

**BB** encore

# care & maintenance

Thank you for choosing our Encore solid surface worktop. We're sure it will give you many years of pleasure with its sophisticated looks and high performance characteristics.

Encore is designed to cope with the wear and tear of everyday living. On installation, your Encore worksurface will have a lovely semi-matt finish; maintaining this finish in even the busiest kitchen is simple with our Care & Maintenance Kit.

## Be kind to your worksurface

Encore is made from compression moulded reinforced acrylic which makes it extremely tough when it comes to impact, stain and wear resistance. But as with any worksurface treat it with a little love.

SHARP – don't chop directly onto the surface.

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 with mild detergent and buff up with a dry cloth.



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BUSHBOARD

# general cleaning

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## Daily cleaning

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## Weekly polish

Once a week, we recommend that you give your Encore worksurface a little touch of TLC. This will maintain its original lustre and keep it looking gorgeous.....just like you polish your car really. We recommend you use Bushboard's Professional Worktop Polish for this, along with some special cloths available in our Care & Maintenance Kit.

Step 1: clean and dry your worksurface as usual.

Step 2: shake the bottle well and spray evenly onto the surfaces, upstands and splashbacks ensuring sufficient coverage.

Step 3: using a soft, clean, dry, cotton cloth, evenly coat the entire surface area and edges with a circular motion.

Step 4: allow the surface to rest for 10 minutes. Do not wipe off any excess.

Step 5: using a fresh clean dry cotton cloth, wipe away the excess.

Step 6: finally buff the surface using a soft cotton or microfibre cloth.

The first application will require two generous coats: allowing the surfaces to rest for ten minutes between each coat.

## 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.

**Bushboard Professional Worktop Polish in a handy pump spray.**

**White cloths: for applying the polish**

**Microfibre cloth: for final finishing**

**Scotchbrite sponges: for dealing with stubborn marks, scuffs or scratches.**

The kit is available from your retailer or direct from us by contacting our Customer Service Team on tel: 01933 232 242 or email: [samples@bushboard.co.uk](mailto:samples@bushboard.co.uk).

# repairs

Remember, one of the benefits of your Encore surface is that it is repairable; allowing scuffs and scratches to be removed with our care and maintenance kit.

## Removing a stain

Unlike natural stone or granite, Encore material is non porous. However any spills on the worksurface should be wiped away promptly with warm water and a soft 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; however Encore is extremely durable and designed for it!

Step 1: use your normal cleaning routine with mild detergent and warm water on a soft cloth.

Step 2: use a detergent washing powder dissolved in warm water and a soft cloth.

Step 3: use a mildly abrasive cleaner such as Cif cream on a soft cloth.\*

Step 4: use an abrasive cleaner such as Bar Keeper's Friend on a soft cloth.\*

Step 5: rub the stained area in circular motion with the Scotchbrite sponge from the Care & Maintenance Kit soaked in warm soapy water. It is advisable to blend the newly finished area by extending further outwards over the worksurface.\*

If the stain persists please contact our Customer Service Team with the details of the stain for further advice.

\* Please note steps 3, 4 & 5 may alter the original finish of your worksurface and you may need to reapply two generous coats of our Professional Worktop Polish in the area.

## Dealing with scuffs & scratches

Your Encore worksurface is designed to cope with the daily wear and tear of a busy kitchen. However crockery and utensils may occasionally cause scratches that will be more obvious on darker colours such as Anthracite or the plainer sparkle colours than on paler finishes such as Calico. A key advantage of Encore is that minor scratches can easily be removed using the Scotchbrite sponge from our Care and Maintenance Kit.

As with any worksurfaces we recommend you take the usual, sensible measures of using chopping boards and protecting the surface from hot pans by using a heat protective pad.

Scratches or scuffs can be treated as follows:

Step 1: rub the affected area with the Scotchbrite sponge from your Care and Maintenance Kit. Apply light pressure in a circular overlapping motion. It is advisable to blend the newly finished area by extending further outwards over the worksurface.

Step 2: using a warm damp cloth, clean the area and wipe dry.

Step 3: using the Scotchbrite sponge will alter the original finish of your worksurface and you will finally need to reapply two generous coats of our Professional Worktop Polish.

If you have a deeper scratch, don't despair. Contact your original installer who can assess the damage and refinish the surface to its original finish. Remember one of the benefits of your Encore worksurface is that it is repairable.

For technical support on Bushboard products, please  
contact the Customer Service Team on:  
tel: 01933 232 242  
fax: 01933 232 286  
email: [samples@bushboard.co.uk](mailto:samples@bushboard.co.uk)  
or log onto [www.bushboard.co.uk](http://www.bushboard.co.uk)

