

## **ENCORE by Bushboard**

### **Care & Maintenance**

Thank you for choosing our Encore solid surfaced worktop. We're sure it will give you years of pleasure with its sophisticated looks and high performance characteristics. Encore is all about easy maintenance, not high maintenance. On installation, your Encore worksurface will have a lovely semi-matt finish or a higher sheen depending on whether you requested extra polishing to further enhance its appearance. Whichever you chose, maintaining those beautiful good looks requires only a simple cleaning routine. Be kind to your worksurface Encore is made from compression moulded reinforced acrylic which makes it extremely tough when it comes to stain, impact and wear resistance. But as with any worksurface, treat it with a little love.

SHARP - don't chop directly onto the worksurface.

HOT - protect it when placing hot pans or hot items from the oven.

DROP – avoid dropping heavy objects onto it.

STAIN – wipe up any spills immediately.

CLEAN – wash and buff up with Countertop Magic daily in the first week after installation, and weekly thereafter.

### **General cleaning**

On a day to day basis, wipe your worksurface down with your favourite mild detergent and water. Then rinse with warm water and buff gently dry.

### **Daily cleaning**

On a day to day basis, wipe your worksurface down with your favourite mild detergent and water. Then rinse with warm water and buff gently dry.

### **Weekly polish**

Once a week, we recommend that you also give your Encore worksurface a little touch of TLC. This will maintain its original lustre and keep it looking gorgeous...just like you would polish a car. We recommend you use Countertop Magic for this, along with some special cloths which are readily available in our Care & Maintenance Kit.

Step 1: clean and dry your worksurface as usual.

Step 2: apply a thin, even coating of Countertop Magic to your worksurface using a white cloth.

Step 3: work in the polish fully.

Step 4: buff the worksurface up to an even finish using a Microtex cloth.

### **Care & Maintenance products**

We have a range of products designed to help you keep your Encore worksurface in pristine condition.

All of the products listed below are included in our standard Care & Maintenance Kit:

Countertop Magic polish in a 355ml handy pump spray

White cloths for applying polish – 6 in each kit

Microtex wipes for final finishing

Scotchbrite superfine sponge for stubborn or light scuffs

You can purchase these from John Porter Worktops [www.worktops.uk.com](http://www.worktops.uk.com) 01825 766512

## **Repairs**

Remember, one of the benefits of your Encore worksurface is that it is repairable allowing minor scuffs and scratches to be removed.

### **Removing a stain**

Spills onto the worksurface should ideally be wiped off promptly with a warm, damp cloth. Should a stain occur, then we recommend the following steps to remove it. These are progressively more intense depending on the nature of the stain you need to treat.

Step 1: use your normal cleaning routine with detergent and water.

Step 2: try a detergent powder mixed in warm water.

Step 3: try 50:50 mixed solution of domestic bleach and water (please use gloves).

Step 4: try a non-abrasive cream cleaner, applied using a non-abrasive nylon pad.

Step 5: try an abrasive cream cleaner, applied using a nylon pad.\*

Step 6: rub the stain in a circular action with the Scotchbrite pad soaked in warm, soapy water.\*

If your stain persists (e.g. if it was caused by a solvent based ink) then this can only be removed using an appropriate solvent cleaner. In such cases, we recommend that you seek professional help from your installer.

\* Please note that steps 5 & 6 can alter the original finish of your worksurface and you may need to refinish it with Countertop Magic polish.

### **Dealing with scuffs & scratches**

Your Encore worksurface is designed to cope with the daily wear and tear of kitchen use (e.g. utensils and crockery being slid across the surface). As with any worksurface, we recommend you take the usual, sensible measures of using a chopping board and protecting the surface from hot items by using a heat protective mat.

#### **Minor scratches and scuffs can be treated as follows:**

Step 1: using a warm damp cloth, clean the worksurface and wipe dry.

Step 2: rub the affected area using the Scotchbrite sponge. Apply light pressure in a circular, overlapping motion. It's also advisable to blend in the newly finished area by extending further outwards over the worksurface. Your Scotchbrite sponge can be re-used, so wash and rinse after use.

Step 3: repeat step 1 to clean the worksurface and wipe dry.

Step 4: apply a moderate coating of Countertop Magic to your worksurface using a white cloth.

Step 5: work in the polish fully.

Step 6: buff the worksurface up to a lustrous shine using a Microtex cloth.

Remember, one of the benefits of your Encore worksurface is that it is repairable allowing minor scuffs and scratches to be removed as described above. If you have a deeper scratch, don't despair. Contact your original installer or a professional tradesman who will assess the damage and carry out repairs by refinishing or using our colour-matched Repair Kit.

John Porter Worktops [www.worktops.uk.com](http://www.worktops.uk.com) 01825 766512