

Congratulations on your purchase. Both natural and manufactured quartz add beauty and value to your home and lifestyle. We at Graniteworx pride ourselves on providing not only the best purchasing experience but throughout the entire life cycle of your stone.

This booklet should answer any and all questions regarding the entire process but also how to ensure you enjoy your purchase for your lifetime.

THE TEMPLATE EXPERIENCE

When your Design Consultant uploads a deposit and approval for selection and costs, your project goes to Scheduling. You will receive two e-mails:

1. Your template appointment
2. Your installation appointment

If the dates and times provided to you do not work for your schedule, by all means, e-mail, and we will find a time that better suits your needs.

Template Preparation Check List:

Prior to your template we require all information for your project. For anything requiring a custom opening in your project, send your Design Consultant the make and model so that we can consult the correct manufacturer specifications.

Sinks, Taps, Stoves, Fireplaces, and BBQs etc.

Providing the following information to the GX Team in advance of your template appointment will help us ensure that you have a smooth experience.

Our goal is for your template appointment to be about taking precise measurements and double checking our understanding of your vision.

Failure to provide this information in advance removes an important step in our Quality Control process and may result in a delay on the install date.

Before Arrival: Any changes to the site conditions made after template could cause issues with proper fitting and, thereby, could incur additional charges for labour and/or material to remedy.

It is the responsibility of the owner to ensure structures are flat/level and ready for installation. Graniteworx is not responsible for any finishing millwork or paint and we recommend that you schedule finishing details after installation.

All cabinets must be fully installed and secured in their final position
Existing countertops must be cleared of ALL items.

**Once your template is completed, the production process begins.
There can be no changes after that point.**

THE INSTALL EXPERIENCE

Each project is unique and every project will require a unique amount of time onsite.

It is impossible to be precise with crew arrival times. We ask that you leave your schedule flexible on installation day.

If you have tight scheduling circumstances, please advise us in advance so that we can be mindful to accommodate your needs. You are welcome to call our offices for arrival time updates through the day.

Installation Preparation Check List:

1. Remove all items inside lower cabinets and off the surface of any existing countertops and place them in a safe place away from installation work area.
2. If you are removing your existing counter yourself, please remove in advance of the crew's arrival and disconnect the plumbing and electrical, shut off gas lines, and disconnect the stove.
3. Graniteworx will happily provide the service of removing and disposing your existing countertops and must be a part of the quote from your design consultant prior to templating. Homeowners failure to remove existing counters will result in additional charges or cancellation of install.

GX crew will disconnect the plumbing, but we ask that you disconnect the electrical, shut off gas lines, and disconnect the stove. All shut off valves must be functioning and installed before the removal.

4. For full-height backsplashes, please remove valances and receptacle covers.
5. If your sink is not purchased through GX, ensure that it is onsite so that the crew can mount it for you. There may be additional charges if a return trip is needed to mount the sink.

Installation Appointment:

- In custom work, it is common to need to make adjustments onsite during installation. Weather and site conditions permitting, as much of this as possible will be done outside, but please be prepared that we may need to do some cutting, polishing, etc. in the home.
- Electrical or gas hook up cannot be completed by Graniteworx for insurance reasons. Plumbing hook ups can be done through GX at an additional charge.
- Please wait overnight to hook up plumbing, anchor dishwasher, or complete electrical to allow adhesives to fully set.
- Silicone and paintable caulking will be used by our installers to seal any gaps after the completion of your installation. It is the responsibility of the homeowner to paint all paintable caulking within a couple weeks or it will dry and flake. Caulking is a regular homeowner's maintenance product after installation.
- Please be advised that mounting an undermount sink frequently requires adjustments to the cabinet box. Most commonly, this entails removing the front strip and/or "scooping" the side gables. Do not be alarmed if the crew needs to make these adjustments for you.

- Items can be placed back inside cabinets as soon as installation is complete.
 - Precautions will be taken to protect floors and walls. If damage occurs during installation, GX will be responsible for repairs as needed. Graniteworx reserves the right to inspect the damage and find a suitable solution can be agreed upon by all parties involved.

