



Frequently asked Questions & Answers

Technical

- Q: What is Solid Surface?
A: Solid Surface is a homogeneous mineral based solid surfacing material with natural mineral fillers and high grade engineered resins.
- Q: How can I get training on product selling and or installation?
A: Training at your premises. Costs will vary dependant on location and degree of training required. Please use the enquiry form to get in touch.
- Q: Is it possible to get a high gloss surface?
A: All Solid Surface materials can be brought up to a high gloss level with additional polishing, however, we do not recommend it. High gloss surface are not practical as they require higher and more frequent maintenance.
- Q: How is the jointing adhesive applied?
A: This varies from different manufacturers. The most common method is to use a 50ml cartridge system. This requires the use of an "dispensing" gun.
- Q: What is the shelf life for the adhesive?
A: 12 months from date of filling providing that the adhesive has been correctly stored in a dry and cool location below 15 degrees C. Once a cartridge has been opened and or used will have a much shorter shelf life and is no longer under warranty for its shelf life.

Aftercare

- Q: Can I place hot objects on the surface?
A: This is not recommended with any worksurfaces including Solid Surface. Please use a Trivet or worktop saver. Please note that we would define the phrase "HOT" as – "anything which cannot be handled safely with your bare hands".
- Q: Will an overhanging pan or wok cause any problems?
A: When cooking, be careful not to overhang pans as the heat deflected from underside of the pan can damage the surrounding surfaces.
- Q: Can I cut on the surface?
A: This is not recommended as it will mark the tops and blunt your knife.
- Q: How do I look after my Minerelle™ worktops on day to day basis?
A: We recommend the use of Minerelle™ Finishing Spray. This is a spray-on product and will provide surface protection and a level of lustre.
- Q: Where can I purchase the Minerelle™ Finishing Spray cleaning product?
A: Minerelle™ Finishing Spray and other care and maintenance goods can be purchased directly – please use enquiry form on www.minerelle.co.uk