

**Installation, Care and Maintenance Manual**  
Warranty Registration Document



**NB THIS LEAFLET MUST BE LEFT WITH THE CONSUMER AFTER INSTALLATION;  
GUARANTEE AND IMPORTANT MAINTENANCE INFORMATION ENCLOSED.**

All aspects of the installation of maia are also covered in a DVD  
that is available to view on-line at [www.maiaworksurfaces.co.uk](http://www.maiaworksurfaces.co.uk)

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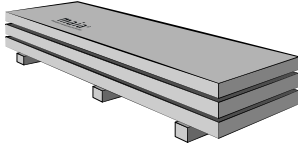
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**About your worktops**

These worktops were developed to make solid surface an easy fit option without the need for specialist templating or tooling. Much of the installation process is the same as for laminate or solid wood worktops – there are a few areas where installing solid surface composite is a little different. By following these instructions we know that competent installers can achieve excellent results.

**Preparation**

- The work surfaces and additional materials must be conditioned for at least 24 hours at room temperature prior to fitting.
- Work surfaces should be stored horizontal and flat in a dry, well ventilated area.



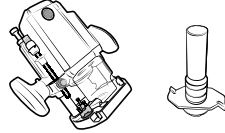
**Must not be stored vertical and on one edge**

- The worksurfaces are supplied with a final matt finish and do not require any further surface finishing apart from areas that require joints and new edging strips.
- All surfaces should be checked for any damage and colour consistency prior to installation. If you are unsure of the colour consistency, sand a small patch of each of the adjoining boards to test this to ensure a satisfactory match before any installation is carried out. Ensure you are in a suitably lit environment, wipe the dust away and use a damp cloth to help get a true colour comparison.

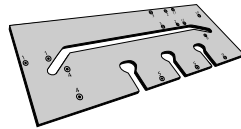
- Darker colours show scratches and marks more easily and should be treated with extra care and attention during and after installation.

**Tooling required**

- 2½ HP, 1850 watt router **plus** 3mm grooving cutter with 13mm depth cut e.g. Titman UG3 groove with UGALR arbor or Trend SP-QUAD/18, BB224 on a 3/30 x ½" Arbor.



- Mason mitre jig with 30mm guide ring and 12mm twin flute tungsten carbide tipped cutter.

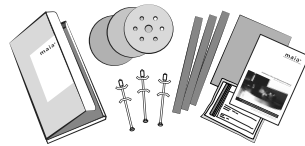


- Random orbital sander for finishing.



- 10mm spanner (a ratchet spanner is ideal but not essential for this).

- Also required:  
**Jointing kit** - 1 kit per joint.

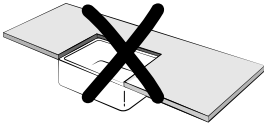


## Installation Guide

This kit is supplied with 2 part acrylic adhesive (10:1 adhesive and activator), 3 tongues, 2 isopropyl alcohol wipes, 3 jointing bolts and sandpapers in the following grades: P120, P240, P320 and red abrasive pad.

### Please note

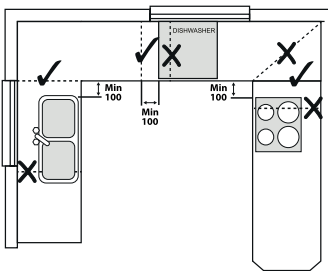
- **We do not recommend the use of Belfast, Butler or under mount products in these worktops (except for the factory fitted undermount sink modules that form part of this product range).**



- **We do not recommend the use of any finishing products to enhance the appearance of these worktops other than those supplied in the Care Kit. The surface is factory finished to a matt finish and we do not recommend that a higher gloss level is attempted.**

- **Only use the sanding grades recommended in this installation guide.**

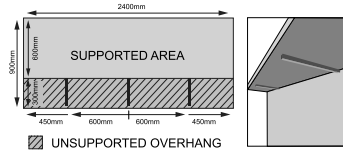
### Planning your layout



- Where a cabinet cannot offer full support, additional bracing must be added to the cabinet to ensure full support of the maia joint at the front and the back. All joints should be supported across at least 3 points.

- Additional support may also be necessary where the cut out for a hob or sink requires the removal of part of the cabinet rail. In this situation the addition of a metal rail is recommended in order to prevent sagging or a potential weakness.

