

## 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](http://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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