



# Everything You Need To Know About Countertops

**Knowing what to expect** is an important part in building a good consumer relationship. We hope that this document will help you to be an informed consumer. Additionally, it is our interest to provide clarification for all phases of the countertop installation process. Please review and initial the following information with your representative.

## Our Material(s)

### • Solid Surface [Corian®]

DuPont created the solid surface category more than 30 years ago. An advanced blend of natural materials and pure acrylic polymer, Corian® is a brand that has earned trust and respect as a proven material that brings design versatility, long-term performance and value to any environment.

DuPont manufactures Corian® in the form of sheets and sinks. The sheets are precut into specific lengths at the factory. Authorized Distributors and Retailers of Corian® are trained professionals who help anyone who uses Corian® meet all specification, fabrication and installation requirements.

Solid Surface countertops offer unparalleled color matching and seaming ability, but are still susceptible to slight variations in shade and particulate distribution.

### • Quartz Surfaces: [Zodiaq and HanStone]

Composed of 93% quartz combined with resins through a highly advanced process, fabricated quartz is a dense surfacing material. Quartz surfaces have greater scratch and stain resistance than natural stone, and is virtually maintenance-free. It also possesses greater color consistency than stone. However, it does have slight variation in shade and particulate distribution. Additionally, it can be scratched. While it is a dense material care needs to be taken to maintain its beauty. Please Note:

- Samples that are viewed in the various showrooms may not represent actual inventory.
- You may have viewed and selected a sample at Stonecrafters. We may use a slab of a different lot number. It may vary slightly in color from the previously chosen sample.

### • Granite

Granite is a natural product with variation(s) in overall color, size and characteristics. Variations should be expected and viewed as individuality and beauty. Due to the natural veining, seams and imperfections may require gluing or filling. The natural character and variation of stone should not be viewed as negative traits. Your actual countertop may vary in color or structure from the samples that you viewed previously. All our stock is beautiful and unique in nature. Granite is a product that naturally contains inherent weak spots, hairline cracks or other imperfections. We will fill hairline cracks and imperfections with colored resins; this in no way detracts from the quality of your finished product.

Additionally, cracks may appear after your installation, particularly if the structure experiences natural settling. We do not provide compensation should your countertop crack after installation. Please discuss with your representative methodologies that can be used to maintain the beauty and unique character of your granite countertop.

## The Seams in Your Countertop

### • Solid Surface [Corian®]

The seams are placed according to fabrication guidelines as set by the manufacturer. Layout of the project will affect the placement of the seams. Solid surface seams are inconspicuous, but may be visible.

### • Granite/Quartz

There are many factors that we use to determine seam locations such as:

- Grain direction [movement] in the granite.
- Actual slab size of current inventory.
- Layout of the project.
- Useable size and location of defects determine slab yield.
- Final placement of seams will not be determined until production.
- Fabricators use experience and judgment to best utilize the material.
- Also, the following must be considered for seam placement logistics:
  - Weight
  - Handling
  - Location
  - Safety
  - Avoidance of breakage

It is likely there will be seams at corners [right angle corners] to facilitate the above logistical considerations.

NOTE: The seams will be visible and felt by touch of the hand.

## Prior To Measurement

The checklists in this book are only to be done prior to final measure or template, not for your estimate quote appointment.

The following are action items:

- We require the decision-maker be present at the time of measurement to review specifics regarding the project.
- Cabinets must be level and secure. The countertop must lie flat to eliminate stress on the corners, cutouts, and seams. Therefore, it is the responsibility of the contractor/homeowner to ensure that the cabinets are level. All cabinets must be permanently secured to walls and/or floor.
- Please note if these above conditions are not met your countertop installation and/or measuring will require rescheduling. It may delay your project.
- All under mount sinks and templates for sinks/cook tops etc. must be on site and available for accurate measurement.
- Please have countertops cleared on the morning we are scheduled to create templates.

- Please note, that all under mount sink cutouts will be in accordance with the manufacturers under mount sink template specifications. Any deviation from the manufacturer's template must be submitted in writing accompanied by a modified template. Custom Sink Cut-outs will require an engineering fee.
- During tear-out of existing countertops, the back splash will have to be removed. When this happens there may be some damage to the drywall and finish behind. Please note, Stonecrafters does not remove tile back splash. Stonecrafters cannot be held liable for this damage. In some cases wall repair will need to be completed by the homeowner, prior to templating and installation.
- Corbels or steel supports may be required where countertop extends beyond the cabinet. These steel supports or Corbels are not included unless specified.

