLV-TWA = 100 ppm = 410 mg/m³; ACGIH (1991-2)
LD50/oral/rat = 7872 mg/kg; RTECS, 47796

Methyl methacrylate can be present on the cutting tool face at a concentration exceeding the TLV of 100 ppm. However, it dissipates to very low levels with good ventilation.

Staron® MSDS(Materials Safety Data Sheet)

Technical Data. Solid surface sheet

12. Ecological Information

Staron® solid surfaces sheet is manufactured by Cheil Industries in accordance with ISO-14001 standards.

13. Disposal Considerations

Can be landfilled or incinerated, when in compliance with local regulations.

14. Transport Information

Not classified as dangerous in the meaning of transport regulations.

15. Regulatory Information

• U.S. FEDERAL REGULATIONS

TSCA Inventory Status: In compliance with TSCA Inventory requirements for commercial purposes.

16. Other Information

• ADDITIONAL INFORMATION

Do not use in medical applications involving permanent implantation in the human body.

Tempest® MSDS(Materials Safety Data Sheet)

Technical Data. Tempest® Solid surface sheet

1. Product and Company Identification

- **PRODUCT NAME:** Staron® Tempest® Sheet
- **COMPANY:** Cheil Industries Inc.
- **EMERGENCY TELEPHONE:** 82-61-689-1531
- **ADDRESS:** Yeosu Plant, Chemicals Division, CHEIL INDUSTRIES INC.
62, Pyong Yo-Dong, Yeosu-Shi, Cheon Nam, Korea

2. Composition/information on ingredients

- **INGREDIENT:** Acrylic Polymer
- **INGREDIENT SEQUENCE NUMBER:** 01
- **PERCENT:** 35 ~ 40
- **CAS NUMBER:** 9011 - 14 - 7
- **INGREDIENT:** Hydrated Alumina, Aluminum Hydroxide, Aluminum Trihydroxide
- **INGREDIENT SEQUENCE NUMBER:** 02
- **PERCENT:** 40 ~ 50
- **NIOSH(RTECS) NUMBER:** BD094000
- **CAS NUMBER:** 21645 - 51 - 2
- **INGREDIENTS:** Trade secret
- **INGREDIENT SEQUENCE NUMBER:** 03
- **PERCENT:** 10 ~ 25
- **CAS NUMBER:** Trade secret

3. Hazards identification

Staron® Tempest® sheet is not hazardous when shipped. However, operations such as sawing, routing, drilling and sanding can generate dust. High concentrations of dust can irritate eyes, nose and respiratory passages and cause coughing and sneezing. Even though there are no exposure limits established for dust from Staron® Tempest® sheet, avoid breathing dust. (See details in the Exposure Controls/Personal Protection section of this MSDS)

Staron® Tempest® sheet does not off-gas at room temperature. At higher temperature, a small amount of methyl methacrylate can be released. The amount depends on temperature, time and other variables. Methyl methacrylate vapors can irritate eyes, skin, nose and throat and can cause allergic skin rashes. Over exposure to methyl methacrylate vapors can cause headaches, nausea, weakness, lung irritation and shortness of breath. Individuals with pre-existing lung or skin problems may be more susceptible to the effects of over exposure to methyl methacrylate.

Tempest® MSDS (Materials Safety Data Sheet)

Technical Data. Tempest® Solid surface sheet

4. First Aid Measures

- **INHALATION:** Move to fresh air
- **EYE CONTACT:** Not applicable
- **SKIN CONTACT:** Not applicable
- **INGESTION:** Not applicable

5. Fire Fighting Measures

- **AFTER SPILLAGE/LEAKAGE/GAS LEAKAGE:**

Keep away from all of ignition sources. Ensure adequate ventilation. Use personal protective equipment. Soak up with inert absorbent material. Clean with detergents. Avoid solvents.

- **EXTINGUISHING MEDIA:**

• Dry powder, foam, carbon dioxide, water spray

6. Accidental Release Measures

Review **FIRE FIGHTING MEASURES** and **HANDLING AND STORAGE** sections before proceeding with clean-up. Use appropriate personal protective equipment during clean-up.

