



Care and Maintenance Guide

What to Expect

Congratulations on your decision to make the beauty of our products a part of your home! We are committed to exceeding your expectations – from selections to installation. Knowing what to expect is important to keep things running smoothly, so please review the information below and feel free to ask any questions.

Measuring/templating Day

Accuracy is extremely important, and thus:

- New cabinets must be installed and secured
- Wall areas must be boarded and finished
- **Existing countertops must be cleared of all items**
- All specifications must be provided **prior to template**

Mark your calendar

- An installation date will be scheduled with you before or after we measure/template. This is the only confirmation you will receive which will be via email or at the time of booking.
- Our times are general as it is very difficult to be exact due to the nature of our business. We will give you a sectioned period of time

Prepare for installation

- If you are removing your old countertop(s), please disconnect plumbing, electrical and/or shut off gas lines (Graniteworx will dispose of your old countertop(s) and disconnect if necessary, at an additional charge)
- Electrical or gas hook up cannot be completed by Graniteworx for insurance reasons. Plumbing hook ups can be done through Graniteworx at an additional charge

Installation Day

- Remove all items inside cabinets and off the surface of pre-existing countertops and place them in a safe place away from installation work area
- A strip of metal is glued to the bottom of the countertop to allow for the dishwasher to be attached to the counter (Attach dishwasher with two screws the day after installation to ensure adhesive of metal strip has set - if help is required, let us know)
- Silicone and paintable caulking will be used by our installers to seal any gaps after the completion of your countertop. Allow sinks to set overnight before having your plumber connect your drain and taps, unless Graniteworx will be connecting your plumbing
- Items can be placed back inside cabinets as soon as installation is complete

The impact of installation on the rest of your home is important to us

- All efforts, within reason, will be made to contain dust generated by the installation process
- Precautions will be taken to protect floors and walls, however, if damage occurs we will be responsible for repairs as needed, but only after a Graniteworx representative can inspect the damage and a suitable solution can be agreed upon by all parties involved
- Removal and reinstallation of valances, receptacles, tile backsplash and lighting will be completed for full-height backsplash as required, unless otherwise noted

Stone Surfaces

Granite is the most popular natural stone and countertop material due to its versatility and superior performance characteristics. It is one of the hardest and strongest materials in nature, originating from the earth's core as liquid magma. Extreme heat and pressure forged the quartz, mica, feldspar and other minerals into a very dense structure millions of years ago. Over time, additional heat and pressure created the fascinating combinations of colour and pattern creating a surface that is truly unique. Surface patterns typically will have a flecked or pebbled appearance which can vary in size, shape and density depending on the particular mix of quartz, crystals and minerals that make up the stone. The pattern can be highly structured offering a uniform appearance over the entire countertop or the pattern may change continually, without repetition, called "movement." Various textures are also available such as polished, GX and leathered finishes.

Cleaning: Clean with a soapy cloth, using mild dish soap and hot water only. Some stones, especially darker colours, require surface towel drying after washing to avoid showing streaks. The use of vinegar, ammonia, lemon, orange, household chemicals, acid or solvents may damage the surface of granite over time. To remove stubborn sticky materials like glue, or any product that has hardened, use a razor blade tip or 000 fine-grade steel wool. If staining occurs, there are ways to pull the stain out of the stone. Please call the office for more details.

Sealing: Use a wipe-on, wipe-off procedure, similar to how you might clean any countertop on a daily basis. Frequency of granite sealer application for your particular stone is dependent on the density. It is time to reseal your countertop if: water sitting on your countertop makes that area look slightly darker, showing the water is penetrating into the stone. This spot will dissipate after a few hours or less. All granite countertops will get a coat of sealer before leaving the shop, but some stones will require a few extra coats immediately after installation. Don't be alarmed if some of the lighter coloured stones require this extra application. The sealer is available to purchase at Graniteworx. **Alternatively, the DuPont StoneTech Professional 15 year stain warranty** is also available. See Graniteworx for more information.

Scratches/chips: Granite is resistant to cracks, chips, scratches & stains, however, like most materials, excessive force and/or pressure from objects can damage the surface.