Please note the following parameters:

- Granite can extend **6"** unsupported without cutouts provided it is on a full depth cabinet of 24 inches min. in depth. \*
- Zodiac can extend **12"** unsupported without cutouts provided it is on a full depth cabinet. \*
- Zodiac with a **12"** overhang may need support if there are cutouts.
- Solid Surface can extend **6"** unsupported without cutouts provided it is on a full depth cabinet. \*

\* Please note that a full depth cabinet is 24 inches in depth.

## At Time of Measurement

The following are action items:

- Measuring for your countertops typically occurs Monday through Friday between 7:00 AM and 5:00 PM.
- The decision-maker must be present at the time of measure. Please have all appliances, sinks, faucets, and necessary templates on site at the time of measure. Additional charges will be incurred for any return trips.
- We require these items to verify tolerance and may then bring these items back to our shop to ensure that the countertops are cut correctly. We will return them when we install the countertops.
- Any discrepancies at templating that differ from bid documents are subject to re-bid. The order may be placed on hold until a new purchase order is generated.
- All supporting structures must be installed prior to time of templating.
- Unforeseen conditions may delay the measure or installation of your project. We will make every effort to continue work as soon as possible. It may also delay the scheduled installation.
- If your old countertops have not been removed at the time of measuring the following may occur.
  - You may purchase a tear out from us.
  - For optimum overhang accuracy we recommend that the countertops be removed prior to measuring for your new ones. For Zodiac and granite removal is required.
  - Any wall damage to walls that are adjacent to the countertops must be repaired prior to templating.
- Your countertops must be cleared prior to templating.

## Removal of Your Old Tops

- \_\_\_ If a tear-out is purchased; we will remove and haul away your old countertops. We will not tear-out, remove or dispose of your tile back splash, used sinks, appliances, cabinets, etc.
- \_\_\_ There may be unforeseen conditions that appear after the tear-out is completed. You will be notified immediately if any of these are discovered. These unforeseen conditions are not covered in your bid.
- \_\_\_ Additional work will require an additional charge.
  - We do not disconnect plumbing, electrical or gas unless you have purchased this as an option.
- \_\_\_ Unforeseen conditions may delay the installation of your project. We will make every effort to continue work as soon as possible.
- \_\_\_ Some unavoidable damage may occur to existing backsplash and wall covering behind or adjacent to the demolition area.

## Prior to Installation

The following are action items:

- Prior to the installation date you will need to have the existing sink and cook top disconnected and removed.
- We do not disconnect plumbing, electrical or gas unless you have purchased this as an option.
- If you have existing countertops and have not paid for removal, please be sure to have all work completed prior to our arrival.
- If a wall cleat or bracket is required for support, you should have the brackets installed prior to the installation of the countertops.
- Please plan a clear route for bringing your countertops to the work site. Remove any obstacles that might impede or create a safety hazard for our installers. Keep in mind that the countertops are cut in large sizes and tight corners are difficult to negotiate.

The following you should know prior to your installation:

- We are not responsible for any gas, plumbing or electrical work required to complete the installation of your new countertops.
- Plumbing of the sink is offered only if purchased as an option. (Option not available in all areas.)
- The sink and cook top cutout dimensions will meet the manufacturer's specifications.

## The Manufacturing Process

Your countertops are put into production several days before the installation process begins.

The following must be noted:

- The sink and cook top cutouts are not available for you to pick up at our facility. The pricing reflects all such considerations.
- Once fabrication has been started extra charges will occur if there are any changes of material or color.

- Any changes can create possible delays of your project. The last possible time for changes without creating a delay is at the time of measurement.

## At Time of Installation

The following are action items:

- The decision-maker must be present at the time of installation.
- Please have all appliances, sinks, faucets, etc., on site at the time of installation. Additional charges will be incurred for any return trips.
- Tear out of all countertops must be completed prior to our scheduled arrival.
- Dishwasher reattachment:
  - Stonecrafters will provide wood blocking to attach a dishwasher in a new construction environment. The contractor's plumber will re-attach the dishwasher when it is on site. The customer may want to stain this blocking.
  - We will re-attach the dishwasher when there has been a tear out, such as in a remodel environment.
  - If the wood block must be removed, it is the homeowner's responsibility to have their own plumber re-attach the dishwasher. This is done fastening along the side of the dishwasher.
- Protecting your belongings:
  - Clear all items from within the cabinet below your sink/sinks.
  - Remove all items in any cabinet associated with the installation of a new countertop.
  - Please take the appropriate precaution to protect any sensitive items.
  - You are advised to remove or protect even things in adjacent areas to the work area.
- Make sure the sink and/or cook top is disconnected and removed, if a sink removal and re-installation has not been purchased as an option.
- If you have selected an under mount sink model, please allow 24 hours for the tops and sink to set prior to re-connecting the plumbing.
- The installation of your countertops will generate dust. We will try to contain the dust in a reasonable fashion, but we are not responsible for any dust that may settle in other areas of your home. We ask that you turn your air conditioner and all other forced air systems off to prevent dust from spreading to other areas. To minimize dust some consumers put up a partition. A sheet or sheet plastic can be used for this application. Upon completion of installation, we will make every effort to leave your home as we found it. We will leave the job site in broom clean condition. However, after clean up dust will continue to settle. Please, be prepared to clean up and wipe up for a few days after your countertop installation.
- Installation conditions require clear and easy access from the street to the project area.

The following you should know about your installation:

- Installation of your countertops typically will occur Monday through Friday between 7:00 AM and 5:00 PM.
- You could be without a sink for up to 3 working days.
- If Stonecrafters does any tear-out we will not be charged with any pro-rata cost for drywall, plaster repair or other charges unless prior agreement has been made for such charges.
- The price you received does not include any structural changes to your cabinetry.
- The price you received does not include any trim where there is a condition in the installation that might require such trim. Please contact your finish carpenter.

- Visible unpainted cabinetry may be noticeable after your countertop is installed. Installing trim that matches your cabinets below the countertop line can hide this. This is not part of our service.
- Chalk lines or equivalent from other trades may be visible after the installation of your countertops and backsplash. You may need to contact your painter or finish carpenter. This is not part of our service.

A second day may be needed for a complete countertop installation process. Every effort will be made to complete your job on the scheduled date. However, please see the "Limitation of Damages" clause at the end of this document.

The decision-maker needs to be present when the job is completed in order to sign an acceptance and satisfaction report.

## **Granite Care and Maintenance**

Granite is a porous material that must be sealed in order to minimize staining. Granite countertops must be sealed every six months to two years to minimize staining. Sealing granite is not a guarantee against staining. Wine, coffee, grape juice, etc. can stain your granite. Appropriate care should be taken.

Granite is the hardest of natural stones that we are currently working with. It is the most resistant to scratching or chemical etching. This is not to say that you cannot damage granite by scratching or etching. As a rule of thumb, we do not recommend cutting on any countertop surfaces; we strongly suggest using a cutting board to avoid scratching the surface of the countertop.

Avoid the use of abrasive cleaners. Avoid prolonged exposure to oils and oil-based products. Avoid extreme heat. \* It is possible to develop a crack in granite from too much heat. A good rule of thumb is to use trivets, coasters and hot pads.

Granite countertops are easy to clean and maintain with soap and water, or glass cleaning products like Windex or other cleaning products containing vinegar.

Caution should be used when handling or storing any of the above listed products. You should follow label instructions. Caution must be used for the following:

- Products containing oils or powder may leave a residue.
- Repetitive exposure to extreme heat\* may damage the polished finish.
- Oven cleaners, Drano, Liquid Plumber, and floor strippers may damage the polished finish.
- Use of oven/grill cleaner may cause discoloration to the granite and should be avoided.

### **Difficult Spots:**

- Soak affected area with one of the recommended cleaning products for up to 10 minutes.
- Scrub the area.
- Bleach may be applied for up to 5 minutes.
- Re-apply recommended stone sealer as needed to the affected area.

**Extreme heat can be generated from transferring a cooking utensil from a burner to the countertop.**

### **Sunlight Exposure**

- Continuous long-term exposure to direct sunlight [UV rays] may result in slight discoloration of Zodiaq countertops. Most indoor applications will not be affected.

## **Quartz Care and Maintenance**

### **• Routine Care**

Zodiaq requires very little maintenance. Simply wipe your Zodiaq surface with soap and warm water on a regular basis to maintain its beauty and shine for years to come.

### **• Difficult Spills**

To remove difficult spills, wipe the surface with warm water and soap. If needed, apply a common household cleaner. For stains that harden as they dry, such as food and gum, remove by gently scraping off of surface (using a blade or putty remover), and then clean using warm water and soap.

