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# **Durasein® Solid Surface Countertops & 100% Acrylic Sinks**

## **Owner Care & Maintenance Guide**

### **Quick Start - Everyday Habits**

- Wipe with warm soapy water or an ammonia-based all-purpose cleaner; dry with a soft microfiber cloth.
- Use trivets and hot pads under hot cookware and heat-producing appliances.
- Always use a cutting board; never cut directly on the surface.
- In sinks, run cold water when pouring boiling liquids to minimize thermal shock.
- After each use, rinse and towel-dry sinks to prevent water spots.

### **Durasein® Countertops - Detailed Care**

Routine cleaning: Use soapy water or ammonia-based cleaners and wipe with microfiber. Avoid window/glass cleaners, which can leave a film.

Spots & stains: Start with a multi-surface cleaner. For stubborn marks, you may use a bleach or bleach-based cleanser or non-abrasive cleanser. Rinse thoroughly. On semi-gloss or gloss finishes, limit abrasives to avoid dulling.

Heat: Solid surface is heat-resistant, but extreme/prolonged heat can damage it. Always protect from hot pots and appliances with a trivet (not a towel).

Scratches & refresh: Light scuffs can often be buffed: gently rub the area in small circles with a green Scotch-Brite pad, then use a white light-duty pad with a non-abrasive cleanser. Finish with a solid-surface countertop cleaner to restore gloss. For deep damage, contact us.

Chemicals: Do not allow harsh chemicals (strong acids/bases, paint thinner, mineral spirits, acetone/nail-polish remover, hair dyes) to sit on the surface. If contact occurs, wash and rinse immediately.

### **Sinks - Know Your Material**

#### **Durasein® Solid Surface Sinks**

- Clean with soapy water or an ammonia-based cleaner; use a soft sponge or microfiber.
- For lingering stains, use a non-abrasive cleaner made for solid surface (e.g., Soft Scrub non-abrasive); rinse and dry.
- To sanitize or deep-clean: fill the basin with a diluted bleach solution for about 15 minutes; then wash with soap and water, rinse and dry.

- Avoid abrasive cleaning products and scouring pads. Do not place hot pots/pans directly in the sink.
- Run cold water while draining boiling liquids to minimize thermal shock.
- Minor scratches: buff using a maroon Scotch-Brite 7447 pad in small circles, then a white light-duty pad with a non-abrasive cleanser. Finish with a cleaner designed for solid surface counters.

### 100% Acrylic (Non-Solid Surface) Sinks

- For satin-finish acrylic bowls, routine cleaning may use a 3M Scotch-Brite pad with a powder cleanser (Comet, Ajax); rinse thoroughly.
- Liquid dish detergents also work well. Be careful with drain cleaners — make sure they go down the waste outlet and do not sit in the bowl.
- Avoid extended contact with very hot cookware; when placing hot pots in the sink, let them cool slightly or run cool water.
- Minor scratches can often be blended with progressive sanding (100-150 grit to fine) then Scotch-Brite; finish by cleaning.

### Do / Don't at a Glance

DO	DON'T
<ul style="list-style-type: none"> <li>• Use soapy or ammonia-based cleaners; rinse and dry.</li> <li>• Use trivets under hot cookware and heat-producing appliances.</li> <li>• Use cutting boards for food prep.</li> <li>• Occasionally disinfect Durasein® sinks with a brief diluted-bleach soak.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not set hot pots or hair tools directly on the surface; do not pour boiling water without running cold water.</li> <li>• Do not use window/glass cleaners — they can leave a waxy film.</li> <li>• Do not let harsh chemicals sit on tops or in sinks; rinse immediately if contact occurs.</li> <li>• Durasein® sinks: avoid abrasive cleaners and pads. 100% acrylic sinks: abrasives are acceptable for satin finishes (see notes).</li> </ul>

### Troubleshooting - Quick Fixes

Issue	Likely Cause	What to Do
Cloudy or splotchy look	Window cleaner residue	Re-clean with warm soapy water and microfiber; add pressure as needed.

Coffee/tea/wine stain in sink	Stain sat too long	Durasein® sink: use a non-abrasive solid-surface cleaner; rinse & dry. Persistent? 15-minute diluted-bleach soak, then wash & rinse.
Fine scuffs on counter	Normal use (darker/gloss show more)	Buff with green pad then white pad + non-abrasive cleanser; finish with solid-surface cleaner.
Fine scuffs in Durasein® sink	Normal use	Buff with maroon 7447 pad then white pad + non-abrasive cleanser; finish with a solid-surface cleaner.
Water spots	Mineral deposits drying on surface	Rinse and towel-dry after use; for residual spots, clean and dry.

## FAQs (Durasein®)

What is Durasein made of?

Approximately two-thirds alumina trihydrate (from bauxite) and one-third high-performance 100% acrylic resin and pigments—dense and renewably refinishable.

Is it non-porous and hygienic?

Yes. Solid surface is non-porous, food-safe, and resistant to bacterial/mold growth when properly cleaned.

Do I need to seal it?

No. Unlike natural stone, solid surface is non-porous and does not require periodic sealing.

How does it handle heat, stains, and scratches?

It is resistant with proper use, and the surface is renewable - many marks can be professionally refinished.

What's the warranty?

Durasein offers a 10-Year Limited Warranty against manufacturing defects when products are fabricated and installed per guidelines.

Questions or service? Call 920-495-2271 and we will be glad to help.

Always follow the cleaner's label directions and test in an inconspicuous spot first. Avoid harsh chemicals. For the latest guidance, refer to Durasein official Care & Warranty Guides.