



Granite Care

Granite is extremely hard, heat and scratch resistant, however, you should use caution when cutting directly on or applying high temperatures to the surface. Granite holds heat which could cause injury. Cutting directly on the granite surface will damage cutlery and is not recommended. Do not stand, sit, or lean heavily around sinks, cook tops, or weak areas within your counter top. Avoid dropping anything heavy directly on the counter top or banging stoves, fridges, and or chairs against the edges. Granite is one of the most durable products known but is not indestructible.

Make sure standing water around the faucet, soap dispenser, and or filtration systems, is removed immediately. Inspect seals regularly and tighten fixtures as necessary to prevent water from swelling the wooden sub-base underneath the granite.

DAILY CARE:

Daily care is as easy as cleaning with water and a clear mild dishwashing liquid. Blot up spills immediately verses wiping, rinse clean, and dry with a soft cloth.

To reduce grease buildup on your countertop, mix 500ml – 1L water with 1 – 2 teaspoons of clear mild dishwashing liquid, and 3 – 4 tablespoons of white vinegar into a common house hold spray bottle. Do not use harsh chemicals, abrasive cleaners, or any heavy-acidic cleaning materials on your granite counter top. These include concentrated vinegar, ammonia, orange, lemon, degreasers, and or bleach base cleaners. If needed use a synthetic scrubbing pad or razor blade to remove hard deposits on your granite counter.

With the proper care, your granite surface will stay new-looking for many years to come. Should you notice a mark on your counter top the chart below has been prepared to assist:

How to remove marks on Granite Countertops		
Marks	Treatment	How to Use
Most Marks	1 cup flour, 1-2 T mild dishwashing soap, create a thick paste by mixing with water	Apply to mark, cover overnight with plastic wrap, in the morning scrape mixture with a wooden utensil and rinse.
Oil Marks	1 cup flour, 1-2 T mild hydrogen peroxide, form a thick paste by mixing with water	Apply to mark, cover overnight with plastic wrap, in the morning scrape mixture with wooden utensil and rinse.
Organic Marks	Combine 12 percent hydrogen peroxide with 2-3 drops of ammonia	This should help to remove marks like coffee and tea.
Ink on dark granite	Lacquer thinner or acetone	Apply to mark.
Ink on light granite	Hydrogen peroxide	Apply to mark.
Wine	Make a mixture of molding plaster and bleach until it becomes a paste	Apply to mark for 30 minutes, remove and rinse.

If you feel your countertops are in need of service, please e-mail our dedicated Customer Care Team at service@crsremodeling.ca or Call 1-877-648-7997.

Service hours are between 10am and 4pm, Monday to Friday. After hour or weekend appointments are available, however, a dispatch fee of \$80, plus applicable taxes will be applied.

SERVICE POLICY & PROCEDURES

1. All requests for service must be approved by CRS prior to dispatching, in order for us to allocate sufficient time to deliver effective service, combined with the correct level of expertise and tools needed within one trip. A payment of \$180.80 (\$160 min 2hrs charge + 20.80 HST) will be required prior to dispatching. Upon inspection, CRS will determine warrantable items and credit accordingly.
2. Customers are required to e-mail digital pictures of all warranty claims, 72 hours prior to dispatching of service. Any work not otherwise covered by warranty, or involving repeat visits due to a Customer failing to provide accurate details of the work required, will be billable at \$80 per hour, per person, plus travel.
3. Customers are required to reserve a full day to allow sufficient time for a service technician to arrive on site, assess and remedy items listed on the work-order. Any delays to gain access to the home or work space will be billable at \$80 per hour, per person.
1. A principal homeowner must be on-site to make sure all concerns are addressed properly, and will be responsible to sign off that the work has been inspected and is considered complete. Any return trips due to a Customer failing to inspect or report concerns, prior to the service technician leaving the site, will be billable at \$80 per hour, plus travel.
2. CRS reserves the right to leave a project site, without notice, if a Customer's behavior is rude, offensive, insulting or considered to be unprofessional. Any delays or return trips will be billable at a rate of \$80 per hour, per person, plus travel.
3. CRS reserves the right to take pictures and video footage during the delivery of service to validate warranty coverage. If at the time of service, or after reviewing images, CRS determines that work performed was not covered under warranty, the service visit will be billable at \$80 per hour, per person, plus travel.

CRS does not warranty products or services that have not been paid in full. Any service not covered under warranty must be paid in advance prior to dispatching