### **• Extreme Heat Protection**

Zodiaq is extremely resistant to heat, and can withstand moderately high temperatures for brief periods of time without being damaged. Although Zodiaq is more heat resistant than any other stone surface, all stone can be damaged by sudden and extreme temperature changes, especially near the edges. For this reason, we recommend using a trivet or a hot pad to protect your Zodiaq surface from extreme heat.

### **• Chemicals to Avoid**

Avoid exposing your Zodiaq or other quartz surface to strong chemicals and solvents. Items to avoid include: nail polish remover, permanent markers or inks, oil soaps, and furniture cleaners or paint strippers that contain trichlorethane or methylene chloride. Also avoid exposing your Zodiaq surface to chemicals with high alkaline/PH levels, such as oven cleaners.

### **• General Precautions**

Although Zodiaq is extremely scratch and heat resistant, we recommend protecting your Zodiaq surface by using a hot pad or trivet for extreme heat protection, and by using a cutting board in order to avoid damage to your knives.

## **Solid Surface Care and Maintenance**

The inherent qualities of Corian® solid surfaces ensure the ultimate in easy care and renewability. Its nonporous, solid composition makes it easy to live and work with for many years.

### **Routine Care**

Routine daily care and maintenance of Corian® is easy. Use the following procedures as a guide to everyday care for Corian® solid surfaces:

- All Corian® sinks have a matte finish.
- Soapy water or ammonia-based cleaners will remove most dirt and stains from all types of finishes.
- Slightly different techniques must be used to remove difficult stains, depending on the finish. Please contact your Corian® supplier for more information.

### **Preventing Heat and Other Damage**

Although Corian® is resistant to heat, you should always use a hot pad or a trivet with rubber feet to protect Corian®. Hot pans, as well as some heat-generating appliances like frying pans or electric cooking pots, can damage the countertop if a hot pad or trivet is not used. \*

In most cases, Corian® can be repaired if it is accidentally damaged. However, be sure to follow these guidelines to prevent any permanent damage to Corian®.

- Avoid exposing Corian® to strong chemicals such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Remove nail polish with a non-acetone-based polish remover and flush with water.
- Do not cut directly on Corian® countertops.

Extreme heat can be generated from transferring a cooking utensil from a burner to the countertop.

## **Removing Stains and Fixing Scratches or Burns**

Nicks, scratches and cuts are inevitable with any high-use product, including Corian®. Since Corian® is solid all the way through, it is easy to renew to its original appearance as described below.

Minor damage, including scratches, general or chemical stains, scorches or burns, and minor impact marks, can be repaired on-site with a light abrasive cleanser and a product such as a Scotch-Brite™ pad. For heavier damage, light sanding may be necessary.

The following steps should be followed:

- Identify the extent of the damage and ascertain whether a minor repair will solve the problem. You may want to consult with your supplier of Corian®.
- If the damage is minor, try to repair it with an abrasive cleanser or a product such as a Scotch-Brite™ pad.
- If the above step is unsuccessful, hand-sand with 400-grit wet and dry sandpaper. To minimize dust wet the surface before starting.
- If this is unsuccessful, use an electric sander and heavier-grit paper. Always make provisions to control dust.
- If this, too, is unsuccessful, you may need to consult Stonecrafters for other repair options.

## **Renewing Corian®**

While nicks, stains, cuts and scratches can permanently mar most other surfaces, they shouldn't comprise the appearance of Corian surfaces. It's easy to restore Corian®, using an ordinary abrasive cleanser and a cleansing pad such as a green Scotch-Brite™ pad.

We hope this letter will help you better understand your remodeling project. If you have any questions or concerns, please do not hesitate to contact a representative at Stonecrafters.

Thank you in advance for your cooperation.

# Customer Sign-Off

## Limitation of Damages Claims:

The sole and exclusive remedy of purchaser for defective goods or services shall be, at our option, repair, replacement or refund of purchase price. We shall not be liable under any circumstances, including, but not limited to, any claim for breach of warranty [express or implied], tort [including negligence] or strict liability, for any actual, incidental, contingent, special or consequential damages arising from or out of the goods purchased hereunder, including but not limited to liability or loss of profits or revenue, loss or use of goods, cost of capital, cost of substitutes, additional cost incurred by purchaser or claims of purchaser's customers or other third parties for damages.

**The customer must sign this document before an order can be processed.**

I, the customer, have read and understand the previous pages.

\_\_\_\_\_ [Customer Signature]

Date: \_\_\_\_\_

I, the Associate Representative, have gone over the previous pages with the customer.

\_\_\_\_\_ [Stonecrafters Rep]

Date: \_\_\_\_\_