7. Handling and Storage

- **HANDLING:** Staron® Tempest® sheet should be unloaded with a forklift or other lifting device capable of handling pallets safely. If a lifting device is not available, always carry single sheet in the vertical position, and wear heavy-duty protective gloves and proper safety shoes. Carrying should be done by two people facing each other on short sides with one hand under to support and the other hand on top to control the sheet.
- **STORAGE:** Keep capable of handling sheet flat and evenly supported at temperatures between 15° ~ 23°C (59° ~ 73°F), in a dry and well-ventilated indoor area.

8. Exposure Controls/Personal Protection

- **TECHNICAL PROTECTIVE MEASURES:**

Provide for appropriate exhaust ventilation and dust collection at machinery.

- **PERSONAL PROTECTIVE EQUIPMENT:**

RESPIRATION (DURING MACHINING OPERATION): In case of insufficient ventilation, wear appropriate respiratory equipment in compliance with local regulations.

EYES (DURING MACHINING OPERATION): Use tightly fitting safety goggles or face-shield.

HANDS (DURING MACHINING OPERATION): Wear protective gloves.

OTHERS (DURING MACHINING OPERATION): Use ear protection, safety shoes. Those who are highly sensitivity should take precautions due to possible eye, nose or throat irritation from Staron® Tempest® dust and fumes.

Tempest® MSDS (Materials Safety Data Sheet)

Technical Data. Tempest® Solid surface sheet

9. Physical and Chemical Properties

- **FORM:** Solid Sheet
- **COLOR:** Various
- **ODORN:** None
- **BOILING POINT:** Not Applicable
- **MELTING POINT:** Not Applicable
- **SPECIFIC GRAVITY (WATER = 1):** 1.6 ~ 1.8
- **VAPOR PRESSURE (mmHg):** Not Applicable
- **VAPOR DENSITY (Air = 1):** Not Applicable
- **SOLUBILITY IN WATER:** Insoluble
- **pH:** Not Applicable
- **FLASH POINT:** Not Applicable
- **IGNITION TEMPERATURE:** Not Applicable
- **EXPLOSION LIMITS:** Lower = Not Applicable
Upper = Not Applicable

10. Stability and Reactivity

- **THERMAL DECOMPOSITION PRODUCT:**
Frictional heat generated from sawing and routing Staron® Tempest® sheet can reach or exceed a temperature of 300°C. This is high enough to release a small amount of methyl methacrylate vapor.
- **HAZARDOUS DECOMPOSITION PRODUCT:** Carbon monoxide, methyl methacrylate monomer, smoke
- **HAZARDOUS REACTION:** None
- **FURTHER INFORMATION:** Sprayed mist may be flammable at temperature below the flash point.

11. Toxicological Information

- **METHYL METHACRYLATE**
TLV-TWA = 100 ppm = 410 mg/m³; ACGIH (1991-2)
LD50/oral/rat = 7872 mg/kg; RTECS, 47796

Methyl methacrylate can be present on the cutting tool face at a concentration exceeding the TLV of 100 ppm. However, it dissipates to very low levels with good ventilation.

Tempest® MSDS(Materials Safety Data Sheet)

Technical Data. Tempest® Solid surface sheet

12. Ecological Information

Staron® Tempest® is manufactured by Cheil Industries in accordance with ISO-14001 standards.

13. Disposal Considerations

Can be landfilled or incinerated, when in compliance with local regulations.

14. Transport Information

Not classified as dangerous in the meaning of transport regulations.

15. Regulatory Information

• U.S. FEDERAL REGULATIONS

TSCA Inventory Status: In compliance with TSCA Inventory requirements for commercial purposes.

16. Other Information

• ADDITIONAL INFORMATION

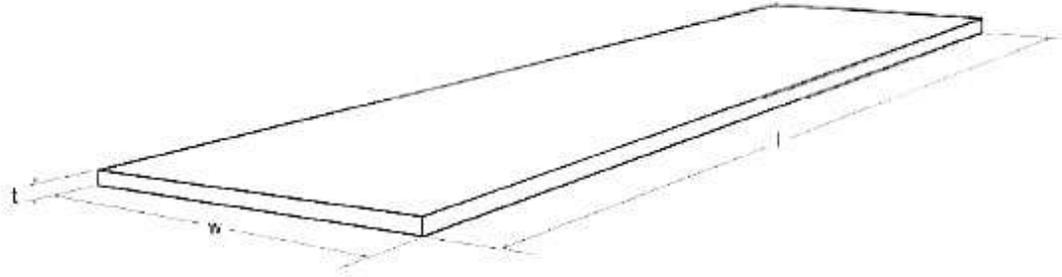
Do not use in medical applications involving permanent implantation in the human body.