PRACTICAL DETAILS:

- **Inside corners:** Whether this will be a tight 90° or a larger radius is determined by the tooling paths needed to produce your shapes. Therefore, this detail is at the discretion of the Graniteworx Programming Team, not the purchaser.
- **Overhangs:** Overhangs will vary at different points of the countertop to ensure the overall appearance is aesthetically pleasing.
- **Seam Locations:** Many factors influence the number and locations of seams. Accordingly, these aspects are at the discretion of the Graniteworx Team.
 - Slab size
 - Crew safety: overall weight of pieces and site access routes
 - Installation practicalities and risks of damage to home
 - Seam line up and vein direction
 - Limitations of the stone matrix (stability of the stone)
- **Seam Quality:** Stone is cut with a diamond blade. If slight chips occur at the seam, a colour-matched epoxy will be used to smooth the area. Seams will be visible and felt by the touch of the hand. Every effort will be made for the best possible pattern and color match at the seam, but, due to the variable nature of natural stone, no seam match will be perfect.
- **Surface and Pattern Natural Stone:** Due to the characteristics of stone, each stone's mineral concentration will vary, producing patches that may appear lighter or darker or may seem like anomalous inclusions. The gloss of polished stone is naturally buffed from the stone. Therefore, when the stone is lying flat, you might notice variations in gloss levels due to the variation in minerals within the stone. This may be more evident at a seam location. It is normal and natural and not considered a defect.
- **Surface and Pattern of Manufactured Stone:** Manufactured stone is a man-made product utilizing machinery, programming and various materials. Each manufacturer has its own tolerances for thickness, inclusions, veining and dye lots and details can be found on their website for warranty issues. Any and all warranty issues for manufactured stone is the responsibility of the manufacturer. GX will do our best to assist both the supplier and the customer to resolve any challenges or warranty issues but responsibly remains with the manufacturers warranty.

Variations should be expected and celebrated as part of the individuality and beauty of the stone.

- **Fissures and Pits:** Stone contains natural pits and fissures; they have natural lines running through them, especially where two different minerals join. These lines are reinforced at quarry processing by adding resins and binding agents, and GX further reinforces exotic stones by embedding rods around weak areas during fabrication. These lines can be stressed during handling, but, once installed and properly supported, they are secured. During the fabrication and installation process, GX may need to apply color-match epoxy to the stone, similar to applications done at the quarry processing, to achieve a smoother surface for you, but no natural surface will be perfectly smooth.
- **Gapping:** We custom fit all products to variances against the walls. Some gaps may still occur and drywall may need to be mudded by the purchaser after install. Any remaining gaps are filled with paintable caulking. Paintable caulking is the best for blending with the wall, but it needs to be painted within a few weeks of application or it will flake. Maintaining this caulking is the responsibility of the home owner.
- **Veining and Book matching:** Veining in natural stone is created through the movement, pressure and heat of the earth and each slab will have its own characteristics. Veining in manufactured products is created through each batch of production and inherently is subjected to individual production lot variations.

Book Match is an industry term to explain how characteristics of one side of a seam are similar on the other side just like an open book would look. Book match can never be considered an exact mirror image. Mirror imaging can be achieved through products utilizing photograph images like porcelain.

Veining in all countertop materials can never be a perfect match when seaming, although GX strives to achieve the best possible look of each countertop.

- **Flat vs Level:** All installations will be installed as flat as possible, but flat may not be true level due to the parameters of onsite conditions or of the materials. Level is created from the ground up and can not be corrected by the countertop installation. It is the homeowners responsibility to ensure cabinets are level.
- **Samples:** All samples supplied are for reference only and do not represent the dye lot or block of the final product selected.
- **Plumbing:** Plumbing connections, if done through Graniteworx, will be done in accordance to the local Ontario Building Codes.
- **Sink Cutouts:** GX will employ the manufacturer's recommended sink cutout for sinks. Whether the cutout has a reveal, has an overhang, or is flush is determined by the sink manufacturer and by the GX team.
- **Sealer:** Any natural stone will have a single coat of sealer applied. GX does not warranty against staining. It is the responsibility of the purchaser to test for absorption and determine if additional coats of sealer are required. Sealer application is something the DIY can complete.
- **Stone Sealer Warranty** can be purchased at additional cost. Please consult a Design Consultant for more information in this regard.