- When using maia as part of a breakfast bar configuration, we advise that an overhang of up to 300mm is permitted, but support is required every 600mm along the length.



- Use of a Boiling Water tap is not recommended with acrylic bowls.

- Avoid pouring boiling water into empty acrylic bowls as this can lead to superficial crazing of the surface. Running cold water at the same time will help to prevent this.

- Remember that the jointing system requires the use of an acrylic tongue – this may dictate the position of some joints in order to allow access to insert the 3mm tongue.

- Angled joints must always be supported by either wall battens or cabinetry.

- No joints should be made above a dish

washer, washing machine, washer dryer or in the area around cut-outs.

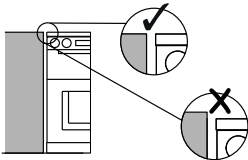
- Joints should be at least 100mm away from all cut-outs and dishwasher installations.
- Plan your cuts to utilise the factory fitted edging wherever possible.

**Slow Cookers**

- As all slow cookers may operate at varying temperatures, we would always advise use of a trivet, chopping board, heat mat etc. to protect the surface from any damage.

**Freestanding Cookers**

- Ensure that the level of the hob does not sit below the worktop as this can cause direct transfer of heat or flame towards the acrylic surface.
- The edges of the appliance should not be in direct contact with the worksurface. In normal circumstances a gap is required around the appliance to enable removal for service. This gap will allow sufficient clearance from the worksurface.



- If the installation incorporates an Aga or other heat storage range, a minimum of 60mm clearance needs to be allowed from the edge of the cooker to the worksurface.

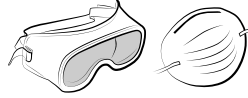
**Hobs**

- Ensure that any installed hob has adequate

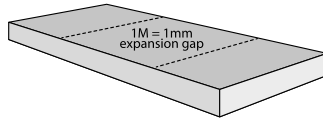
clearance from the surface, use the heat reflective tape supplied with the surface and the hob gasket where supplied, must be fitted. Direct heat contact can result in damage.

**Cutting the Worksurface**

- Eye protection and a dust mask should be worn when cutting.



- Tops may be over-cut, with a saw, by a minimum of 5mm and trimmed back using a router with a 12mm cutter and the straight edge of a jig.
- Always ensure that both sets of the cut are adequately supported. When cutting from the underside of the material, use a soft pad to avoid scratching.
- If you are cutting using a hand held skill/circular saw then cut face up. Cut edge should always be clean cut with the router.
- **Please note** that an expansion gap of 1mm per metre of worksurface is required when fitting the product between two walls.

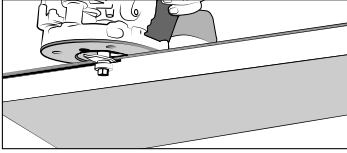


**Jointing the Worksurface**

1. Use a router and 12mm cutter with a straight edge to cut the female worksurface to the desired length.

## Installation Guide

2. To produce the 13mm groove for the loose tongues (supplied) use the straight edge of the mitre jig and the 3mm groover.

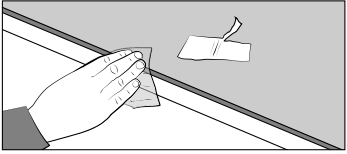


3. Set the groover to score the underside of the solid surface.

*Care should be taken once the groove has been machined not to place pressure on the unsupported solid surface.*

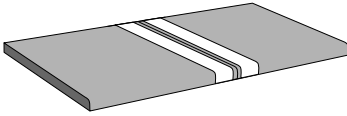
4. Stop the groove 3mm from the front edge.

5. Using the isopropyl alcohol wipe supplied in the jointing kit, clean the inside of the grooves and the loose tongues.



Ensure all surfaces are clean, dry and free of debris and dirt including the surrounding areas before proceeding to the next stage.

6. Position two layers of masking tape approx 3mm from the edge of each joint line.

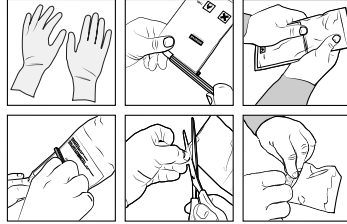


7. It is essential that the joint is dry fitted before bonding, to check it has been machined correctly. The chipboard surface may need block sanding to ensure any protruding fibres are removed. This will ensure that the two machined edges will draw together flush.

