



MAINTENANCE & WARRANTY

Congratulations on your purchase of your Emerstone surface, Emerstone Quartz is an elegant and durable surface with use for countertops in mind it's designed to provide you with long lasting satisfaction and comfort.

Caring for your Emerstone Quartz is simple and easy:

- For everyday cleaning use a soft sponge or cloth with warm water
- For stubborn greasy stains a gentle liquid cleaner like Mr. Clean, Fantastic, etc. is recommended
- Never use scrubbing material that may contain aluminum oxide and may dull your surfaces finish
- Do not use abrasive cleaning agents like regular Comet or Ajax non abrasive cleaning agents is okay to use
- Never allow your countertop to come in contact with with drain cleaners, paint thinners, or products containing hydrofluoric acid, methylene chloride, trichloroethviene, or any products containing very high or low levels of PH.

Though Emerstone Quartz is designed to withstand damage of most common household items these chemicals may discolor your countertop

- There is no use in sealing your Emerstone Quartz material the sealer will not penetrate and remain on the surface, eventually it will wear off unevenly causing the surface to have an uneven polish
- Emerstone Quartz is heat resistant but not proof always use a trivet or hot pad when placing hot stuff on the countertop.

Sudden or rapid change of temperature or sustained heat may cause your countertop to crack or get a burned mark

- Do not let stains lay around for long period of time. Emerstone Quartz is a non-porous surface making it very unlikely to get permanent stains but it's not stain proof

Follow these simple steps and we hope Emerstone Quartz will provide with long lasting style and trouble free use

Emerstone Quartz by Emgee Stones Co. Inc. 10 year limited warranty

Emgee Stones Co. Inc. warrants Emerstone Quartz to be free from material defects in manufacturing for a period of ten (10) years from the date of completion of the installation. This warranty is limited to the original purchaser of the Emerstone Installation. In newly constructed single - family residences where it was installed, the warranty is available to the original owner and is non-transferable. All decisions regarding this warranty are at the sole discretion of Emgee Stones. No representative, dealer, salesperson, distributor, fabricator, or other persons are authorized to make any warranty or promise on

behalf of Emgee Stones with respect to Emerstone Quartz products. If it is determined by Emgee Stones that Emerstone materials failed due to manufacturing defect, Emgee Stones will, at its sole discretion, repair or replace such materials, Emgee Stones will try to obtain the best possible resolution. The decision to repair or replace is at Emgee Stones sole discretion and an exact color match is not guaranteed.

Terms and Conditions

- This warranty applies only to Emerstone Quartz materials that has been permanently installed In the interior of single-family residences and have not been moved from their original installation.
- This warranty applies only to materials that has been maintained properly according to the Emerstone Quartz Care & Maintenance guidelines
- To request service under this warranty you must contact the company that sold you the Emerstone Quartz surface or contact Emgee Stones directly at 1-718-495--7072 or at sales@emgeestone.com within thirty (30) days of failure. Please make sure to have your proof of purchase available

What is not covered under this warranty?

- Materials and/or services that has not been paid in full.
- Material installed in any outdoor application.
- Material used as flooring application.
- Products with honed finishes, honed finishes are not designed for high traffic applications
- Failure due to fabricators/installers failing to use proper procedure
- Creative use of the material such as thermal bending or curving
- Material that has been reduced in thickness
- Seam appearance etc. once the product is properly installed the shifting of cabinet or foundation are a main cause of above problem, or thermal shock caused by hot stuff being left on surface for more than a short time
- Securing objects directly into material
- Failure due to insufficient support for the material used
- Defects that where visible at time of fabrication or installation
- Chemical damage
- Damage caused by improper handling of the material, or abuse, and failure to properly maintain the material
- Scratches. Emerstone is highly scratch resistance but not scratch proof it's necessary to use a cutting board as part of regular maintenance procedure
- Natural variations of color, size, distribution of pattern, these are inherent characteristics of Quartz slabs since they are natural stone based. Samples provided to consumers, and dealers, are only representative

of the actual product and not an exact replica of the slab that will be installed in your property

- Spots or blemishes smaller than a U.S. ten cents (\$0.10) for single-color slabs and smaller than U.S. twenty five cents (\$0.25) for multi-colored slabs
- Emgee Stones is not responsible for damage or injury caused in whole or part by act of God, job site conditions, and architectural/engineering design, structural movement, acts of vandalism or accidents
- Engineering, and building codes vary widely, Emgee Stones does not take responsibility for the choice of material chosen that it will comply with local law, and established construction norms
- Routine maintenance including but not limited to, removing stains and other such minor conditions specified in the care and maintenance section of our website www.emerstone.com
- Any other cost including but not limited to painting, electrical, cabinets, tile, transportation, tear out, disposal, and reinstallation and fabrication or any associated costs proceeding the cost of the material sold by Emerstone Quartz.
- Emgee Stones should not be. Responsible for any loss direct or indirect, consequential, incidental, or punitive, or any other costs caused by the inability to use the the product covered under this warranty
In case the item is discontinued Emgee stones reserves the right to decide how to proceed

The above is the complete warranty for Emerstone Quartz sold by Emgee Stones, and supersedes all other warranties whether oral or written. Emgee Stones disclaims all warranties not stated in above warranty, including to the extent permitted by law, any warranty that may exist under national or local law including but not limited to any implied warranty to merchantability or fitness for particular use. Some jurisdictions do not allow the exclusion of the implied warranty so this may not apply to you.