UNDERSTAND AND KNOW YOUR MATERIALS: COUNTERTOPS

GRANITE:

GRANITE is the most popular natural stone option for countertops due to its versatility and superior performance characteristics. It is one of the hardest and strongest materials in nature, originating from the earth's core as liquid magma.

Extreme heat and pressure forged the quartz, mica, feldspar and other minerals into a very dense structure millions of years ago. Over time, additional heat and pressure created the fascinating combinations of colour and pattern that make each block truly unique.

Granite is mined in large block sections. The mining company assesses the structure of each stone and may fill the block with a sealer or filler to ensure the block can be sliced into slabs. The slabs with more deposits, fissures and softer stones like marble may then be backed with a fiberglass backing to ensure the stability of the slab.

We purchase our slabs in standard metric sizes of 1.3cm, 2cm or 3cm but like all-natural products, thickness of each slab may vary and are natural. We are able to achieve any thickness appearance by adjusting the edges on some stones. Please discuss with your design consultant.

QUARTZITE:

Care and Maintenance of Quartzite: You clean, seal, and maintain quartzite the same way you would granite. The only difference is that quartzite is more susceptible to etching, absorbing, and scratching than granite.

MARBLE and LIMESTONE

MARBLE is a metamorphic rock formed by heat and pressure applied to limestone. Limestone is a sedimentary rock formed by dripping calcium carbonate GX does not recommend the use of polished marble for high use surfaces such as kitchen or wet bar counters; marble should only be used for counter tops that are subjected to very light use, such as furniture or powder rooms.

Marble is a delicate surface and should be treated with great care. It is softer and more porous than granite or quartzite, which makes it susceptible to staining, scratching, and etching. Over the years the marble will begin to age or patina through absorption, and a film or discoloration may occur. A home owner installing marble should be comfortable loving the changes the stone will naturally go through over time.

The surface of all-Natural Stones can be finished in a polish, matte leather, or GX finish. Graniteworx is one of the few fabricators in the region with its own leathering and honing equipment.

All-Natural Stones

Cleaning: Wipe up spills quickly and avoid letting liquids sit on the surface for extended periods of time.

Clean with a clean cloth, using mild dish soap and hot water only. Towel dry after washing to avoid streaks and water marking on the surface. Avoid using vinegar, ammonia, lemon, orange, household chemicals, acid, or solvents may damage the surface of granite over time.

Pro Tip: To remove stubborn sticky materials like glue, or any product that has hardened, use a razor blade tip or 000 fine-grade steel wool.

If staining occurs, do not panic: all stains in natural stone will eventually lift; it is just a matter of how long that process takes.

Pro Tip: There are several ways to pull the stain out of the stone.

1.) Take near boiling water and add dish soap. Pour this onto the stain and allow it to soak into the stone. Use a hair dryer on high heat to evaporate the water. We recommend a couple applications of this free solution before investing in other options.

2.) There are several good stain removers on the market that are safe for natural stone. E-mail an image and description to customercare@graniteworx.ca, and we would be happy to help.

Sealing: Natural stone sealer can be purchased through fabricators, such as GX, hardware stores, and online. Use a wipe-on, wipe-off procedure, similar to how you might clean any countertop on a daily basis.

All stone countertops will get a single coat of sealer before leaving the shop or onsite. Some stones, particularly lighter ones, will require a few extra coats immediately after installation. For this reason, we recommend testing the first few days in case you need this extra application. Application of any additional coats are left to the purchaser as part of ongoing stone maintenance.

A 25-year sealer warranty can be purchased at additional cost and we recommend this for all-natural stone and your worry-free experience.

Ask your Design Consultant for more details on our currently offered sealer warranties. *Please note that sealer warranties do not cover etching.

