

SYLMAR  
TECHNOLOGY



# maia

*...a new innovation in worksurface technology*



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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## WHAT IS *maia*?

*maia* is a new range of high quality solid surface products that are made from the finest materials to deliver pleasing aesthetics and durability in use. *maia* has all the properties of solid surfacing, including a smooth tactile surface and heat and stain resistance.

### *maia*

- Aesthetically pleasing solid surface material with a luxurious finish
- Extremely hygienic, smooth and non porous
- Impenetrable to dirt, dust and bacteria
- Easy to clean and maintain with normal household cleaners
- Virtually inconspicuous joints can be achieved
- Resistant to heat, chemicals, staining and impact
- UV resistant and will not fade or discolour

**IMPORTANT**

**Please see inside back cover for warranty registration form. Product must be fitted in accordance with fitting instructions and warranty registration form signed by the fitter to state as such in order to validate warranty. The form must then be completed by the consumer and returned to Sylmar. You can also register your warranty on-line at [www.maiaworksurfaces.co.uk/warranty.php](http://www.maiaworksurfaces.co.uk/warranty.php)**

## Fitting Notes

**maia** 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. (Must **not** be stored vertical and on one edge).

If the work surface is a replacement for an existing one it is a good idea to use the old surface as a template.

**All work surfaces should be checked for any damage and colour consistency prior to installation. Any claims after installation relating to inconsistency are not covered by the product warranty.**

**maia** work surfaces are supplied with a final finish and do not require any further surface finish apart from areas that require joints and new edging strips.

- We do not recommend the use of Belfast, Butler, under mount and corner sink products in **maia** installations (except for the **maia** under mount sink module).
- We do not recommend the use of any finishing products to enhance the appearance of **maia** work surfaces. **maia** is a matt finish work surface and use of any finishing product will invalidate the warranty.
- If installation incorporates an Aga or other range style oven a minimum of 60mm clearance needs to be allowed from the edge of the cooker to the **maia** work surface.
- Only use the sanding grades recommended in this installation guide.

## Marking Out

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Cut-outs should be marked very carefully. Difficult corners and shapes are better made out of card first so that angles can be checked before cutting the work surface itself.

## Cutting the Work surface

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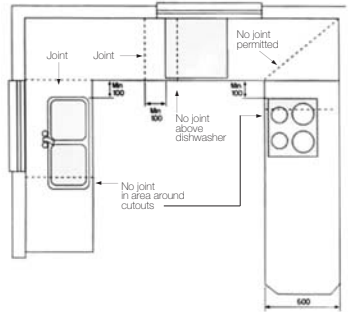
- **Eye protection and a dust mask should be worn when cutting.**
- Tops may be over-cut, with a saw, by a minimum of 5mm and trimmed back using a router with a 12mm cutter and the straight edge of a jig.
- Always ensure that both sets of the cut are adequately supported. When cutting from the underside 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.
- Please note that an expansion gap of 1mm per metre of work surface is required when fitting the product between two walls.

## Jointing the Work surface

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- When planning the location of the work surface joints in your kitchen design it is important to note the following constraints:

- Angled joints are not permitted, see diagram Right:



- No joints should be made above a dishwasher or in the area around cut-outs.
- Joints should be at least 100mm away from all cut-outs and dishwasher installations.

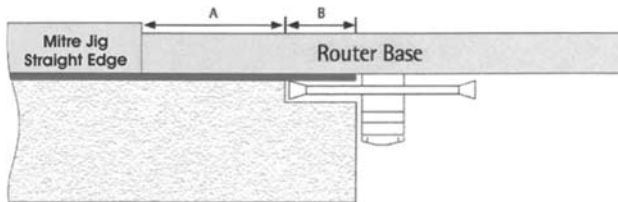
- Tooling required:

- 2 1/2 HP, 1850 watt router
- Masons mitre Jig with 30mm guide ring and 12mm twin flute TCT cutter
- 3mm grooving cutter with 13mm depth cut e.g. Titman UG3 groover with UGALR arbor
- Random orbital sander for finishing

- Also required:

- **maia** jointing kit: The jointing kit is supplied with 3 tongues, adhesive sachet, 2 isopropyl alcohol wipes, 3 jointing bolts and sandpapers in the following grades: P120, P240, P320 and Scotch-Brite™ 7447 (red).