Etching: Etching is a reaction caused by any liquid substance making contact with the surface of the stone (i.e. orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks). This is particularly the case with calcium-based stones. Spots may also occur from water splash due to minerals and chemicals in the water, and also appear as light colored spots or marks. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. General cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolour the surface, scratch the stone and degrade the sealer. *The DuPont StoneTech Professional warranty does not cover etching, water splash spots, marks, or dullness in the stone.*

Heat: Hot pots can be placed directly on granite from the stove without any problems; however, we do not suggest placing metal pans that you have been cooking with hot oil directly onto the countertop, as the metal of the pan may be beyond the thermal breaking point of certain stones.

Leathered or GX Finish: The beautiful textured finish can be enhanced to bring out the overall colour. You can apply *DuPont Rich Colour Enhancer* with a soft cloth to darken the stone and seal it at the same time. When you notice your last application begins to fade away, as the stone begins to lighten in colour, you can apply another coat of Enhancer, as required.

Quartzite is a hard, non-foliated metamorphic rock which was originally pure quartz sandstone. Sandstone is converted into quartzite through heating and pressure usually related to tectonic compression within orogenic belts. When sandstone is metamorphosed to quartzite, the individual quartz grains recrystallize along with the former cementing material to form an interlocking mosaic of quartz crystals. Most or all of the original texture and sedimentary structures of the sandstone are erased by the metamorphism. The grainy, sandpaper-like surface becomes glassy in appearance. Minor amounts of former cementing materials, iron oxide, silica, carbonate and clay, often migrate during recrystallization and metamorphosis. This causes streaks and lenses to form within the quartzite.

Care and Maintenance of Quartzite is the same as granite, however, the main difference between granite and quartzite is the potential for etching and scratching.

Etching: Quartzite is an exceptionally strong material, however, due to the composition of the stone-etching is possible. Etching is a reaction caused by any liquid substance making contact with the surface of the stone (i.e. orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks). Spots may also occur from water absorption due to minerals and chemicals in water. Sealing allows you time to wipe up a spill, but it cannot stop the reaction and may leave a dull mark. General cleaners not specifically designed for natural stone are not recommended. Some cleaners may etch away the polish, discolour the surface, scratch the stone and degrade the sealer. *The DuPont StoneTech Professional warranty does not cover etching, water splash spots, marks or dullness in the stone.*

Scratches/Chips: Quartzite is a naturally strong material; however, due to its composition of sandstone and quartz, some spots may be more susceptible to scratching. This can occur from heavy pots, glasses or cups, etc. being slid across the surface.

Marble is a delicate surface & should be treated with great care. It is softer and more porous than granite, which makes it susceptible to stains, scratching and etching. Polished marble is only recommended for counter tops that are lightly used such as: vanities, furniture, etc., but NOT for kitchen countertops or a wet bar. Marble is made of calcium carbonate, which is reactive with acids (fruit juice, soda, coffee, alcohol, salad dressing, etc.) and will “etch” upon contact, destroying the polish and leaving a dull, light spot. Unfortunately sealing does not prevent etching. Professional restoration can remove etching and restore polish to surfaces if badly damaged. Over the years the marble will begin to age or patina through absorption of stains, a film or discoloration may occur and the stone will reflect the essential character of your home.

Cleaning: Clean with a cloth and hot water only. Buff dry with a cotton cloth or chamois. Using a mild soap occasionally for cleaning marble won't harm the stone, but consistent use will dull the surface. Hard water will leave calcium deposits on the surface which can be cleaned with a special cleaner available at Graniteworx. DO NOT use vinegar, ammonia, lemon, orange, household chemicals, acids or solvents for cleaning marble. Care is also recommended when using these products near the stone.