Scratches/chips: Stone is resistant to cracks, chips, scratches, and stains; however, like most materials, excessive force and/or pressure from objects can damage the surface. The most common area for chipping is around the sink area, as this area has such high use, and it is quite easy to hit the sides during washing. We do not recommend standing or sitting on your counter as this could risk cracking or chipping.

If you crack or chip or scratch your counter, contact a stone fabricator, such as GX, or surface restoration company.

- **Etching:** Etching is a chemical reaction caused by a liquid substance making contact with the surface of the stone (e.g., household cleaners, orange juice, coffee, vinegar, wine, tomato products, mustard, and many soft drinks). In some cases, etching spots can also occur from water splash due to the minerals and chemicals in the water. This reaction eats away the polish of the stone, leaving a dull or light coloured spot.

This can only be repaired by having a professional stone technician re-polish the stone, which is rather messy and time consuming. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction of etching.

- **Honed Surfaces:** The nature of honed surfaces in all materials except porcelain are subject to creating a patina with use from oils in fingers, and regular household uses. This is to be expected and normal.
- **Black Colour Surfaces:** Black as a rule is a high maintenance colour in every material not only countertops. Black by its very nature shows every contrast like dust, dirt or streaks. Black honed countertops are especially susceptible to showing all issues. Customers choosing this product must sign off a waiver indicating that they are aware of the normal conditions to expect when choosing this option.
- **Heat:** Hot pots from the stove can be placed directly on stone without any problems; however, if cooking with oil, we do not suggest placing the metal pans directly onto the countertop, as the metal of the pan may be beyond the thermal breaking point of certain stones.

If you find that you always set your hot things in the same spot, you may want to use a trivet in that spot, as repeated thermal shock on the same spot could eventually weaken that spot over the years.

- **Maintaining a Leathered Finish:** You maintain a textured granite the same way you would a polished granite. Some home owners prefer to deepen the tones of their leathered stone, and this can be easily done by the application of an Enhancing Sealer.

Enhancing sealers are applied in the same manner as a regular sealer and offer the same protection, but they will enrich the tones as they would appear if wet.

ENGINEERED QUARTZ:

Engineered Quartz is composed of approximately 93% natural quartz aggregates combined with a small amount of pigments and polymer resins. Quartz has the strength and durability of the granite and is naturally very resistant to absorption. Because quartz is manmade, it gives you the widest freedom of color and style choice, and it allows you to use color tones that would be too soft or absorbent in a natural stone.

The surface of quartz can be polished or matte. Most matte finishes are modelled on concrete finishes. The polished or matte finish of a quartz is done at the factory, so, unlike natural stone, you cannot choose a polished color and request it be leathered to a matte; the color must be available from the manufacturer in matte finish for this option.

- **Cleaning:** Simply wipe with warm water and soap, using a damp cloth or paper towel. Drying when you clean the counter will help avoid streaking and film from evaporated water.

- If you experience a stubborn mark, use non-abrasive, household cleaners such as *Oxy-Gel Spray* or *Bar Keepers Friend*, being sure to use a soft, nonabrasive cloth and to rinse thoroughly afterward. Always test, even mild cleaners as those listed, in a small area before applying widely. Do not ever use products such as *Vim Cream*, *Mr. Clean Magic Eraser*, or abrasive pads.
- **Sealing and Stains:** Sealing is not required however; it is important to note that no manufactures warranty staining or surface issues.
- **Scratches/chips:** Quartz is resistant to cracks, chips, scratches, and stains. However, like most materials, excessive force and/or pressure from objects can damage the surface. The most common area for chipping is around the sink area, as this area has such high use, and it is quite easy to hit the sides during washing. We do not recommend standing or sitting on your counter as this could risk cracking or chipping however, it is important to note that no manufactures warranty staining or surface issues.
- **Heat:** Quartz is heat-resistant so it is appropriate for kitchen applications, but it is not designed for direct contact with hot pots; placing hot pots directly onto a quartz surface can cause burning or cracking. It is recommended to place trivets under hot pots, as well as under cooking units such as electric frying pans, crock pots, or roaster ovens. Due to its composition, quartz is not appropriate for installation around fire places or outdoors however, it is important to note that no manufactures warranty staining or surface issues.
- **Etching:** Protect your investment and do not use non-recommended cleaners or vinegar to clean your counter. Be mindful when working with acidic or chemical substances. For full etching description and advice, see above in the Stone section. Quartz can etch and this is not covered under warranty.