1. Use a router and 12mm cutter with a straight edge to cut the female work surface to the desired length.
2. To produce the 13mm groove for the loose tongues (supplied) use the straight edge of the mitre jig and the 3mm grooving blade (see diagram.)
3. Set the grooving saw 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 groove 3mm from front edge.

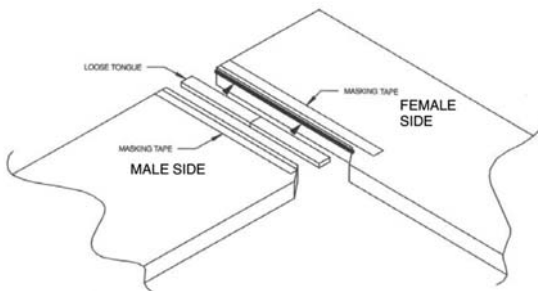


A = edge of router base to point of groover  
 B = +13mm

5. Using the isopropyl alcohol wipe supplied in the jointing kit, clean the inside of the grooves and the loose tongue. 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 advised that the joint is dry fitted before bonding, to check it has been machined correctly.
8. Ensure that the appropriate adhesive colour for the work surface décor is being used and mix according to instructions.

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

9. Position the first work surface onto the base units and apply a coating of the **maia** 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 board 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. Tighten the worksurfaces together using work surface connecting bolts.

NB The working time of the adhesive once mixed is around 8-10 minutes. Prepare all components for jointing before mixing the adhesive.

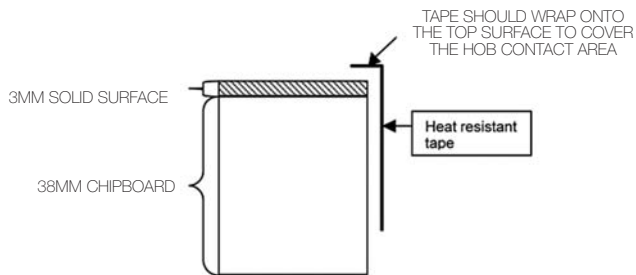
13. Ensure the surfaces are level and tighten the bolts.
14. Before the adhesive starts to cure, bridge the strips of masking tape lightly with a spatula or scraper and remove any excess adhesive.
15. Ensure masking tape is removed before adhesive cures leaving a small bead line.
  - The hardening time 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 leftover adhesive in the sachet.
  - Sand across, up and down then across, up and down in a north - south, east - west style.
16. 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 Scotch-Brite™ 7447 (red) **wet**. All stages must be carried out with the random orbital sander.
  - Ensure that dust is removed between sanding processes.
  - When changing the sandpaper grade, increase the sanding area slightly to blend in.
  - Prior to using Scotch-Brite™ 7447 pad please cut to fit your random orbital sander finishing head.

### **Making a cut-out in the work surface for Inset Hobs and Overmount Sinks**

***It is extremely 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 **maia** 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. To overmount sinks into the work surface simply place the sink upside down on the work surface in the desired position.
  2. Mark a line on the work surface by tracing around the sink edge, and then mark a second line 8mm inside the first line.
- 3. Mill the cut-out using a router and cutter with minimum 20mm diameter. Cut around the inner line.**
- 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.
  - **A radius of at least 3mm must be milled to the top edge of the solid surface material.**

4. Before clamping, mark the position of the mounting plugs on the underside of the work surface.
5. Then using a router or sharp chisel, cut recesses so that the sink clips sit flush and do not protrude and interfere with the top surface of the kitchen cabinets.
6. Metal clamping clips should be provided to clamp the sink down onto the work surface.
7. Use a silicone sealant to bed the sink onto the work surface.
8. The inside of the cut-out must be sealed with either PVA adhesive, silicone or varnish to prevent moisture ingress.
  - To ensure that your work surface 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 work surface.
9. Please note that heat resistant tape must be applied around the hob cut-out as illustrated below.

