



- Engineered Stone
- Sintered Stone
- Natural Stone

A COMPLETE GUIDE

Care & Maintenance

Engineered Stone

Engineered stone is renowned for its durability and ease of maintenance. It does not require sealing, and with simple routine cleaning, your surface will retain its beauty and performance for years to come.

Everyday Cleaning

- Regular gentle cleaning will help preserve the surface's colour and shine for years to come.
- For day-to-day cleaning, wipe the surface using warm water and a mild detergent or gentle soapy solution.
- Use a soft cloth or non-abrasive sponge to remove everyday marks and spills.
- Once cleaned, rinse with clean water and dry thoroughly using a paper towel or soft cloth to maintain a streak-free appearance.

Stains & Stubborn Marks

- Regular household stains – easily remove using a non-abrasive cleaner and a damp cloth.
- Older or stubborn marks – allow the cleaner to sit on the affected area for a few minutes before gently wiping clean.
- Promptly clean spills such as coffee, wine, oils and sauces.
- Avoid using harsh scouring pads, steel wool, or abrasive cleaning products, as these may dull the surface finish over time.



Scratches

- Highly scratch resistant and suitable for busy everyday kitchens.
- Performs exceptionally well for regular food preparation and daily use.
- Although highly durable, engineered stone is not completely scratch proof.
- Always use a chopping board to protect both your worktop and kitchen knives.
- Avoid dragging heavy, rough, or sharp objects directly across the surface to help preserve its finish.



Heat

- Engineered stone is heat resistant, but not heat proof and may be damaged or discoloured by excessive heat or sudden temperature changes.
- Always place hot pans, trays, slow cookers and heated appliances on a trivet or heat pad.
- Never place hot items directly onto the worktop to help maintain its finish and long-term durability.



Substances to Avoid

- Avoid using harsh chemicals, solvent-based cleaners or highly abrasive products.
- Do not use oven cleaners, paint strippers or high-alkaline cleaning products, as they may damage the surface or cause discolouration.
- Avoid products containing abrasive powders, waxes or oily additives, as they can leave residue if not rinsed thoroughly.
- Use gentle, non-abrasive cleaning products specifically designed for engineered stone surfaces.
- Always rinse the surface with clean water after using any cleaning product and wipe dry with a soft cloth.

Sintered Stone

Sintered stone is created using advanced engineering that replicates the natural stone formation process. The result is an ultra-compact surface with exceptional strength, durability and minimal maintenance that does not require sealing.



Everyday Cleaning

- Regular gentle cleaning will help preserve the surface's colour and shine for years to come.

For day-to-day cleaning, wipe the surface using warm water and a mild detergent or

- gentle soapy solution.

Use a soft cloth or non-abrasive sponge to

- remove everyday marks and spills.

Once cleaned, rinse with clean water and dry thoroughly using a paper towel or soft cloth to maintain a streak-free appearance.

Stains & Stubborn Marks

- Regular household stains - easily remove using a non-abrasive cleaner and a damp cloth.
- Older or stubborn marks - allow the cleaner to sit on the affected area for a few minutes before gently wiping clean.
- Promptly clean spills such as coffee, wine, oils and sauces.
- Avoid using harsh scouring pads, steel wool, or abrasive cleaning products, as these may dull the surface finish over time.

Scratches

- Highly resistant to scratches and everyday wear, making it ideal for busy kitchens and high-use areas.
- Although exceptionally durable, sintered stone is not completely scratch proof.
- Always use a chopping board when preparing food to protect both the surface and your kitchen knives.
- Avoid dragging sharp, rough or heavy objects directly across the worktop.

Heat

- Exceptional heat resistance, making it ideal for demanding kitchen environments.
- Designed to tolerate temperatures of up to 220°C during normal use.
- Although highly heat resistant, sintered stone is not completely heat proof.
- Always use trivets or heat pads beneath hot pans, trays and heated appliances.
- Avoid placing extremely hot cookware directly onto the worktop to help preserve its finish and longevity.

Substances to Avoid

- Avoid using abrasive pads, steel wool or harsh industrial cleaning chemicals.
- Never use cleaning products containing hydrofluoric acid, as they may damage the surface.
- Although highly resistant to stains and most household chemicals, gentle, non-abrasive cleaners are recommended.
- Wipe the surface with a soft cloth and rinse with clean water after cleaning to help maintain its original finish.



Natural Stone

Natural stone requires appropriate care to preserve its beauty. The majority of TERRA slabs are supplied pre-sealed, and we recommend resealing every two years. As care requirements vary by stone type, you will receive specific maintenance guidance for your chosen material at the time of purchase.

Everyday Cleaning

- Clean regularly using warm water and a pH-neutral cleaner or mild soap with a soft cloth or sponge.
- Avoid harsh chemicals and abrasive cleaning products.
- Dry the surface thoroughly after cleaning to help prevent water marks, streaks and mineral residue.
- For natural material, slight variations in tone and character may develop over time with everyday use and exposure to natural light, enhancing the unique beauty of the stone.

Stains & Stubborn Marks

- Natural stones can be more porous than engineered stones. Wipe up spills as soon as possible to reduce the risk of staining.
- Use a specialist stone-safe cleaner for stubborn or dried marks.
- Avoid harsh scrubbing and aggressive chemical cleaners, particularly on polished surfaces.
- Regular resealing, where recommended, will help maintain the stone's stain resistance and protection.



Scratches

- Depending on the stone type and finish, natural stone surfaces may be susceptible to scratching.
- Always use a chopping board when preparing food.
- Avoid dragging cookware, ceramics or metal objects directly across the surface.
- Taking these simple precautions will help minimise wear and preserve the natural finish over time.



Heat

- Formed under extreme heat and pressure within the earth, making it naturally resistant to high temperatures and well suited to kitchens, fireplaces and outdoor living areas.
- Marble, quartzite and travertine perform exceptionally well in environments exposed to heat.
- Although highly heat resistant, sudden temperature changes or prolonged direct heat exposure may affect the stone or its protective sealant.
- Always use trivets or heat pads beneath hot pans, trays and heated appliances.

Substances to Avoid

- Avoid acidic substances such as lemon juice, vinegar and wine, particularly on marble, limestone and other calcium-based stones.
- Do not use bleach, abrasive cleaners or strong alkaline cleaning products.
- These substances may cause etching, dull patches or damage to the stone surface.
- Always use cleaning products specifically designed for natural stone to help protect the finish and maintain its appearance.



Baking can get messy.
Cleaning up doesn't have to be.

Our specialist worktop care kit is designed for engineered and sintered stone surfaces, making everyday cleaning quick, simple and effective. Contact our team to place an order for the cleaning kit.

