

WARRANTY AND CARE INFORMATION

U.S. Quartz Products - the U.S. distributor of CaesarStone - will warrant from the original date of installation material that fails due to any manufacturing defect when fabricated and installed by a CaesarStone Certified Fabricator for a period of ten (10) years. This warranty covers the repair or replacement of the failed material that has been permanently installed in a single family residence. This warranty includes necessary labor charges needed to repair or replace the product covered by this warranty.

The Residential Limited 10-year warranty is available only to the owner of a single-family residence in which the surfacing product is originally installed or, in the case of a newly constructed single family residence, to the first owner acquiring the residence from the builder thereof with the surfacing product already permanently installed.

Terms and Conditions

- A. This warranty applies only to CaesarStone surfacing materials.
- B. This warranty applies only to installations that are permanently installed in residences and that have not been moved from original installations.
- C. This warranty does not cover materials that have not been paid for.
- D. This warranty only applies to materials that have been maintained according to the CaesarStone Warranty & Care Guide provided at the time of installation or upon request from CaesarStone.
- E. To request service under this warranty you must contact the entity from which you purchased CaesarStone or contact U.S. Quartz Products directly at 877.978.2789.
- F. You must register your installation either by filling out the warranty registration card provided at the time of installation or by registering the warranty online at <http://www.caesarstoneus.com/support/product-registration.cfm>. In the event that no record of your warranty is on file you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Authorized Dealer and CaesarStone Certified Fabricator. You must agree to cooperate with U.S. Quartz Products or its authorized agents in the inspection of the product and will assist us in efforts to perform our obligations under this warranty.
- G. This warranty is transferable during the warranty period provided the original purchaser provides in writing to U.S. Quartz Products the name of the new owner and contact information. Under no circumstances will this warranty exceed ten (10) years from the original date of installation.
- H. All decisions regarding this warranty are at the sole discretion of U.S. Quartz Products and will be communicated to the end user promptly.

Exclusions

1. This warranty does not cover use for commercial purposes.
2. Routine maintenance and minor conditions such as stains and water spots that may be corrected by following the techniques specified in the use and care guide are not covered.
3. This warranty does not cover products installed in outdoor applications.
4. This warranty does not cover improper use or abuse.
5. This warranty does not cover failures due to fabricators not following the prescribed fabrication and installation procedures as outlined by U.S. Quartz Products. Improper fabrication or installation is the responsibility of the fabricator/installer.
6. This warranty does not cover seam appearance or seam performance.
7. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, etc. that may be necessary to repair or replace the CaesarStone product covered by this limited warranty.
8. U.S. Quartz Products is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism or accidents.
9. This warranty does not cover products installed with known or visible manufacturing defects at time of installation, including but not limited to color variance.
10. U.S. Quartz Products shall not be responsible in either contract or tort for any loss of direct, consequential or incidental damages arising out of the use or the inability to use the products covered in this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

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Specific Rights

U.S. Quartz Products Inc.'s obligation under the Residential Limited 10-Year Warranty is limited solely to the repair or replacement of the failed product. Such repair or replacement however, shall not include the performance of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed surface product (such as, for example, any plumbing, electrical, tile or wall surfacing repairs or modifications), such other repairs and modifications shall be the responsibility of the customer. If U.S. Quartz Products Inc. determines the likelihood of failure reoccurrence to be high, U.S. Quartz Products Inc. retains the option to refund the original purchase price or to offer a buy out financial settlement for the fabricated product and/or installation thereof paid by the customer in full and final satisfaction of its warranty obligation hereunder.

Except to the extent expressly stated herein or otherwise required by applicable law, U.S. Quartz Products Inc. disclaims all warranties and representations, expressed or implied, statutory or otherwise, including without limitation, any implied or expressed warranties of merchantability or fitness for a particular purpose, and shall not be responsible or liable, in either contract or tort, for any loss, including, without limitation, direct, indirect, special, consequential or incidental damages, arising out of the inability to use or delays in installation of, or repairs to the surfacing products provided or to be provided by U.S. Quartz Products Inc. Some states may not allow the exclusion or limitation of incidental or consequential damages, the foregoing limitations or exclusions may not be applicable.