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SHEET DIMENSIONS



Colour Family	Thickness (mm)	Width (mm)	Length (mm)	Weight (kg)
Solid/Plain	ca. 6.0 mm	760 mm	2500 mm	19.7 kg
	ca. 12 mm	760 mm	3680 mm	62.9 kg
	ca. 19.0mm*	760 mm	3680 mm	94.3kg
Sanded	ca. 12 mm	760 mm	3680 mm	62.9 kg
Aspen	ca. 12 mm	760 mm	3680 mm	62.9 kg
Pebble	ca. 12 mm	760 mm	3680 mm	62.9 kg
Talus	ca. 12 mm	760 mm	3680 mm	62.9 kg
Metallic	ca. 12 mm	760 mm	3680 mm	62.9 kg
Tempest	ca. 12 mm	760 mm	3680 mm	62.9 kg

*19mm stocked in Bright White and Pearl. Other colours subject to minimum purchase and lead time.



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FAQs

Q: Do the different colours and decors vary over a period of time?

A: No, colours and decors are the same. A Staron® solid surface sheet completely maintains its unique colour and excellent properties for many years. Darker coloured decors over a period of time will show signs of wear and tear unlike lighter decors. We recommend lighter decors with granite structures for work surfaces or surfaces used for heavy duty purposes because they are easier to maintain.

Q: What's the best way to look after Staron® work surfaces in everyday use?

A: Simply clean the work surface with soap and water. Cleaning agents containing ammonia, for example glass window cleaning products provide a streak free surface. Dishwashing liquids are not ideal, they usually contain hand care substances and over a period of time can cause the formation of a patina, which has to be removed by a qualified fabricator. Further detailed care instructions can be viewed in the chapter 'Care Instructions' on this website.

Q: Are Staron® solid surfaces hygienic?

A: Yes, Staron® is a non-porous material with seamless joints where bacteria cannot permeate into the seams or the surface. Compared with other surface materials, such as laminates, tiles, granite, marble and similar products, all of which are porous, Staron® provides a designed worktop where dirt and germs cannot accumulate and provides a surface which is easily maintained. In addition, when an undermount Staron® sink is fitted, the seamless joint provides a complete hygienic surface which is easily cleaned.

Q: If my Staron® worktop is scratched or damaged, can it be repaired?

A: Yes it's pretty easy, all you need is a scouring pad (Scotch-Brite), use the pad with water using a light scouring powder such as Ata, Vim or even a liquid scouring agent such as Fizz. In the UK your retailer or fabricator will supply a Care & Maintenance kit.

Q: If I remove deep scratches on certain areas of the Staron® work surface, will the colour of the worktop differ from areas untouched?

A: Your Staron® worktop is homogeneous in colour and structure, to remove deep scratches we would recommend that you contact your supplier. To remove the scratches your fabricator will have to progressively sand the area until an even finish is achieved. Once this is completed your Staron® worktop will be as new. Should your worktop be seriously damaged, your supplier will be able to remove the section and replace it with a new piece. There might be a slight difference in the colour should your supplier not have a spare piece of material of the same batch number, however most suppliers will leave an off-cut from the worktop which allows a repair to be carried out seamlessly without any noticeable colour change. Please ensure you ask your supplier for an off-cut and store it in a safe place.

Q: Which front edges are possible with Staron® and which other design options are there?

A: Your Staron® brochure shows some profiles available and our website www.staron.com.au you will find more detailed information. If you don't manage to find the right profile we recommend you ask your local retailer or fabricator, they will be able to advise you with helpful advice and suggestions, to provide you with a Staron® worktop incorporating unique designs with inlays, coved upstands, hob bars making your designed worktop functional. Design ideas in Staron® are limitless.

Q: Can a Staron® worktop wear out?