FULL-SLAB PORCELAIN and PYROLITHIC STONE:

Full-slab Porcelain is composed of clay and mineral colorings bonded by heat and pressure. When clay is fired, it becomes an incredibly durable stone: it can be broken, but it can never be destroyed. Porcelain is both durable and easy to maintain. Unlike quartz, porcelain can be installed indoors or outdoors and can be installed around fireplaces.

Because porcelain is man-made, like quartz, it gives you the widest freedom of color and style choice, and it allows you to use color tones that would be too soft or absorbent in a natural stone. However, most porcelain patterns are printed onto the surface rather than full bodied (pattern throughout the profile), which means that you will have to miter the profile to achieve the full-bodied look or we can polish the edges as is and create a beautiful thin modern appearance.

Porcelain manufacturers differ in quality for different applications. Your salesperson is well versed in which products are best for each application. Customers need to be aware that if any porcelain is chipped then repairs will not be invisible. Porcelain Countertops can crack under blunt force and countertop edge profile options are limited

Porcelain is a kiln dried product and can never be returned to the kiln for an invisible repair.

Porcelain is particularly well-suited for wall applications such as showers, feature walls, fireplaces, and full-height backsplashes, allowing you to achieve the wow factor of exotic marbles or other absorbent materials without the concerns of maintenance, staining, and scratching.

Pyrolithic Stone is composed of natural minerals in a patented combination liquified by high heat, simulating the natural formation of rock through magma. The end result is one of the most durable surfaces on the market today.

Unlike quartz, which is a combination of quartz and resins, pyrolithic stone is 100% mineral based and contains no resins. While pyrolithic stone has many similar endurance characteristics to porcelain, unlike most porcelain surfaces, pyrolithic stone is full-bodied, so it is not necessary to miter or conceal edges.

- **Cleaning:** Wipe up spills quickly and avoid letting liquids sit on the surface for extended periods of time. For daily cleaning, use simple water and dish soap. For surface marks, you can use gentle cleaners such as Mr. Clean, 409, or Simple Green, applying with a toothbrush if needed, but be sure to rinse the area thoroughly afterward.
 - These are general cleaning tips for porcelain, but it is advised to visit the care website for your specific manufacturer before trying different cleaners, as some manufacturers have different restrictions.
- **Sealing:** These items are nonabsorbent, so no sealing is necessary.
- **Scratches/chips/cracks:** These items are incredibly resistant to cracks, chips, scratches, and stains. The most common place to chip your porcelain is at the sink and on the profile corners due to the higher frequency of impact at these areas. It is not recommended to stand, sit, or place excessively heavy objects on the counter, as this could crack the material.
- If you crack or chip your counter, contact a stone fabricator, such as GX, or a surface restoration company. They will order the custom color match epoxy for your color or mix epoxy for the right color if the match is not available on the market and use this to fill the chip or crack to blend with the pattern of your counter. Because porcelain and Pyrolithic stone is so consistent, this repair will be more noticeable in porcelain than it would be in a natural stone and in some cases, repairs cannot be made and replacement is the only option.
- If 12 mm porcelain has been selected for kitchen countertops Graniteworx Inc. does not warranty surface or cracking issues on these types of surfaces. 12 mm is suitable for all bathrooms and vertical applications
- 20 mm thickness is recommended for all countertops.
- **Etching:** Porcelain and Pyrolithic stone is more resistant to etching than other materials, but it can still happen. Protect your investment and do not use non-recommended cleaners to clean your counter. Be mindful when working with acidic or chemical substances. For full etching description and advice, see above in the Granite section.
- **Heat:** Porcelain and Pyrolithic stone is incredibly resistant to heat and scorching so hot pots can be placed directly onto porcelain. If you find that you always set your hot things in the

same spot, you may want to use a trivet in that spot, as repeated thermal shock on the same spot could eventually weaken that spot over the years.

