

itastoneTM

“Turn your thoughts to quartz”

CARE GUIDELINES &
WARRANTY INFORMATION

Care & Maintenance

With the correct care and maintenance your Itastone Quartz® worksurface can and will last a lifetime.

Follow these simple guidelines in order to keep the appearance of your worksurface in perfect condition and avoid any damaging effects.

Routine Cleaning

It is highly recommended that you remain vigilant when it comes to cleaning up spillages of common household items such as tea, coffee, wine, vinegar, fruit juice, cooking sauces, etc.

It is far easier to clean up these spills when they happen, before they dry and become stubborn.

To clean, use a damp cloth and if necessary, a small amount of quartz worksurface cleaner. Rinse thoroughly with water to remove any residue and dry immediately with paper or cloth towels.

For best results, buff in smooth circular motions with a lint-free microfibre cloth.

Do not use multi surface polishes on the worksurface as these will affect the appearance of the surface.

Any water spillages should be wiped up and dried immediately with paper or cloth towels to prevent a build-up of limescale on the worksurface.

Removal of Dried Spillages and Limescale

Some items harden as they dry and become more difficult to remove from your worksurface.

For more stubborn stains, apply Cif cream cleaner with a non-abrasive, non-metallic, white top cleaning sponge. Do not use any scouring pads that may scratch or dull the surface.

Rinse thoroughly with water to remove any residue and dry immediately with paper or cloth towels.

For best results, buff in smooth circular motions with a lint-free microfibre cloth.

Avoiding Oils, Chemicals, Dyes and Solvents

Avoid using stripping agents, grease removers, caustic soda or products that have a PH value above 10 on Itastone Quartz®.

Do not use solvents that contain methylene chloride, dichloromethane or chloromethane. Oils, chemicals, dyes and solvents can permanently damage your work surface.

If you do spill any of these types of product on your work surface, blot up immediately and rinse thoroughly with water to remove any residue. Dry immediately with paper or cloth towels.

For best results buff in smooth circular motions with a lint-free microfibre cloth.

Oils and dyes capable of staining can be found in common food items. Therefore, please do not allow spillages from these types of products to remain on work surfaces for any amount of time and clean up immediately using the instructions above.

Hot objects

Whilst your worksurface has a heat resistance, it is not heat proof. To avoid thermal impact damage, you should not place heated items directly on to the worktop. Heat trivets must be used when placing hot pans or similar items onto the surface.

Heavy and Sharp objects

Do not stand, sit or place heavy objects onto the surface and avoid dropping or knocking objects that can cause impact to the surface or edge of your worktop.

Never cut directly onto a surface and always utilise a chopping board when preparing food.

Itastone Quartz® warrant that on the day of purchase, and for a period of fifteen years from the date of completed installation, the Product shall be free from any defect in the raw material used to make the Product.

The warranty is automatically registered upon installation of the product. Itastone Quartz® requests that the customer retains their original invoice with this warranty as proof of purchase in the unlikely event that the customer needs to make a claim. Warranty cover will not be provided if the customer is unable to provide valid proof of purchase to the satisfaction of Itastone Quartz®

This warranty is transferable within the fifteen year warranty period provided that the new purchaser (or 'assignee') of the Product can provide the original proof of purchase in the event of making a warranty claim. The warranty is only applicable to products manufactured by Itastone Quartz®.

The Itastone Quartz® 15 year warranty cover is provided to the customer subject to, and in accordance with, the following timescales relating to when a claim is made by the customer and the responsibility of Itastone Quartz® under the warranty:

Year 1-2: 100% of material and labour (at cost) is covered;
Year 3-5: 75% of material and 50% of labour (at cost) is covered;
Year 6-9: 50% of material and 25% of labour (at cost) is covered;
Year 10: 25% of material and 0% of labour (at cost) is covered.

In the event that the customer has a valid warranty claim, Itastone Quartz® will, at its discretion, either repair or replace any section or sections of the Product that are defective in accordance with the conditions of this warranty.

Where a section or sections of the Product is replaced by Itastone Quartz®, reasonable endeavours will be used to obtain a good match in relation to the colour and thickness of the product originally purchased by the customer. However, this cannot be guaranteed. Where a colour has been discontinued from the Itastone Quartz® range, it shall be substituted by the most similar colour available from those ranges available at Itastone Quartz® at that time. The warranty covers Itastone Quartz® kitchen work surfaces that have been permanently installed in the customer's home for domestic purposes only.

The warranty is subject to strict observance by the customer of the Care and Maintenance Guidelines for the upkeep of Product that are included in this document. In order for a warranty claim to be valid, the customer must make a claim within 30 days of the defect in the material becoming apparent.

Exclusions

The warranty does not cover:

- Products that are used by the customer such as flooring, external or internal cladding, or for any commercial use or for any domestic use other than as a residential worktop.
- Any fault, defect, or damage arising from the fabrication, installation, fitting, modification or manipulation of the product by Itastone Quartz® or any third party.
- Any fault, defect or damage resulting from thermal impact or chemical treatment not recommended in the Care and Maintenance Guidelines or any aggressive or improper treatment of the Product which may result in chipping, cracking or impact damage (this is a nonexhaustive list).
- Any faults or defects in the product arising as a result of fair wear and tear or neglect.
- Any faults or defects in the product arising as a result of exposure to ultraviolet light for prolonged periods of time.
- Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for, using the Product in a way that does not benefit its technical specifications.
- Any other loss, cost, claim or damages which are suffered by the customer except for those losses which arise as a foreseeable consequence of the defect in the Product.
- Any differences between promotional material, i.e. samples, photographs, displays etc and the product purchased.
- Any claim made more than 30 days after a defect in the material has become apparent to the customer.
- Products that have not been paid for in full by the customer. Nothing in this warranty will reduce the customer's statutory rights relating to faulty or misdescribed goods. Further information can be found at Trading Standards or the Citizen's Advice Bureau.

Making a Claim

If you believe your Itastone Quartz® product has a defect and would like to file a claim in accordance with this warranty please contact Itastone Quartz® Customer Service by email.

e) info@itastone.co.uk

Itastone Quartz® shall verify the claim and if a defect in the material has occurred, in accordance with the terms and conditions of this warranty, will, at its discretion, either repair or replace.

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