Sealing: Products are available at Graniteworx and directions for sealing marble are the same as explained for granite. Please note: Marble requires more frequent sealing than granite. *See notes under Granite section re: Etching. *The DuPont StoneTech Professional warranty does not cover etching, water splash spots, marks, or dullness in the stone*

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specifically designed for natural stone are not recommended. These may etch away the polish, discolour the surface, scratch the stone and degrade the sealer. *The DuPont StoneTech Professional warranty does not cover etching, water splash spots, marks, or dullness in the stone.*

Engineered Quartz is made of approximately 93% natural quartz aggregates and a small amount of pigments and polymer resins which form the balance of the material. Quartz has the strength and durability of the strongest granite.

Cleaning: Simply wipe with warm water and soap, using a damp cloth or paper towel. If needed, use non-abrasive, household cleaners such as *Oxy-Gel Spray* or *Bar Keepers Friend*. DO NOT use *Vim Cream*, *Mr. Clean Magic Eraser* or abrasive pads. To remove adhered material such as food or nail polish, first scrape away the excess material with a plastic putty knife, then clean the surface with a damp cloth to remove marks or any residual dirt.

Sealing: The high gloss finish and non-porous nature provide maximum resistance to staining – no sealing is required, but it is not warranted against stains. Please refer to the manufacturer's warranty.

Scratches/chips: Quartz is resistant to cracks, chips, scratches & stains; however, like most materials, excessive force and/or pressure from objects can damage the surface.

Heat: Quartz is heat-resistant however it is not advised to place hot pans directly on the material as it may burn. Heat trivets are recommended when using cooking units such as electric frying pans, crock pots or roaster ovens.

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Soapstone is quarried (like Granite) and for countertops it is referred to as "architectural soapstone" or "steatite," which is harder than "artistic" soapstone, used for carvings. Soapstone is silky smooth with a natural honed texture, soft to touch with high content of talc and making it feel "soapy." With a matte look, this countertop will not show finger prints. Soapstone is resistant to stains and etching and requires minimal maintenance. Soapstone can withstand extreme high temperatures and will not burn.

Enhancing/Sealing: Soapstone is a non-porous stone and therefore does not need to be sealed. Applying simple mineral oil to the surface of the stone will enhance its overall look as well as encourage its natural darkening over time and ensure it darkens evenly. You can also apply a combination of linseed oil and beeswax with a cloth to reduce the need for ongoing mineral oil applications. If you choose to leave the stone in its natural form, it will darken/patina on its own over time.

Mineral oil application: Wipe oil on with a soft cloth. Afterwards, store the cloth in a sealed plastic bag until the next time. This will assure the oil is readily absorbed in the cloth for the next use. After the first oiling, the stone will become significantly darker but will lighten again before the next coating. Don't worry about applying too much or too little of the oil, as it will not damage the soapstone. When you notice your last application begins to fade away, as in the stone begins to lighten again, you can apply another coat. After each application, the stone will retain the oil for longer and longer. After continually oiling the stone when necessary for six to eight months, the soapstone will become permanently – and beautifully - dark.

Linseed oil and beeswax application: Apply with soft cloth, allow it to set for a few hours and then wipe it dry. Most of the time you only need to do one application, but if you notice any areas begin to lighten again, there's no harm in applying it a second time.

Cleaning: Chemicals and acids do not cause any damage to soapstone so cleaning the stone with regular home cleaning products is fine; however, using these chemicals may wear away the mineral oil or linseed oil/beeswax applications. The best way to clean soapstone is with just soap and water.

Scratches: Can happen with excessive force, but any scratches to the soapstone can be very easily removed with just a bit of sanding and a re-application of the oil. If it happens to be a deep scratch, start with higher grit sandpaper and work your way down to a finer sandpaper as the scratch disappears. Apply your preferred surface oil or wax until the stone returns to its preferred dark colour.

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Green/Recycled Surfaces

PaperStone is a beautiful, sustainable composite material that is dense, durable and easy to care for. Due to its low porosity, it is resistant to staining from food and household cleaning products. It is VOC (volatile organic compounds) free and is the greenest composite material available.

Materials: PaperStone is made from 100% post-consumer recycled paper and PetroFree non-petroleum based phenolic resins.