The tongues must be inserted during the dry fit; this will act as a check that the groove has been machined to the correct depth.

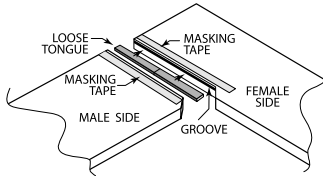
8. Ensure that the appropriate adhesive colour cartridge for the worksurface décor is being used.

**It is recommended that disposable gloves are worn when handling the adhesive.**

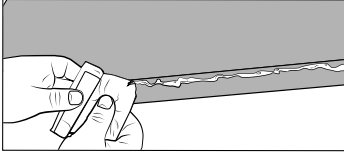


*Mix the adhesive as per the instructions with the pack.*

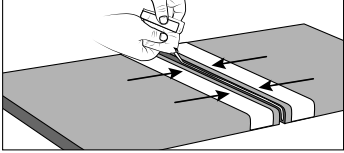
9. Position the first worksurface onto the base units and apply a coating of the 2-part acrylic adhesive into the groove of the first board and insert the loose tongues (2 for 600mm tops, 3 for 900mm tops).



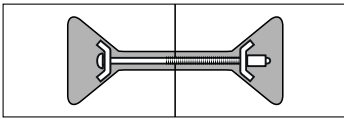
10. Apply adhesive into the groove of the second board and the chipboard underneath the tongue.



11. Pull worksurfaces together leaving a gap of approximately 5mm and apply a further bead of adhesive along the gap and into the front edge of the joint.

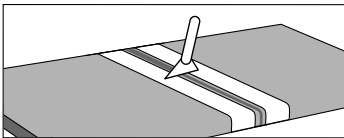


12. Ensure the surfaces are level and tighten together using worksurface connecting bolt with a 10mm spanner.



**NB. The working time of the adhesive once mixed is around 8-10 minutes depending on ambient temperature.**

13. Before the adhesive starts to cure, bridge the strips of masking tape lightly with a



spatula or scraper and remove any excess adhesive.

14. Ensure masking tape is removed before adhesive cures leaving a small bead line.

- The hardening time of the adhesive depends on the ambient temperature and the amount of adhesive applied.

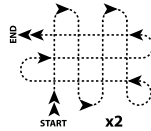
- The hardening can be checked with a fingernail or by checking the adhesive in the sachet.

15. Once cured, the bead of adhesive can be removed by sanding with a random orbital sander with the following order of sandpaper grades: P120 to remove the adhesive bead, P240, P320 and then finish with red abrasive pad and a light mist of water. All stages must be carried out with the random orbital sander.



- Ensure that dust is removed between sanding processes.

- Sand across, up and down then across, up and down in a north - south, east - west style.



- When changing the sandpaper grade, increase the sanding area slightly to blend in.

## Installation Guide

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### Making a cut-out in the worksurface for Inset Hobs and Overmount Sinks

**It is very important to follow the instructions in this section very carefully, especially when making hob cut-outs.**

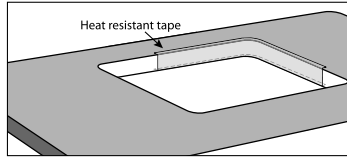
**Failure to do so may invalidate the product warranty.**

When a matching solid surface splashback is being fitted behind a hob area a minimum of 30mm clearance should be allowed from edge of the hob to the splashback face.

1. Mark the cut out in line with the instructions or template supplied with the sink or hob being used.
2. Mill the cut-out using a router and cutter with minimum 20mm diameter.
  - The internal corner radii of the cut-out must be at least 10mm, and the spacing between the hob unit and the worktop must be at least 7mm to allow for air to circulate.
  - **A radius of at least 3mm must be milled or sanded to the top edge of the solid surface material.**
3. Metal clamping clips should be provided to clamp the sink down onto the worksurface.
4. Use a silicone sealant to bed the sink onto the worksurface.
5. The inside of the cut-out must be sealed with either PVA adhesive, silicone or varnish to prevent moisture ingress.
  - To ensure that your worksurface remains in excellent condition, it is essential that all exposed edges are sealed with silicone

sealant or adhesive. Critical areas include the sink and hob cut-outs, masons mitres and exposed edges and butt joints of the worksurface.