UNDERSTAND AND KNOW YOUR MATERIALS: SINKS

STAINLESS STEEL:

Stainless steel sinks with a chrome nickel content of 18/10 and a gauge of 18 are recommended for home use. Chrome increases hardness and wear resistance. Nickel increases strength and improves shock resistance. A thicker gauge steel (thickness is an inverse measurement, 20 gauge is thinner than 18) will maintain water temperature longer and has more sound deadening qualities.

Cleaning: Best practice is to clean with simple soap and water and wipe dry. Water and vinegar mixed in a solution may be used to remove mineral deposits that have built up in the surface. To prevent water spots, towels dry your sink after each use.

Stainless steel is a material that does not rust. However, iron particles that do rust may bond to its surface. A stainless-steel polish cleaner may be used to remove these spots.

Stainless steel sinks will occasionally have a fine residue left from the manufacturing process. Fine particles can build up on this residue, giving the appearance of spots. This is easily remedied by cleaning the sink a couple times with a cleaner such as Bar Keepers Friend.

Scratches: All stainless-steel sinks will scratch through normal use. Minor scratches may be blended into the sink by lightly rubbing a scrub pad in the direction of the finished grain.

Black Stainless-Steel Sinks are stainless steel sinks with an additional layer of black. Best practice for cleaning is the same as stainless steel. Scratches in a black stainless sink will uncover the silver colour of stainless steel. It is important to be aware that sharp objects like rings can scratch your sink. Small scratches can easily be hidden with a fine tip sharpy.

CAST IRON SINKS:

Cast iron sinks feature a thick enamel coating in a variety of colors. Fired at temperatures much higher than possible with enameled steel products, the cast iron surface is “fired polished” to obtain its vivid color and deep gloss. Its density provides outstanding heat retention properties, so water stays warm longer.

Cleaning: Rinse thoroughly and use a soft cloth to wipe the product dry after each use. Use Kohler Cast Iron kitchen sink cleaner (available at Graniteworx) once a month to protect the enamel coating and clean scuffed or soiled surface. In the rare occurrence of stubborn stains, use abrasive cleaners sparingly or products recommended to clean cast iron. Do not use steel wool, wire brushes or abrasive sponge pads.

Scratches/chips: The thickness makes it durable and resistant against most damage including scratches, acids, and dents. Fine scratches will occur, but cork can remove metal scratches.

QUARTZ / GRANITE COMPOSITE SINKS:

Granite composite sinks are composed of stone dust and resin. They are very resistant to chips, scratches and stains and offer a wide variety of colors to allow your sink to become a beautiful accent in your kitchen.

Cleaning: Best practice is to clean with simple soap and water and wipe dry. Do not use abrasive cleaners or any products containing chlorine or hydrochloric acid. Do not use steel wool or metal scrub pads. Water and vinegar mixed in a solution may be used to remove mineral deposits that have built up in the surface.

Never let paint sit in a composite sink, as paint can react chemically with the sink and permanently discolor it.

Avoid letting rubber mats, sponges, and cloths in the sink for extended periods of time as this can discolor the surface.

PRO TIP: If desired, polish cleaners are available for composite sinks to maintain the sheen.

Scratches/Chips A metal pan or pot may leave a mark but this is not a scratch. To remove use a scrub pad and soap.

Avoid dropping items into the sink, as this can chip the surface. In some cases, this chip can be filled by a stone technician in the same manner as a counter, but this is not always the case.

Heat: Granite composite sinks have a heat rating of up to 280 degrees Celsius, which means boiling hot water may be poured into your sink without issue, but a hot pot may burn the surface. It is recommended to allow pots and pans to cool before placing them in the sink.

PORCELAIN OR VITREOUS CHINA SINKS:

Porcelain or vitreous china sinks are clay based but have an enamel that is a glass surface fused to a metal base, making them durable and easy to maintain.