A: No, your Staron® top is homogeneous, look after your work surface in the recommend way and the original lustre will always remain. However if after a number of years of use the original lustre has diminished your top can be returned to the original finish. We would recommend you consult your local retailer or fabricator, they will help to restore your worktop to the original condition.

Q: Can I have different finishes to my Staron® worktop?

A: Yes, the surface can be finished to your individual requirement. The standard finishes are matt, satin gloss and high gloss and dependant upon the use and colour of the work surface we would recommend different finishes. For example light colours can be supplied with various finishes for all uses, whereas dark colours in a high gloss finish will show marks and scratches and will require additional maintenance. We recommend that you discuss your requirements with your local Staron® retailer or fabricator who will advise accordingly as to which finish should be applied to your work surface.

Q: Can cutting and chopping tasks be performed directly on a Staron® surface?

A: We would recommend that you do not cut or chop directly on to your Staron® work surface. The surface will show marks especially modern knives made from ceramic which are extremely sharp and hard. Your local fabricator will leave with you a cutting board made from off-cuts, it is very practical, it can be washed easily and it retains all the advantages of the Staron® product.

Q: Before I actually begin preparing food, can I place raw vegetables, salads or fish directly on the Staron® surface?

A: Yes, Staron® is a non-porous material where bacteria and germs cannot permeate into. To ensure the work surface remains hygienic the top should be cleaned before you begin preparing food with particular attention to areas where raw meat or fish have been placed. We strongly recommend that the work surface is thoroughly cleaned before use.

Q: Do the colours of the Staron® surfaces fade over the years?

A: No, Staron® solid surfaces are UV stable and will not bleach or fade. Should light patches appear on the surface, for instance the surface being in contact with high acid concentrates for long periods, it will have no effect on the properties of Staron® and because the product is homogeneous the patch can be removed by refinishing the surface.

Q: Can I place hot pots or pans directly on the Staron® work surface next to the hotplates?

A: Staron® is naturally a heat resistant material, however we would recommend that hob bars, protective mats and integrated heat surfaces are used to protect the work surface. Modern hobs and thermal conductivity for heating pots and pans produce extremely high temperatures and could cause unnecessary damage. Tests have shown that temperatures can reach well over 450°C and most materials that are subjected to those temperatures, particularly when frozen items have been placed in the area prior to the placement of a hot pan, could cause thermal shock damaging your top unnecessarily. Should the work surface be damaged the unique advantage of Staron® is that it can be repaired.

Q: Can Staron® solid surfaces also be applied as flooring?

A: Solid surface has not been developed, designed or intended for flooring applications, however the material is increasingly being used as stair treads. This type of application, because of the risk of scratches and

other signs of wear and tear is the sole responsibility of the client. When Staron® is used in the bathroom where generally people enter wearing slippers, socks, even bare feet, the unique properties of the product outweigh the disadvantages. The advantages are that the product is hygienic, wall to wall seamless joints, and an area which is easy to maintain and clean. Staron® can also be used with under floor heating, however the product assumes the respective room temperature providing a comfortable feeling as if warmed by under floor heating, unlike other materials tiles, granite and marble which are cold to the touch. Complaints based on wear and tear are excluded from any warranty, it is however unlikely that the bathroom floor will be subjected to heavy duty or outdoor shoes worn in the room. Damage, wear and tear can easily be refurbished and an additional advantage is that all colours and decors are equally suitable.

Q: What advantages does Staron® have in comparison with natural stone?

A: Staron® is lighter consequently the finished product can be delivered in larger sections eliminating site work, the product is joined seamlessly, it is non-porous unlike natural stone, which has to be sealed at regular intervals, and Staron® provides a hygienic work surface ideal for all applications. Unlike natural stone Staron® is impervious to many acids and chemicals, whereas if lemon juice, wine, vinegar and similar household products are split on the surface of the natural stone they will quickly be absorbed. Care and maintenance of Staron® is simpler, it provides an impact resistant work surface, for instance should a wine glass tip over, it will not necessarily break thanks to the durable flexibility of the product and should a hard heavy object fall from a wall unit, the resilient surface will not easily be damaged. Design ideas and applications in Staron® are limitless.

Q: What advantages does Staron® have in comparison with laminated boards?

