



Congratulations on Your New Counter Tops!

At Graham's Flooring & Design we want your installation process to be rewarding. To insure that all goes well, we have compiled some helpful hints that you should read over before your installers arrive. The better prepared you are, the smoother things will go and the sooner you can enjoy your new counters.

Scheduling:

In most cases the installers will arrive at your home/ office between 8:30-9:30am, unless other arrangements have been made. A **trip fee** will be charged if you cancel within 24 hours of the scheduled installation. Please call ahead if you can't make the scheduled installation date.

At the time of installation the area MUST be heated to 70 degrees.

Preparation for Install:

If you are providing your own sink or using your existing sink, it must be on site on the day of templating. If you are changing the size and shape of your sink, you may need to have a plumber help with moving lines. Our installers will not do any plumbing. You will also need to have a plumber hook up your faucet and gas line after install.

It is nearly impossible to salvage a backsplash when installing new counters. Please plan to also replace your backsplash.

It is rare, but possible for slabs to break during the fabrication process. You may need to pick out a backup slab in case this happens.

Day of Install:

On the day of installation, make sure pets and children are out of the way of work space. Be available for questions by installer. Installers will need an area apart from the area of install with an electrical outlet to cut materials.

Our installers are very careful not to damage walls or trim as they install. However, it is virtually impossible not to have some marks left that need touch up. If you are getting counters installed on a raised bar, there will likely be some wall repairs needed after installation. The new counters will likely not sit on the wall the same way the old counters did.

You should plan to touch up some paint and may need to paint areas that were caulked by the installers.

BY THE WAY, CONSTRUCTION CREATES A LOT OF DUST! Expect to have to wipe down flat surfaces throughout your home when installation is complete. If anyone in your household has allergies or asthma, it is a good idea to have them stay away during tear out and install.

Balance Due:

Upon completion of the work we will accept your personal check, Visa or MC for the remaining balance.

Please call the office, **970-612-0214** for credit card payments or mail your check to:
Graham's Flooring & Design, 451 N. Denver Avenue, Loveland, CO 80537

Graham's Flooring & Design Service Guarantee:

The installation of your new flooring is **guaranteed for life!** For any problem resulting from the installation, please call and we can set an appointment to look at any problems. Environmental issues such as settling are not covered by the guarantee.

Preventions and Precautions

- Never place hot objects including CROCKPOTS directly on counters! This could cause cracking or stress fractures.
***Quartz (E-Stone) In particular is very susceptible to heat and can cause discoloration and warping. These damages usually can not be repaired.** □ All surfaces can break or chip. Ensure adequate supports are installed ***Avoid sitting or standing on countertops – This is the main cause of cracks and breaks!**
- Do not use the stone counter top as a cutting board; this may scratch the stone. And dull your knives.
- Always blot liquid spills immediately. Do not wait to clean up messes; this could prevent staining or etching. Especially in Natural Stone. IE Granite & Marble, etc.
- If you have natural stone counter tops (granite, marble etc..), always seal them as needed; this will prevent damage and discoloration. If you are uncertain if your stone needs to be sealed, you should perform the "water test". Simply pour a small amount of water on the surface of the counter. Wait about 10-15 minutes, if the water begins to absorb into the stone it is time to reseal.
Always wait for all the water to evaporate before resealing.
- Trick of the trade... A flat razor blade can be your best friend when cleaning, slide the blade at an angle to get the hard to get stuff up before using any harsh chemicals.

Cleaning

Quartz

See manufacturer for warranty and recommended cleaning products for manmade quartz **Granite**
Regular cleaning with non-abrasive pad and mild soap and water is recommended. Avoid using harsh abrasive cleaners

Do's - Clean surface often with a few drops of mild liquid dish soap or a cleaning agent made especially for natural stone. These cleaning agents will remove oil, residue, every day food spills and most bath and beauty products. Thoroughly rinse and dry the surface after cleaning.

*HINT - Too much soap or cleanser can leave a film and cause noticeable streaking.