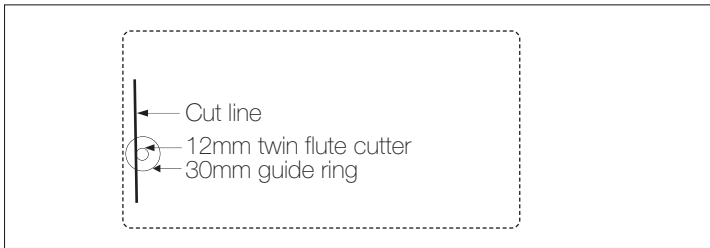


10. The foam strip provided by the hob supplier must always be fixed under the rim prior to installation of the hob.
11. Please note that dishwashers and driers should have a diffuser plate mounted to the underside of the work surface.
12. Make a hole for taps using standard tooling cutting from the top surface. 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 silicon sealant.

## Making a cutout

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When cutting sink and hob cut-outs with the router it is advisable to create your own templates using a sheet of MDF approx 1500 x 600 12/15/18mm. Lay the sink/hob face down and central to the MDF and mark a pencil line around the outside edge then cut round the line with a jigsaw. Clamp jig to worktop. Use a router with a 12mm twin flute cutter and a 30mm guide ring to make the cut-out, this will generate a 8.5mm lip to seal the sink/hob on. Save the template for re-use.



## Fitting *maia* Upstands and Splashbacks

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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 upstand 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.

## Fitting *maia* Décor end panel (45mm or 100mm options)

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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 page 9.

## Edging Strip Application

1. Cut the work surface to length +5mm using a saw.
2. Trim to exact size using a router.
3. Use the straight edge of a masons mitre jig as a guide for the router.
4. All bonding surfaces should be cleaned with the isopropyl alcohol wipe supplied and then should no longer be touched with bare hands.
5. The acrylic adhesive is applied to the edge strip or the substrate as shown in fig 1. To ensure an even spread of the adhesive, when offering the edge strip to the cut edge slide the edging side to side before clamping or taping as below.

a = Approx 5mm  
b = Approx 15mm

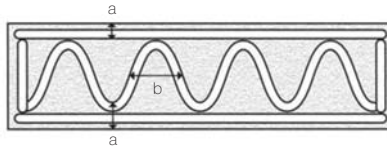
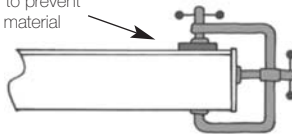


Fig 1

### Option 1

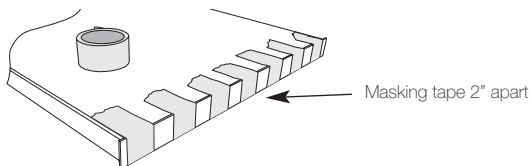
6. Clamp the edging every 100 to 150mm and using 3 way clamps. Leave the adhesive to cure for approximately 45 minutes. Tighten the clamps only hand-tight.
7. Use a strip of wood between the clamp and the top of the work surface to avoid the foot of the clamp bruising the surface material.

Wooden packer to prevent damage to face material



### Option 2

8. If 3 way clamps are not available, masking tape can be used for the application of edging.
9. Apply the adhesive as in Fig 1 and push the edging into place with two strips of masking tape to hold in position.
10. 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.



11. Do not remove the masking tape until the adhesive has cured as doing so may pull the edging away from the worksurface.
12. 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 Scotch-Brite™ 7447 (red) **wet**.

## Fitting undermount sink module

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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 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.
  - The 1800mm modules with 1 bowl and 1 & 1/2 bowl also include pop-up waste, waste fittings and silicon sealant.
1. Unpack module ensuring that all required components are present and correct.
  2. Ensure there are no marks or issues with the work surface 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 work surface 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.

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 work surface 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).