Cleaning: Wash with soap and warm water. A solution of baking soda in warm water may also remove soap scum and soil. Household or bathroom cleaners may be used as well as chlorine bleach or hydrogen peroxide to remove stains. Do not use these chemicals full-strength or let them remain on the surface for more than a few seconds. Rinse the surface thoroughly after cleaning.

Scratches/Chips: The surface is very hard but can be chipped by hard blows.

COPPER SINKS:

Copper finishes develop their own rich, warm patina as it is used and ages. You will notice the rich reddish color varies from sink to sink and may, in fact, present dark spots or streaks due to the nature of the sink and the finish.

Cleaning: Under normal use, copper will develop its own warm and rich patina. To preserve that look, use only a gentle, mild soap and water to clean the surface.

If a bright shiny “new copper” look is desired, use non-abrasive copper cleaners and follow directions carefully. Keep the copper sink basin and drain dry to avoid water spotting or pitting. Wipe the basin periodically with a soft dry cloth.

To maintain luster and improve water runoff, use *Renaissance Wax* or a similar product.

NEVER use abrasive materials, harsh chemicals, chlorine bleach or cleansers, concentrated vinegar, abrasive cleaners since these may scratch/damage the sink finish.

Acidic Foods: NEVER leave acidic foods such as oranges or lemons, tomatoes, tea, etc. on your sink as they may cause shiny spots.

If spotting does occur, GX recommends cleaning the sink with soap and water and then waiting for the finish to recover to its natural patina.

As the sink ages, the spots will blend with the surrounding areas, returning the finish to the rich natural patina you love.

Sink & Faucet Warranty

All manufactured products are warranted by the manufacturer not Graniteworx. We do not stock parts for any products and are unable to provide warranty service on any products. Ensure that you are following the manufacturer’s warranty registration requirements.

Limited Lifetime Certificate of Warranty

Graniteworx Inc. warranty covers defects in material, fabrication and installations. **All adhesives will be under warranty for a lifetime under normal conditions** as set out in the manufacturer's specifications. This warranty applies only to products installed in its original location from its original purchase. The warranty is non-transferable to future owners of your home.

At the time of installation, if there are any defects in materials, fabrication, or installation, we will repair or replace the defective item with the same grade and quality of materials as the original using an acceptable colour match, accepting that there are natural variations in veining and colour with natural stone. If a colour is not suitable, then we will replace all items necessary that were supplied and installed by Graniteworx Inc.

Defects in materials do not include natural variations in colour or physical properties that are normal for some stone, such as gloss level variation, pits in the surface, or fissures in the stone.

This warranty does not cover the cost of repairs or replacements undertaken prior to the customer's receipt of claim acknowledgement and verification from Graniteworx Inc.

For this warranty to be valid the customer must submit a claim in writing and permit a representative from Graniteworx Inc. to inspect the complaint. This warranty is considered void under the following circumstances: Surface staining or etching caused by acidic or aggressive chemicals or any liquid in contact with the material for excessive periods of time; Surface chipping, scratching, or cracking caused by abuse, excessive heat, house settling or foundation movement due to any cause, cabinet movement due to any cause, excessive loading or standing on the countertop, damage by fire or any natural disasters, failure by the customer to exercise reasonable care in using the product.

For man-made products, such as quartz, porcelain, pyrolithic stone, sinks, faucets, please refer to the manufacturer's warranty.

Products used are warranted by the manufacturers. Any damage or liability from a manufacturer's defect is not warranted by Graniteworx Inc.

Graniteworx Inc. shall not be liable for any inconvenience or expense for material or labour related to the removal or replacement of a defective fixture or any loss or damage to any person or property whatsoever resulting from the defective fixture. All transportation costs to and from the point of purchase will be the responsibility of the purchaser.

Quartz, porcelain, and pyrolithic countertops should be registered with their manufacturer within 30 days to have warranty under the manufacturer.

This information can be found on the website of the manufacturer. Graniteworx does not warranty surface or cracking issues. Any long-term performance complaints should be filed directly with the manufacturer.

If you have any questions or concerns, please feel free to call the office at (519) 821-5880 or email: info@graniteworx.ca