Care & Maintenance:

- Use *The Original Bee's Wax* to help protect the finish
- Wash with hot, soapy water or mild, non-abrasive, eco-friendly kitchen cleaners. Avoid abrasive or acidic household cleaners such as *Windex, Comet, Fantastik, Mr. Clean* etc.
- Wipe up spills immediately
- Use a hot pad or trivet to protect from excessive heat above 350 degrees for a prolonged time as PaperStone may warp
- Use a cutting board rather than cutting directly on your PaperStone countertop

Vetrazzo is an extremely durable and easy to maintain surface. It's comparable to granite in strength, scratch resistance, heat resistance, durability, and care and maintenance.

Materials: 85% of the surface is glass. All of the glass is 100% recycled from baby food jars to beer bottles creating a truly unique look in every piece as well as being good for the environment.

Care and Maintenance:

- Wash with hot, soapy water or mild, non-abrasive eco-friendly kitchen cleaners. Avoid abrasive or acidic household cleaners such as *Windex, Comet, Fantastik, Mr. Clean, etc.*
- Buffing with wax is recommended several times a year
- Resistant to common household stains but, like granite, can be damaged or stained by prolonged exposure to foods and products with high acidic content or strong staining properties such as lemon

juice, wine and coffee. These acids may etch the surface causing a dull appearance (repairs may be possible)

- Hot pots can be placed on Vetrazzo, however, prolonged excessive heat could compromise the sealant
- Sealing is recommended every 1-2 years; *Goddard's Marble Wax* or a comparable product is highly recommended
- Cutting boards are highly recommended as the density of Vetrazzo will dull your knives

IceStone: Recycled glass and concrete surfaces are a beautiful, unique and sustainable alternative to quarried stone and petrochemical-based engineered surfaces. Each IceStone slab is hand crafted in New York City.

Materials: IceStone surfaces are made from three core materials: 100% recycled glass, Portland cement and non-toxic pigment. IceStone is manufactured without any petro chemicals or resins, making it a healthy choice for the home or office.

Care and Maintenance:

- Use cleaning products that are free of chlorine bleach, ammonia, acids or citrus fruits. Avoid harsh cleaning products such as *Windex, Brillo, Ajax* and *Clorox*
- Immediately wipe up spills with a damp cloth and water, especially acidic liquids such as coffee, wine, fruit juices and vinegar. Staining can occur when liquids penetrate surfaces that were not sealed or where the sealer has worn off
- Use hot pads or trivets as excessive high temperatures can compromise the sealant and allow a stain to penetrate
- Use cutting boards to avoid dulling your knives and keep your IceStone looking like new
- Use *Cheng Concrete Countertop Polish* or a comparable product once a week to maximize the durability of sealer and wax
- Sealing and waxing is recommended every 4-6 months. Waxing must be done after sealing to maintain the beauty of your IceStone countertop

All Recycled/Green Surfaces are subject to etching: Etching is a reaction caused by any liquid substance making contact with the surface of the stone (i.e. orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks). This is particularly the case with calcium-based stones. Spots may also occur from water splash due to minerals and chemicals in the water, and also appear as light colored spots or marks. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. General cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolour the surface, scratch the stone and degrade the sealer. *The DuPont StoneTech Professional warranty does not cover etching, water splash spots, marks, or dullness in the stone.*

Tile, Fixtures and Extras

Wall & Floor Tile

Ceramic/Glass, Porcelain, Textured and Natural Stone Coverings

Cleaning: Wipe tiles with a damp sponge mop using a small amount of soapless detergent in warm water or a specialty cleaner for stone/tile. Soap leaves a film that dulls the surface and promotes mildew. Use *Scotch-Brite* pads for tough dirt - not steel wool pads, which can cause rust stains. Do not use vinegar as it is an acid and if not diluted correctly it could damage the grout.

Sealing: Natural stone tiles require sealing to keep them stain resistant. Tiles will be sealed by Graniteworx. If you are installing, *DuPont Bullet Proof Sealer* is available at Graniteworx.

Grout: A polymer-modified grout is used and is stain-resistant, but still may discolour over time.