A: Staron® is a non-porous material, if laminate boards are permeated by moisture the substrate will swell and de-laminate rendering the work surface useless. Laminate boards can also be damaged by indentations or cutting marks and unlike Staron® cannot be repaired.

Q: Does Staron® have any particular advantages in comparison with tiles?

A: As compared to Staron® the main disadvantage is the porous grout seams with the inevitable growth of mildew / fungus or the black spores that easily form in the grout seams between the tiles, especially in the bathroom, shower areas which cannot be removed permanently by cleaning. Staron® allows the entire surface area to be installed without seams, even if decorative design elements are integrated, and because the product is non-porous mildew/ fungus and black spores cannot grow on the surface.

Q: After removing dried on substances from certain sections of the surface by aggressive scouring or abrasive cleaning, or after removing scratches or other signs of wear and tear, can I give my surface the same uniform sheen that it had before?

A: When planning an installation made with Staron® solid surface, you should always take into consideration the respective surface finish, e.g. matt, silk gloss or high gloss, and ensure it is appropriate for the intended application. With regard to surfaces that are used for heavy duty purposes, and assuming that you want to take pleasure in the surface for many years to come, we recommend that you should take advantage of a consultation service, which is provided by professional dealers and expert fabricators. To find out exactly which are the most suitable colours, structures and, last but not least, which is the most purpose-appropriate Staron® finish to fulfil your respective requirements. Thus, a surface that is subject to heavy duty use, such as a kitchen counter made of Staron®, should not have a high gloss finish. It makes sense

to install kitchen counters in finishes ranging from mat to, at the very most, silk gloss, because a work surface or countertop has to be regularly cleaned with the aid of a scouring sponge. Standard scouring sponges (Scotch-Brite) available in shops everywhere, have exactly the same type of graining that the expert fabricator uses for the finish. Therefore, each cleaning process automatically provides a new finish. Thus, the sheet always looks as good as new. Initially there might be a small difference, because human cleaning motions, differ from the finishing motions performed by machines, however, after performing 3-4 complete cleaning processes, each Staron® work surface has its own individual finish, which will always remain the same. If significant repair work should become necessary, in which a section needs to be replaced, an Staron® fabricator will have to perform the respective work, and will refurbish the entire surface area to the original finish.

Q: Can I have a Staron® sink or a Staron® wash-bowl fitted into the already installed Staron® countertop at a later date?

A: Yes, this is possible, you should consult with your Staron® fabricator for expert advice.

Q: Would it be better form me to select the sink or wash-bowl and the respective taps before the countertop is installed?

A: Yes, it is the preferred option. Your Staron® fabricator will be able to provide you with the best advice while taking into account the most important factors for example available space, personal ergonomics, degree of utilisation, individual taste etc.

Q: Who will carry out the fitting of my Staron® installation?

A: The best thing for you to do is to contact one of our many authorised Staron® professional dealers or expert fabricators. They are highly trained concerning advice and processing of Staron® and are, therefore, able to provide you with the necessary level of reliability and professionalism. And when it comes to possible problems and guarantees, you're on the safe side. It would be our pleasure to provide you with addresses.

Q: In order to be able to save money, could I order a Staron® sheet from the professional dealer and install it myself?

A: No, planning of the installation requires comprehensive experience and knowledge of the product, so that one can ultimately benefit from all of the advantages provided by Staron®. The installation not only requires the appropriate expert knowledge for the correct techniques to be applied, the fabrication of the product will require the correct machines and tools. Additionally, if problems should arise, the 10 year guarantee only applies if proof and confirmation can be provided that the fitting was performed by an authorised Staron® fabricator.

Q: My Staron® dealer made me a cutting board out of a piece of leftover material. Can I really use this for cutting things on?

A: Your dealer provided you with an excellent service, it's much better to cut on a separate cutting board made of Staron® than to cut things directly on the countertop. Staron® is extremely hygienic and easy to clean and care for. Also, a few cutting marks and scratches on the cutting board will not do any harm, because that's where they belong. That's certainly much more practical than cutting directly on the Staron®



countertop. Cleaning is also quite easy, because you can simply put the Staron® cutting board in the dishwasher when it's dirty.



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