6. **HOB'S** Please note that heat resistant tape must be applied around the entire hob cut-out with a slight overlap on the work surface underneath as illustrated below.



7. The foam strip or gasket provided by the hob supplier must always be fixed under the rim prior to installation of the hob.
8. Please note that dishwashers, washing machines and driers should have a diffuser plate mounted to the underside of the worksurface or heat reflective tape.
9. Make a hole for taps using standard tooling cutting from the top surface.
10. Soften the edge of the cut out with a P320 paper to eliminate any sharp edges. Ensure that all exposed edges are sealed with a silicone sealant.

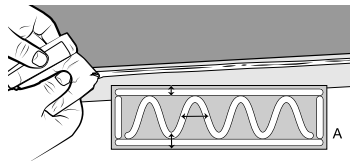
### Fitting Upstands and Splashbacks

1. Score the back of the upstand or splashback with 40 grit sandpaper, remove dust using a damp cloth and allow to dry.
2. X-score the wall area with a Stanley knife or other sharp implement.
3. Coat the back of the upstand or splashback



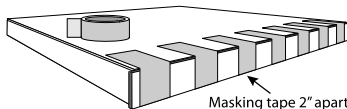
with a good quality flexible silicone adhesive.

4. Apply a bead of clear silicone along the top back edge of the worktop, then position up stand and apply hand pressure until a sufficient bond is achieved (refer to adhesive manufacturer's instructions). On long sections it is advised that two people will be needed for this.
5. Use a damp cloth to remove excess silicone from joint between upstand and worktop.



Adhesive application for edging strips

5. Apply the adhesive as above (A) and push the edging into place with two strips of masking tape to hold in position. Align edging to the bottom edge of the worktop.
6. Firmly tape lengths of 2" masking tape approximately 2" apart along the length of the edging so that excess adhesive oozes out above and below the edging.



#### Fitting Decorative end panel

(45mm or 100mm options)

**It is the fitters' responsibility to ensure that the decor panel is secured/fitted utilising an appropriate bracket. For edging the panel please refer to the edging section below.**

#### Edging Strip Application

1. Cut the worksurface to length +5mm using a saw.
2. Trim to exact size using a router to ensure the edge is clean and straight.
3. All bonding surfaces should be cleaned with the isopropyl alcohol wipe supplied and then should no longer be touched with bare hands.
4. The acrylic adhesive is applied to the edge strip or the substrate as illustrated.
7. Do not remove the masking tape until the adhesive has cured as doing so may pull the edging away from the worksurface.
8. After the adhesive has cured, trim off flush to all surfaces with a random orbital sander using P120 to remove the adhesive and any overhang of surface material, P240, P320 and then finish with red abrasive pad and a light mist of water.

To ensure an even spread of the adhesive, when offering the edge strip to the cut edge, slide the edging side to side before taping into position.

#### Fitting undermount sink module

**When planning for utilising a sink module, care should be taken to ensure that any jointing to be completed is not positioned within 100mm from the sink area and that enough additional worksurface is available to**

## Installation Guide

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**complete any required joint into the module.**

### List of Components

- Sink bowls are supplied separate from the module so ensure that the correct number of additional cartons are available. e.g The 1 & 1/2 bowl module is supplied in 3 boxes - sink module, large bowl and small bowl.
  - Some modules include pop-up waste. Waste fittings and silicone sealant come with all modules.
1. Unpack module ensuring that all required components are present and correct.
  2. Ensure there are no marks or issues with the worksurface and sinks before commencing any work.
  3. It is important not to stand or kneel on the sink module area.
  4. Dry fit/position the module in the area/cabinet it is to be fitted. Make sure you have adequate supply of standard worksurface for extension to the module.
  5. Ensure you position the module with the bowls and drainer positioned according to your requirements. The reversible modules have edging applied to the front and back edges.
  6. Before fitting the bowl(s) and fittings into position it is recommended that all joints and edgings be machined as described previously in the booklet.
  7. Once you are confident all the joints and edgings have been machined as required.