Note: Ceramic/Porcelain/Glass Surfaces are durable but excessive force may scratch, chip, or break these products. There are no warranties that cover this occurrence.

Wood Vanity Cabinets

Cleaning: Cabinets might be solid wood, veneer over wood, or vinyl-coated wood. The wood might be sealed with polyurethane, wax, or varnish, or left natural. Care depends upon the surface treatment. General purpose oil-soap wood cleaners work well for general care. Wipe cabinets dry. Do not get wood excessively wet. Occasionally disinfect all surfaces with a diluted antibacterial cleaner without bleach. Wipe on, then rinse with a clean, damp cloth. Dry with a third cloth. Work with the grain of the wood when cleaning and polishing.

Butcher Block

Cleaning: Cleans up easily with mild soap and water. Take a dry cloth and go over all surfaces to dry thoroughly. Do not use any abrasive house hold cleaner or vinegar.

Sealing: The natural wood surface is protected by oil, which is actually absorbed into the fibers. Oiled tops should be re-oiled anywhere from every 2-4 weeks depending upon use. The more consistently wet the area is, the more you should use it. We recommend using the *Boos Block Mystery Oil* which is a combination of pure mineral oil and raw linseed oil and *Boos Block Board Cream*. This is an unbleached beeswax and mineral oil designed to leave a silky wax barrier and lock moisture in.

Scratches/chips: If you wish to remove cut marks, just sand off the top with the grain and re-oil.

Groutless Wall Systems are made of quartz or porcelain and with a MasterCast shower base. These wall systems are maintenance free.

Cleaning: Due to the buildup of soap scum and hard water deposits, periodic cleaning should be done to avoid the need for heavy duty cleaning. Shower panels can be cleaned with an all-purpose green cleaner free of harsh chemicals or *DuPont Revitalizer* for everyday soils and stains. Using a squeegee after each shower use will minimize soap scum build up.

Stainless steel sinks with a chrome nickel content of 18/10 and a gauge of 18 are recommended for home use. Chrome increases hardness and wear resistance. Nickel increases strength and improves shock resistance. A thicker gauge steel (thickness is an inverse measurement - 20 gauge is thinner than 18) will maintain water temperature longer and has more sound deadening qualities.

Scratches/Chips: Minor scratches may be blended into the sink by lightly rubbing a scrub pad in the direction of the finished grain. **Cleaning:** Water and vinegar mixed in a solution may be used to remove mineral deposits that have built up in the surface. To prevent water spots, towels dry your sink after each use. Stainless steel is a material that does not rust, however, iron particles that do rust will bond to its surface. A steel polish cleaner may be used to remove these spots.

Granite composite sinks are chip- and scratch-resistant and have a heat rating of up to 280 degrees Celsius, which means boiling hot water may be poured into your sink but a hot pot may burn the surface.

Scratches/Chips A metal pan or pot may leave a mark but this is not a scratch. To remove use a scrub pad and soap. **Cleaning:** Avoid highly abrasive cleansers. A bleach-water solution (50/50) can be used for stubborn food stains such as grease and oil rings. Fill the sink with bleach and water solution above the stain ring line and allow to sit for at least ½ an hour before cleaning with a dish detergent and rinsing with water.

Cast iron sinks feature a thick enamel coating in a variety of colors. Fired at temperatures much higher than possible with enameled steel products, the cast iron surface is “fired polished” to obtain its vivid color and deep gloss. Its density provides outstanding heat retention properties, so water stays warm longer.

Scratches/chips: the thickness makes it durable and resistant against most damage including scratching but also against acids and denting. Fine scratches will occur, but cork can remove metal scratches.

Cleaning: Use Kohler Cast Iron kitchen sink cleaner (available at Graniteworx) once a month to protect the enamel coating and clean scuffed or soiled surface. Rinse thoroughly and use a soft cloth to wipe the product dry after each use. In the rare occurrence of stubborn stains, use abrasive cleaners sparingly or products recommended to clean cast iron. Do not use steel wool, wire brushes or abrasive sponge pads.

Porcelain or vitreous china sinks have enamel which is a glass surface fused to a metal base.