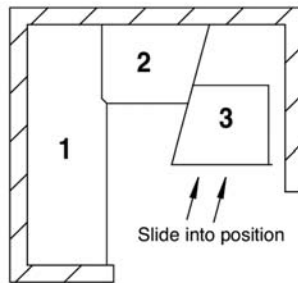
**Technical Product Performance Details**

| FEATURE                                    | MAIA  |
|--|---|
| Solid surface material thickness           | 3mm   |
| Refurbishable                              | Yes   |
| Heat resistance                            | 92°C (ISO 75-1)   |
| Behaviour when exposed to hot pot surfaces | 180°C DIN En 438-2, point 8<br>slight change in gloss level after 20 minutes  |
| Impact resistance                          | Yes   |
| Ease of cleaning                           | Easily cleaned  |
| Virtually inconspicuous joints             | Yes   |
| Ease of installation                       | Can be readily installed using standard woodworking equipment. Templating not required. 1mm per metre expansion gap required. |
| Substrate                                  | Chipboard   |

## Handy Tips

- When tiling down to the work surface leave a minimum of 3mm gap between the bottom row of tiles and the work surface. 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.**

## Care and Maintenance

### Cleaning Your Work surface

| THINGS TO DO  | THINGS TO AVOID  |
|---|--|
| To prevent damage from hot objects, always use heat resistant mats on the surface of the worktop.   | Do not place hot objects directly on the worktop. e.g. pans, steamers.   |
| Always use a chopping board for preparing food.   | Do not cut directly on the worktop. Heavy crockery, kitchen utensils and other objects sliding on a work surface can produce fine scratches. |
| Wipe spilt liquids away. Ensure that all inset appliances are properly sealed as per fitting instructions.                                | Avoid contact with aggressive chemical substances such as nail polish remover, chlorine, acetone, drain cleaner etc.                         |
| Wipe immediately with damp cloth. Dried on residues can be removed with a mild abrasive domestic cleaner. Rub gently, rinse and wipe dry. | Do not use very abrasive cleaners and solvents as cleaning agents.   |
| Cleaning with a sponge, water and mild detergent liquid is sufficient for normal maintenance.   |  |

### Mark and Stain Removal

| Stain or mark            | damp cloth | warm water & mild detergent | white spirit |
|--------------------------|------------|-----------------------------|--------------|
| <b>GENERAL HOUSEHOLD</b> |            |                             |              |
| Oil                      | ●          | ●                           |              |
| Water-based paint        |            | ●                           |              |
| Solvent-based paint      |            | ●                           | ●            |
| Permanent dyes           |            |                             | ●            |
| Shoe polish              |            |                             | ●            |
| Biro                     |            | ●                           |              |
| Lipstick                 |            | ●                           |              |

**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.

### maia

Over short period of time in use in the home, maia worktops will develop a smoother finish and 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 maia. For very stubborn grease marks or burnt on areas of fat splashes for instance, Fairy Power Spray will cut through this very easily.

It is possible to enhance the surface lustre by using Countertop Magic #; as with any treatment of this nature, the application has to be repeated in order to maintain the same finish across all areas of the kitchen.

### Initial treatment and cleaning –

First ensure that your maia 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.

## Countertop Magic

Countertop Magic is designed to give a lustre to solid surface worktops – this will be particularly noticeable on darker décors. It will also help to build up the natural patina of your surface and a protective layer that will repel dirt and liquids. Use daily when your maia worktops are first installed, after the first week this can then be reduced to a weekly application. Apply the cleaner using a microfibre cloth# and buff to leave a streak free finish. Countertop Magic will not remove scuffs or scratches but can mask the effect.

### 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. Apply Countertop Magic if applicable.
2. **Fine scuffs and scratches** - Cover the affected area with a liberal amount of soapy water. Place the Scotch-Brite™ 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 scouring process and helps to maintain the original level of surface finish. Repeat step 1. If marks are still evident, repeat the Scotch-Brite™ 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 maia Care Kit available from retailers or at [www.maiaworksurfaces.co.uk](http://www.maiaworksurfaces.co.uk)

### Please Note

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

### Product Warranty

*maia* work surfaces have a 5 year warranty against manufacturing defects. In order to validate this warranty the form on back cover of this installation guide must be completed by the consumer, signed by the fitter and returned to Sylmar by the consumer.

You can also register your warranty on-line at [ww.maiaworksurfaces.com/warranty.php](http://ww.maiaworksurfaces.com/warranty.php)

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

The 5 year warranty applies to the first owner and first installation only and is not transferable.

**Warranty Registration Form: *maia***

Name .....

Address.....

Post Code .....

Tel .....

Email .....

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

Batch number .....

Date of purchase .....

Batch 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

www.maiaworksurfaces.co.uk/warranty.php

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