**Dry fit joints to check.**

8. Unpack stainless steel bowl(s) and fittings ensuring all components are present and not damaged.
9. Clean the surfaces on the bowl edges to be mounted and the edge of the module where the sink will be bonded, ensuring that all dust, debris and dirt is removed.
10. Apply a generous bead of the supplied silicone to the stainless steel bowl edge area and apply to the worksurface ensuring no gaps are left anywhere in the bead to achieve a watertight fit.
11. Apply each sink carefully making sure to check the waste overflow is positioned correctly and insert screw fixings and sink clips to the underside, carefully applying and ensuring the screw is not over-tightened as this can result in damage to the face material.

### **DO NOT USE A POWER DRIVER. USE A HAND TOOL.**

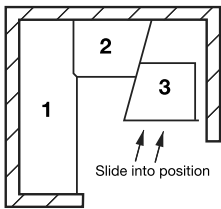
The clips are used as a support whilst the silicone fully cures.

12. Check sink positions are even and correct and adjust if necessary.
13. Position the module in the unit and make necessary joints into the module as required using the aforementioned processes.
14. Wipe away any excess silicone.
15. Allow 24 hours for the silicone to fully cure before using the sink (i.e. filling with water).

### Handy Tips

- When tiling down to the worksurface leave a minimum of 3mm gap between the bottom row of tiles and the worksurface. This gap should be sealed with a silicone sealant. **Do not fill the gap with grout.**
- When working to dead end walls at each end of the worktop run in U-shape kitchens, it can be difficult to apply the tongue to the joint line. There is also the problem that the end wall may be out of square. This can be overcome by producing an extra joint.

First fit top 1, then cut masons mitre to top 2 and apply an angled cut (approx 5 degrees) to the other end and apply groove and jointing bolt cut outs. Proceed to bond joint between top 1 and top 2. Apply matching angled cut to top 3 and scribe end to wall, dry fit the joint by applying loose tongues to top 2 then slide top 3 along the tongue and into position. When satisfied with dry fit proceed to bond joint line.



- When scribing the worktop to the back wall use an electric planer with TCT blades.
- After bonding on the edging strip use a joiners block plane to cut back excess to approx 0.5mm from face material. This will reduce sanding time and save on sanding discs.

- When fitting sink modules it is a good idea to dry fit onto the cabinet in order to mark out the positioning of the bowl to the front & back rails of the carcass. This will enable the easy removal of excess rail to allow for correct sink positioning.

**Before installation please thoroughly check your surfaces for damage and colour consistency**

### Surface finish

Over a short period of time in use in the home, your worktops will develop a smoother finish and more lustrous appearance. In the first days after installation the dry finish of the surface may show finger marks more readily than it will do when it has achieved this 'patina'. Regular cleaning with warm soapy water is the usual first step to remove surface marks. If grease marks remain, the gentle abrasive of Cif cream cleaner will remove most marks without harming the surface at all. This sort of cleaning has a positive effect on the acrylic surface. For very stubborn grease marks or burnt on areas of fat splashes for instance, Fairy Power Spray will cut through this very easily.

### Initial treatment and cleaning

First ensure that your worksurface is thoroughly cleaned with warm soapy water or Fairy Power Spray to remove any greasy residues. A mild abrasive cream cleaner such as Cif cream is also a good part of your regular maintenance regime.

### Solid Surface Clean & Care

Solid Surface Clean & Care is designed with Stay Clean technology, creating an invisible shield that helps prevent everyday dirt adhering to the worktops. The powerful quick cleaning formula easily tackles grease & grime ensuring a streak and spot free finish to your worktop. Apply a

generous amount to the surface to be cleaned, and wipe off with a clean cloth. For any stubborn dirt, repeat the application and leave for 1 minute before wiping.

