



CARE & MAINTENANCE

Care & Maintenance

Sentio Care Options

When caring for Sentio Renewable Surface, in most cases Simple Clean and Deep Clean will be the only methods you need to use. Always start with the easiest cleaning solution first (eg Simple Clean).

Sentio Prevention Tips

As with anything, prevention is better than cure. With Sentio you can take comfort in knowing that should your benchtop surface be accidentally damaged, all but the most severe damage is repairable on site.

Your Colour of Sentio

Although Sentio Renewable Surface is a material with unique properties, it has similar attributes to other materials when it comes to dark colours. As with most materials, dark, heavily pigmented colours of Sentio are more sensitive and tend to show wear and tear more easily. Light scratching is considered normal wear and tear. If you've chosen a dark colour, please read the tips for preventing cuts and scratches carefully.

| | DESCRIPTION | BEST PREVENTION TIP |
|--|--|---|
| Preventing Cuts & Scratches | Treat your Sentio Renewable Surface surface as you would a fine timber. To avoid unnecessary marks Sentio should not be used as a cutting surface. | Always use a separate cutting board. Avoid sliding items across the surface particularly on dark colours (eg oven trays, cookware, etc) |
| Preventing Excessive Heat Damage | Although Sentio resists high temperatures, hot pans and heat emitting appliances (eg electric frying pans) should not be placed directly on a Sentio surface. Heat damage is not covered by your warranty. | Always use a heat pad or trivet (with rubber feet) for hot cookware or leave cookware to cool first. Never put hot pans, in particular cast iron pots or hot casserole dishes directly on a Sentio solid benchtop. Such heat can damage any surface. |
| Preventing Other Damage | Be aware of what your Sentio surface has been exposed to. Harsh chemicals may damage the surface (eg paint removers, oven cleaners, etc) | Flush harsh chemicals with plenty of water immediately. Use non-acetone based nail polish removers to remove most types of nail polish. |
| Preventing Excessive Heat Build-up/ Reflection | Modern appliances reach higher temperatures quicker and often hold heat longer. In addition, certain cooking methods may cause heat to reflect onto your benchtop leading to heat build-up that may damage your surface. | <p>Always use the correct size pan for the burner. Place it centrally. A pan that protrudes over the Sentio itself will result in heat being reflected onto the Sentio Renewable Surface, possibly leading to unnecessary heat damage. This is particularly important for gas cooktops containing a wok burner. Remember, a wok burner is designed for a wok, not flatbottomed saucepans.</p> <p>Do not use two burners as one (eg for a large flat-bottomed cast iron pan) as it has the same effect.</p> <p>To reduce heat, turn the burner down instead of pulling the utensil partially off the heat source.</p> <p>Please follow these guidelines, as damage caused by excessive heat is not covered by your warranty.</p> |

Simple Clean

Day-to-day cleaning

By nature Sentio Solid Benchtops is easy to clean, easy to care for and easy to live with. As a general rule, when caring for Sentio always start with a Simple Clean. Avoid using abrasive scouring pads for routine cleaning.

Managing day-to-day food spills

After food preparation and cooking simply wipe your Sentio surface with a damp sponge or cloth. Thanks to the non-porosity of Sentio, this will hygienically clean your Sentio Renewable Surface.

Most dirt & grime

Use soapy water or an ammonia-based cleanser (e.g. Spray n' Wipe) along with a damp sponge or cloth. Rinse clean.

Water marks

Wipe your surface with a damp sponge or cloth and towel dry. Hard water leaves visible water marks on Sentio, just as on glassware, which is why it should be wiped dry with a soft cloth. If marks persist, try the method outlined under Deep Clean – Stubborn Stains.



Deep Clean

Stubborn stains

For more stubborn stains you will need to occasionally give your Sentio Renewable Surface a more thorough clean and refresh using a mild abrasive cleanser like Gumption®* paste cleanser, Jif Cream cleanser or Ajax cream or powder cleanser. Firmly wipe your Sentio surface with a damp sponge or cloth and a mild abrasive cleanser using a wide circular motion. Always finish by rinsing and wiping your surface with a damp cloth or sponge. The Vileda® range of cloths and non-scratch scourers are recommended by both Sentio and Teflon®.

Light marks & scuffs

Most light marks and scuffs may be removed by wiping your surface firmly with a damp sponge or cloth and a mild abrasive cleanser. However, if this technique fails to work, please contact our Customer Service Centre to personally discuss other care alternatives.