This warranty gives the customer specific legal rights. Other rights may be available under applicable laws that vary from state to state.

MATERIAL

FINISHES

Polished surfaces have a gloss greater than or equal to 35% at 50°; honed surfaces have a matte finish and require more maintenance than our polished finish. Some foods and products adhere to the surface more than others. We recommend using Soft Scrub Bleach Gel and a Scotch Brite pad to maintain and remove any spots. CaesarStone can be finished on two faces by special order. In addition, many fabricators can provide CaesarStone tiles with an antiqued tumbled finish.

DIMENSIONS

Thickness (nominal): Typical Uses: 3/4" (20 mm) Minimum recommended for countertops, partitions, and thin-set tile. 1-1/4" (30 mm) Use when greater strength or thicker slabs are required. Available in a limited color selection.

Slab Size: 120 inches (3.10 m) long 56 inches (1.42 m) wide.

LIMITATIONS

- CaesarStone is recommended for interior use only.
- Chemical: Avoid contact with products containing trichloroethane or methylene chloride (such as paint removers or strippers), abrasives, alkaline levels higher than 8.5 pH, hydrofluoric acid, liquid bluing, and aggressive cleaning compounds like oven or grill cleaners. Nitric acid discolors CaesarStone but does not compromise its strength. Concentrations over 10% of sodium hydroxide or potassium hydroxide can etch CaesarStone. In the event of accidental exposure to these products, thoroughly rinse CaesarStone with clean water as soon as possible.
- Intense Heat: CaesarStone tolerates brief exposures to moderately hot temperatures (up to 300°F (150°C)). Limited contact with a burning cigarette or hot pot will not ruin the surface. However, prolonged contact with very hot pots or open flames can cause thermal shock, discoloration, or other damage. Ignition temperature is 914°F (490°C).

FABRICATION

Cut and polish CaesarStone with water-cooled power tools. Lay out materials to minimize joints and to avoid L-shaped pieces of quartz surfacing. Inspect material for defects prior to fabrication.

Inside corners should have 3/8 inch (10 mm) minimum radius to reduce the potential for crack propagation. Inside corners, narrow pieces, cantilevered overhangs, and stress points should be reinforced against breakage by laminating an additional thickness of CaesarStone.

Verify field measurements prior to fabrication. Substrates supporting quartz surfaces should be plumb, level, and flat to within 1/16 inch in ten feet (1.6 mm in 3000 mm). Supports and blocking should be securely installed.

The certified CaesarStone fabricator should be provided with accurate templates showing cutouts required for installation of items installed on or penetrating through CaesarStone.

EXCLUSIONS FROM THE 10 YEAR LIMITED WARRANTY GIVEN TO EACH PURCHASER OF A COUNTERTOP FROM THE FABRICATOR

The following items or events will void the 10 Year Limited Warranty:

- **Any fault that is visible at the time of fabrication or installation and has not been cut around during fabrication.**
- **On Green label slabs — all visual imperfections.**
- **Any claims arising from not batch matching the slabs in the installation.**
- **Any claims arising from not properly checking color between slabs, even if the batch numbers are the same.**
- **Changing the original surface finish of the slabs by re-polishing, honing, sealing, or otherwise altering the factory finish.**
- **Any creative use of the slabs, such as bending or curving. Although this is possible, it is not a process that the Distributor has control over and therefore the Distributor cannot accept responsibility for it.**
- **Polishing the back of the slabs (Except for Laminations).**
- **Milling or reducing the thickness from the back of the slab.**
- **Securing mechanical fasteners directly onto the slabs.**
- **Removing the Caesarstone product information from the back of the slabs.**
- **Any chips or cracks as a direct result of cutting or polishing the slabs dry, not following the recommended minimum edge profile details or the mitered edges where the joint is not cut correctly (Page 15).**
- **Claims for scratches or damage to the surface after installation**
- **Any mechanical damage caused by hitting or knocking the slabs.**
- **Any chemical damage.**
- **Not allowing sufficient room for expansion.**
- **Any failure due to inadequate support.**
- **Any failure due to improper fabrication and or installation.**
- **Not using a 3/8" radius on corners.**