Scratches/Chips: The surface is very hard but can be chipped by hard blows. **Cleaning:** Wash with detergent and warm water. A solution of baking soda in warm water may also remove soap scum and soil. Household or bathroom cleaners may be used as well as chlorine bleach or hydrogen peroxide to remove stains. Do not use these chemicals full-strength or let them remain on the surface for more than a few seconds. Rinse the surface thoroughly after cleaning.

Copper finishes develop their own rich, warm patina as it is used and ages. You will notice the rich reddish color varies from sink to sink and may, in fact, present dark spots or streaks due to the nature of the sink and the finish.

General Care and Cleaning: Under normal use, copper will develop its own warm and rich patina. To preserve that look, use only a gentle, mild soap and water to clean the surface. If a bright shiny “new copper” look is desired, use non-abrasive copper cleaners and follow directions carefully. Keep the copper sink basin and drain dry to avoid water spotting or pitting. Wipe the basin periodically with a soft dry cloth. To maintain luster and improve water runoff, use *Renaissance Wax* or a similar product.

Cleansers or Corrosive Substances: NEVER use abrasive materials, harsh chemicals, chlorine bleach or cleansers, concentrated vinegar, abrasive cleaners since these may scratch/damage the sink finish.

Acidic Foods: NEVER leave acidic foods such as oranges or lemons, tomatoes, tea, etc. on your sink as they may cause shiny spots. If spotting does occur, we recommend cleaning the sink with soap and water and then waiting for the finish to recover to its natural patina. As the sink ages, the spots will blend with the surrounding areas, returning the finish to the rich natural patina you love.

Selection Form Terms and Conditions

- 1. Due to the characteristics of natural stone**, there may be natural markings that appear in the finished piece. Gloss levels and markings of a slab surface may vary. Each stone's mineral concentration will vary, producing patches that may appear lighter or darker in areas. The stone may contain natural pits, fissures or inclusions. Variations should be expected and viewed as individuality and beauty. The gloss of polished stone is naturally buffed from the stone, therefore, when the stone is lying flat, you might notice variations on gloss levels. This may be more evident at a seam location.
- 2. Inside corners** may have a tight 90° or a larger radius due to production methods.
- 3. Overhangs, seam locations & quality may vary or change.** There are many factors that we use to determine seam locations such as:
 - Actual slab size inventory, layout of the project, grain directions (movement of the stone)
 - Consideration of handling (safety of the installers- due to the weight of material)
 - Avoidance of breakage of the finished piece while installing
 - Overhangs will vary at different points of the countertop to ensure the overall appearance is aesthetically pleasing
- 4. Quality of seams may vary due to different stone characteristics.** Natural stone is cut with a diamond blade. If slight chips occur at the seam, a colour-matched epoxy will be used to smooth the area. Seams will be visible and felt by the touch of the hand.
- 5. We custom fit all products to variances against the walls.** Some gaps may still occur and drywall may need to be scribed. Any remaining gaps are filled with paintable caulking.
- 6.** Any natural stone floor or vertical surface product will have one coat of sealer applied, but stains are not warranted. Please refer to DuPont Sealer products for additional information.
- 7.** Plumbing connections, if done through Graniteworx, will be done in accordance to the local Ontario Building Codes.
- 8.** All samples supplied are for reference only and do not represent the product selected.
- 9.** Representations of our standards are displayed throughout our showroom.
- 10.** Wood products may expand or contract under various humidity levels. We cannot warranty against wood splitting.
- 11.** All vertical or horizontal installations which include natural stone, porcelain, quartz, or ceramic/glass tile will be installed to be as flat as possible, but may not be level because of existing circumstances.

Limited Lifetime Certificate of Warranty

Graniteworx Inc. warranty covers defects in material, fabrication and installations. All adhesives will be under warranty for a lifetime under normal conditions as set out in the manufacturer's specifications. This warranty applies only to products installed on its original location from its original purchase. The warranty is non-transferable to future owners of your home. If there are any defects in materials, fabrication or installation, we will repair or replace the defective item with the same grade and quality of materials as the original using an acceptable colour match, accepting that there are natural variations in veining and colour with natural stone. If a colour is not suitable, then we will replace all items necessary that were supplied and installed by Graniteworx Inc.