**WHENEVER TRYING TO REMOVE MARKS OR SCRATCHES ALWAYS TRY THE LEAST SEVERE METHOD FIRST**

1. Everyday marks - Using a mild abrasive cleaner such as Cif cream, work in a circular motion; wipe away all residue and buff dry.
2. Fine scuffs and scratches - Cover the affected area with a liberal amount of soapy water. Place the red abrasive pad\* onto the wet surface and, using a sanding block\* or firm sponge to ensure even spread of pressure, rub over the affected area in a circular motion. A slight paste will be generated that aids the finishing process and helps to maintain the original level of surface finish. Repeat step 1. If marks are still evident, repeat the red abrasive pad process or, in the case of deeper scratches, move on to step 3.
3. Removal of deeper scratches - Ensure that the surface is clean and dry before starting. Place the sanding disc\* onto the sanding block ensuring that it is located correctly and wrapped onto both sides of the block. Using small circular movements, work a small area around the affected part of the surface. A small amount of dust will be generated – this will need to be wiped off to check progress and before moving onto the next step. When the mark has been removed the repaired area will retain very fine sanding marks; these are removed by repeating step 2 and then step 1 to blend in the refurbished area. Each time you move back through the steps, work a slightly wider area so as to help this blend in.

*Items marked with \* are included as part of the Care Kit available from your retailer.*

**Please Note**

**Darker colours show scratches and marks more easily and should be treated with extra care and attention during and after installation.**

**WARRANTY**

**Your worktops have a 10 year warranty against manufacturing defects. The additional 9 year warranty (1 year is statutory) should be registered no later than 90 days from the date of installation to validate any claims. In order to validate this warranty, the form on page 14 must be completed by the consumer, signed by the fitter and returned to Sylmar.**

**You can also register your warranty online at [www.maiawarranty.co.uk](http://www.maiawarranty.co.uk)**

It is imperative that the installation and care and maintenance instructions are referred to both before and after installation, as misuse of the worksurface may affect the appearance of the product. This does not affect your statutory rights as a consumer.

***The warranty applies to the first owner and first installation only and is not transferable.***

09/21

**Cleaning your worksurface**

**THINGS TO DO**

To prevent damage from hot objects, always use heat resistant mats or trivets on the surface of the worktop.

Always use a chopping board for preparing food.

Wipe spilt liquids away. Ensure that all inset appliances are properly sealed as per fitting instructions.

Wipe immediately with damp cloth. Dried on residues can be removed with a mild abrasive domestic cleaner. Rub gently, rinse and wipe dry.

Cleaning with a sponge, water and mild detergent liquid is sufficient for normal maintenance.

**THINGS TO AVOID**

**Do not** place hot objects directly on the worktop. e.g. pans, steamers.

**Do not** cut directly on the worktop. Heavy crockery, kitchen utensils and other objects sliding on a worksurface can produce fine scratches.

**Avoid** contact with aggressive chemical substances such as nail polish remover, chlorine, acetone, drain cleaner etc.

**Do not** use very abrasive cleaners and solvents as cleaning agents.

**Mark and Stain Removal**

**FOODS:** Tea, coffee, milk, fruit juice, curry, red wine, vinegar, lemon juice and beetroot can all be removed using a damp cloth, warm water and a mild detergent.

**GENERAL HOUSEHOLD**

<i>Stain/Mark</i>	<i>Damp cloth</i>	<i>Warm water and mild detergent</i>	<i>White spirit</i>
Oil	•	•	
Water based paint		•	
Solvent based paint		•	•
Permanent Dyes			•
Shoe polish			•
Biro		•	
Lipstick		•	

# Warranty

**WARRANTY REGISTRATION FORM: *maia***

Name .....

Address.....

..... Post Code .....

Tel .....

Email .....

Where did you purchase the work surface?.....

Product reference number.....

Date of purchase .....

*Product reference number can be found on the **maia** packaging and on the underneath of the work surface.*

**To be completed by installer**

I certify that this **maia** work surface has been fitted in accordance with the prescribed installation instructions.

Signed.....

Date .....

Please print name ..... (FITTER)

Please return to: Sylmar Technology Ltd, Azalea Close,  
Clover Nook Industrial Park, Alfreton, Derbyshire DE55 4QX  
Tel: 01773 521300 Fax: 01773 836837  
E-mail: sales@sylmar.co.uk

Or register warranty online at **www.maiawarranty.co.uk**

Data Protection: Sylmar Technology Limited may use your information for administration, customer analysis, customer service and targeted marketing. We may contact you by email, SMS, telephone, fax or other reasonable methods to let you know about other products, services or promotions that may be of interest to you. If you do not want to receive such information and offers then please tick

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Scan QR code to view our on-line video instruction.



*maia* is a registered trade mark of Sylmar Technology Limited.  
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