



Warranty and Care Guide



Thank you for choosing Natural Stone Surfaces

Since 2001, we have built a reputation as a trusted industry expert in stone fabrication, delivering premium worktops to homes and projects across the UK. From our humble roots in Chapel-en-le-Frith, our large-scale operations are now supported by five strategically located distribution centres across the UK, allowing us to supply and install stone surfaces nationwide.

We understand what an important investment your work surfaces are, so inside this pack, you'll find QR codes to help you register your warranty (where applicable), along with links to care and maintenance guides provided by the material suppliers to help you keep your surfaces in excellent condition. Please ensure you select the correct link when scanning. If you're unsure, the retailer from whom you purchased your work surfaces will be happy to assist.

Please note that not all materials require warranty registration or have their own dedicated care and maintenance guides. If this applies to your purchase, please refer to our "Other Brands Guide" on page 4.

Whether you've purchased work surfaces on their own or as part of a new kitchen, we truly hope you enjoy them for many years to come.


For more information visit [naturalstonesurfaces.co.uk](https://www.naturalstonesurfaces.co.uk)



Please note: all advice over care and maintenance is via third party and accurate as of April 2026. Natural Stone Group will not take liability for any information given by supplier links. Any new information provided on these links has been updated directly by the material supplier.



Useful QR Codes

Your worktops are covered for up to 25 years. Please use the below QR codes to register your material warranty.



Care guide Warranty




 

Care guide Warranty







Care guide




 



Care guide Warranty




 


Care guide Warranty




 



Care guide Warranty






Care guide




 



Care guide Warranty





Care guide



Care guide Warranty

Information for all other brands



Quartz

For daily care of your surface, wipe with a soft, damp cloth using either a dilute, mild soapy solution (such as washing-up liquid) or a specialist granite and marble cleaner such as Method, Dry-Treat Rejuvenata Countertop Cleaner, or Lithofin Easy-Clean. Rinse and wring out the cloth, then wipe over the surface again to remove any traces of soap. Finally, buff with a clean, dry microfibre cloth. Always ensure your cloth is clean. Never use highly abrasive cloths or scouring pads (however, soft white scourers can be used gently to help remove stubborn stains).

It is always advisable to remove spills as soon as possible by blotting with kitchen towel and then cleaning the surface as described above. The longer a spill is left on the surface, the greater the risk of it penetrating.

Avoid using highly aggressive cleaning agents such as oven or grill cleaners, as well as dishwasher polishing agents with high acidic or alkaline levels. Also avoid abrasive scrubs and cleaners containing either soft or hard abrasive particles, and products that contain xylene, toluene, potassium hydroxide, or caustic soda.



Porcelain / Ceramic / Sintered

Ceramic and sintered surfaces are among the most hardwearing of all stone options when it comes to resistance to staining, acid etching, and scratching in a home environment. Any acidic substances (lemons, limes, vinegars, or wines) should be cleaned up immediately. Please also be mindful of acidic-scented cleaners, i.e. lemon-scented washing-up liquid.

Always refer to the manufacturer's guidelines for advice on which cleaning products can be used for specific stains; however, under normal daily use, your surfaces should not stain.

For daily care, wipe the surface with a soft, damp cloth and a dilute, mild soapy solution (such as washing-up liquid) or standard cleaning products. Rinse and wring out the cloth, then wipe the surface again to remove any residue. Finally, buff with a clean, dry microfibre cloth. Always ensure your cloth is clean.



Natural Stone

Natural stone is porous and will absorb substances if left untreated. We treat all natural stone with Lithofin MN Stain Stop at the point of installation and provide a Lithofin care kit, which includes additional Lithofin MN Stain Stop. A second application must be applied by the customer, following the manufacturer's instructions, once the worktops are completely dry. This will penetrate the surface, creating an extremely thin, invisible film that helps protect against most staining.

However, staining can still occur due to acid etching. Any acidic substances (lemons, limes, vinegars or wines) must be cleaned from the surface immediately. Please also be mindful of acidic-scented cleaners, such as lemon-scented washing-up liquids and similar products.

Heavily used surfaces, such as kitchen worktops and vanity tops, should be resealed once a year.

For daily care of your surface, wipe with a clean, damp, soft cloth using either a dilute, mild soapy solution (such as washing-up liquid) or a specialist granite and marble cleaner such as Method, Dry-Treat Rejuvenata Countertop Cleaner, or Lithofin Easy-Clean. Then buff with a clean, dry microfibre cloth. Always ensure your cloth is clean. Never use abrasive cloths or scouring pads. Do not use bleach or harsh cleaners.

Darker and/or plainer granites can be susceptible to oil build-up from washing-up liquid, so using a specialist cleaner, as listed above, is recommended.