Dont's - Do not use products that contain lemon, vinegar, or any other acid content that may etch the surface. Also, most bathroom cleaners and any sort of scouring pad or steel wool are not recommended. Do not use any oil-based products on your counter tops.

*Basically - the harsher the cleaner, the quicker it will break down the sealant.

Sealing

When any surface protection product is used, care must be taken to read and follow the manufacturer's written instructions accurately. This will provide the greatest benefit from the application and will guarantee safe handling of the product.

- Proper cleaning and sealing is the best way to prevent permanent stains and damage.
- Natural stone counter tops have been sealed prior to installation.
- Some of the denser stones will only need to be sealed every few years while others may need it more than once a year. To determine if your counters need to be sealed, simply perform a "water test" Please see Preventions and Precautions on the first page.
- Quartz and other manmade surfaces do not require yearly maintenance

***HINT when buying sealer for your natural stone counter tops be sure it is an IMPREGNABLE sealer, meaning it will penetrate the stone.**

- You will need 3 clean, dry, soft cloths and your preferred stone sealer.
- Be certain your counter tops are clean and free of spills prior to sealing.
- Pour a small amount of sealer, about the size of the bottom of a soda can, onto the counter and distribute evenly with a dry cloth. Pour more sealer, as needed, as you continue to cover the surface.
- Allow the sealer to fully penetrate the stone for at least 15-20 minutes. If the sealer is quickly absorbed by the stone, which is common with more porous material, repeat step 2. using one of the remaining dry cloths to wipe up excess sealer. This should remove any residue.
- Once all excess sealer is removed, use the third clean dry cloth for a final wipe down.
- Sealer is not a lacquer type coating; therefore, spills should be cleaned up in a timely manner.

Additional Information

WHAT IS QUARTZ? Quartz or E-Stone is a composite made-up of 93% quartz, 7% polyester resin and pigment. The non-porous and non-absorbing nature of quartz stone surface makes it very hygienic; it does not harbor bacteria. Quartz is a very hard material and will last the lifetime of your home.

WHAT IS THE DIFFERENCE BETWEEN QUARTZ AND QUARTZITE? Quartz is comprised of oxygen and silica. The main component of quartz is silica or silicon dioxide. Quartzite is formed due to the metamorphism of quartz countertops and sandstones and is found in more areas than quartzite. Though quartz and quartzite are both hard, quartz is a much easier natural stone to work with.

WHAT IS GRANITE? Granite is the natural stone most often quarried as a "dimension stone" (a natural rock material that has been cut into blocks or slabs of specific length, width and thickness). Granite is hard enough to resist most abrasion, strong enough to bear significant weight, inert enough to resist weathering and it accepts a brilliant polish. These characteristics make it a very desirable and useful dimension stone for both kitchen and bathroom countertops.

Natural Stone - Issues

Fissures occur naturally in many stone types. A fissure is defined by the American Geological Institute as, "An extensive crack, break, or fracture in the rock, which may contain mineral-bearing material." This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature in the stone that may be found in other areas of the same slab or other slabs of the same material.

Cracks that are detected prior to fabrication; are avoided during the layout process prior to fabrication. When cracks happen in the home when working with such stones, it is common practice to repair cracks by cementing them together with epoxy or polyester resin. Repairs are frequently performed by injection of a penetrating resin adhesive, which may be dyed to match the stone, and then rebuffing the area. In many cases, the entire stone must be re-polished to make the repair unnoticeable. If the repair is attempted but unsuccessful, the stone may have to be replaced with a new piece.

Chips can occur in stone for several reasons, particularly in the igneous stone varieties. Larger chips may be repaired with epoxy or polyester resin.

Pitting of the countertop surface is a commonly seen characteristic of natural stone. Granites are made up of several different minerals, each mineral having a different hardness. All true granites have biotite in their composition. Because biotite is relatively soft and flaky it can cause pits throughout the slab. Some granites have more biotite than others. The higher the biotite content of the stone, the more pits it will have. The pits do not make the granite less durable or otherwise inferior. It is usually best to not attempt repair of pits, as most repair techniques will not cosmetically improve the countertop.