Wood products - finishes, splitting or surface marking is not warrantied. Please follow all care and maintenance guides to help preserve, protect and prolong your wood products.

For this warranty to be valid the customer must submit a claim in writing and permit a representative from Graniteworx Inc. to inspect the complaint. This warranty is considered void under the following circumstances: Surface staining or etching caused by acidic or aggressive chemicals or any liquid in contact with the material for excessive periods of time; Surface chipping, scratching, or cracking caused by abuse, excessive heat, house settling or foundation movement due to any cause, cabinet movement due to any cause, excessive loading or standing on the countertop, damage by fire or any natural disasters, failure by the customer to exercise reasonable care in using the product. Defects in materials do not include natural variations in colour or physical properties that are normal for some stone, such as gloss level variation, pits in the surface or fissures in the stone. This warranty does not cover the cost of repairs or replacements undertaken prior to the customer's receipt of claim acknowledgement and verification from Graniteworx Inc.

Quartz or recycled countertop products as well as sinks, faucets and hardware- please refer to the manufacturer's warranty. See included chart for guidelines on registering your countertop. Plumbing installations are under warranty and completed in accordance with the Ontario or Local Building Codes. Products used are warrantied by the manufacturers. Any damage or liability from a manufacturer's defect is not warrantied by Graniteworx Inc.

Graniteworx Inc. shall not be liable for any inconvenience or expense for material or labour related to the removal or replacement of a defective fixture or any loss or damage to any person or property whatsoever resulting from the defective fixture. All transportation costs to and from the point of purchase will be the responsibility of the purchaser.

Enjoy the beauty and convenience of your Kitchen or Bathroom space and review the information and care guide included in this booklet. If you have any questions or concerns, please feel free to call the office at (519) 821-5880 or email: info@graniteworx.ca

Upon purchase, THE OWNER OF THE COUNTERTOP must register Engineered Quartz, Recycled/Green Surface for Warranty directly with the manufacturer.

Manufacturer:	How to register:	Notes:
CAESARSTONE	www.caesarstone.ca	Register within 30 days of installation.
SAMSUNG RADIANTZ	www.staron.com/radianz/eng/index.do	<ul style="list-style-type: none"> ➤ Tech Support ➤ Click on Warranty
Q FROM MSI	www.QfromMSI.com	To activate warranty, complete the online form within 30 days of installation. <ul style="list-style-type: none"> ➤ Customer Care ➤ Warranty Registration
OLYMPIA TILE	Olympia Tile + Stone, T.416.785.6666	Retain invoice (proof of purchase) for 10 year warranty
BELENCO	www.belenco.com	Click "Register your quartz"
HANSTONE	www.hanwhasurfaces.com	<ul style="list-style-type: none"> ➤ Click on menu ➤ Click on Warranties ➤ Choose Hanstone Residential ➤ Click "Click Here To Register Your Warranty" and send
DIAMASTONE	www.diamastone.com/registration/	PDF available online to print out and submit by mail if preferred.
ZODIAQ	www.4willis.com/zodiaq/	Request registration form: zodiaq@usa.dupont.com
QUARTZFORMS	www.wanderosa.com	Retain invoice (that is the warranty card)
PAPERSTONE	www.paperstoneproducts.com	Provide the sales receipt/proof of purchase of the PaperStone® within the 10-year warranty period to their dealer or distributor.
ICESTONE	www.icestoneusa.com	Register within 30 days after installation (for 10 year warranty).
VETRAZZO	www.vetrazzo.com/warranty Polycor Vetrazzo Administrator, (777) 735-2611 or info@vetrazzo.com	Register within 30 days after installation. At 5 th year after installation date, CUSTOMER to re-confirm that they are the owner of Vetrazzo Product, or warranty valid

Please refer to manufacturer website for additional cleaning instructions.

Silestone to be registered by Graniteworx/fabricator upon installation.



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