

# F & M Concrete Castings



## Owner's Guide

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## CARE AND MAINTENANCE

Thank you for purchasing our concrete countertops. In doing so, you did not choose what everyone else has, you have had us make a product unique only to you.

### Sealer

F & M Concrete Castings' concrete products are sealed with a water-based chemical hardener that bonds with the concrete and is very environmentally friendly. Simple maintenance is all that is required.

### Cleaning

Maintenance and cleaning couldn't be easier. Damp cloths, mild detergents and other water-based cleansers with neutral pH are all that are needed. Examples are Clorox Wipes, 409, Fantastik, Windex. Avoid acidic cleaners and straight bleach. Abrasive cleansers or scrubbers should be not be used. These include Comet, Brillo pads and 3M scrubbing pads, and all similar products.

### Scratching

Do not cut directly on the countertops; use cutting boards. Knives will pierce the sealer, rendering the counters more susceptible to staining. Additionally the concrete will severely dull the knife's cutting edge. Scratches in the sealer could occur if heavy, rough or sharp objects are dragged across the countertop surface. Repairs for scratches and chips can be made at the cost of the costumer.

### Staining

Clients should use normal care with respect to water, oil, acids, and food. Spills should be wiped up as soon as possible, especially for acidic or highly staining agents such as lemon juice, balsamic vinegar and mustard. Staining/discoloration can occur if staining agents are left on for an extended period of time. If staining occurs, common household bleach on a paper towel will remove it.

### Heat

As with almost all types of countertop surfaces, you should use trivets and coasters. Concrete can microcrack if exposed to high heat, and the sealer is not elastic enough to "absorb" these microcracks. The sealer coating is heat resistant to 400 degrees, anything at or above this temperature is prone to sealer scorching. If this happens, repairs can be made. Any object including but not limited to frying pan lids, crockpot lids, containers or mugs housing hot liquids subject to heat 150 degrees or over placed directly on sealer surface for a prolonged period may cause sealer to lift leaving a cloudy appearance in the finish. Depending on the severity of this cloudy appearance, repairs may not be possible. Always use trivets and coasters for hot objects.

### Hairline Cracks

Non-structural hairline cracks are possible and are considered an inherent part of the product, not a manufacturing defect. Hairline cracks can occur at any time during the life of the countertop, but are usually not a common occurrence. Hairline cracks are defined as cracks, generally smaller than 1/2 mm in width that do not threaten the integrity or stability of the slab nor prevent the continued and normal use of the countertop.

### Chips

While durable, both concrete and natural stone are "brittle" materials, as opposed to "elastic" materials. Sharp edges are more susceptible to chipping than rounded edges. Use care with pots and pans around edges.

**If chips occur, consult F & M Concrete Castings for repairs.**

## SUPPORT

We will give technical advice and assistance for the lifetime of our products. We stand behind our products to provide a surface that will withstand normal countertop usage.

Feel free to contact F & M Concrete Casting any time. Call Frank or Marie directly at 607-988-9435 or email at [frank@fmcastings.com](mailto:frank@fmcastings.com)

## WARRANTY

**One-Year Structural Warranty** - During the first year after installation, F & M Concrete Castings at its sole option, shall repair or replace product if it fails to maintain functional structural integrity for the intended purpose of the product solely due to a manufacturing defect. This applies only to F & M Concrete Castings' products that have been handled, fabricated, installed and maintained in the manner recommended by F & M Concrete Castings. Hairline cracks, surface scratches and cloudy patches due to sealer lift or sealer scorching are not included as part of this warranty. F & M Concrete Castings shall have sole and final right to determine whether a warranty claim is valid. All repairs outlined in the Care and Maintenance Section of this warranty will be at the cost of the customer named below.