

## Care and Maintenance for Quartz Products

- Quartz is an extremely durable, non-porous surface that resists staining. It is scratch resistant, but it is not scratch proof. Like natural stone, it is not perfectly smooth, you may feel and see imperfections in the surface. Like natural stone, these imperfections do not imply that the quartz is damaged or inferior but are natural occurrences of the manufacturing process.
- Always use a cutting board. Direct contact with extremely high heat can cause damage to the surface. Always use a heat resistant pad or trivet when setting down hot objects. Take the same precautions when using electric household appliances such as crock pots, and electric skillets.
- Routinely clean the surface with a mild dishwashing liquid. It is best to use a microfiber or textured sponge that is suitable for use on non-stick cookware. Always rinse and thoroughly dry the surface.
- Avoid spilling harsh chemicals such as drain cleaners, paint strippers, oven cleaners, bleach, etc. on your quartz countertops. Acetone should NOT be used on quartz surfaces for any reason.
- Spills should be wiped up immediately. For dried residue, a flat object such as a plastic putty knife can be used to gently scrape off the foreign material.
- For stubborn spots use a microfiber or textured sponge along with a PH neutral liquid cleaner. Some recommended brands include but are not limited to Formula 409 Multi-Surface Cleaner, Greased Lightning, Simple Green, Windex Disinfectant Cleaner Multi-Surface, or Method Daily Cleaner. Only use with a flat hand. Scrubbing too hard or using fingertips or thumbs can damage the surface finish.
- To sanitize a quartz surface, a 70% isopropyl rubbing alcohol solution can be used or a Lysol Disinfectant spray. Avoid using sponges that contain aluminum oxide (the same abrasive in sandpaper) as it may dull the finish.

## Honed, Brushed and Other Matte Surfaces

- These surface types require more attention than polished. Smudges, fingerprints, and water spots are more visible on them. Care and maintenance guidelines are the same recommended for polished surfaces.
- Surfaces of this type take on a "Natural Patina" that can take around six months to form using regular mild cleaners, soap, and water, etc. Patina forms on all quartz products. It can provide a protective covering to the material. All colors become slightly darker and shinier over time. The acquired Patina adds to the character of the surface yet remains easy to clean and maintain. It is not a blemish or a stain.

# Warranty

Firenza Stone warrants to the owner of the dimensional stone fabricated for that specific job, for one year from the date of the completion of the installation, that the dimensional stone will be free from defects in material and workmanship if and only if,

The dimensional stone is produced in accordance with a written contract by Firenza Stone and the owner of the project.

The owner does not hinder Firenza Stone from installation of the project and performing services conforming to the details of the contract in accordance with completion of the project.

The dimensional stone project was not exposed to severe conditions during and after installation. These conditions include but are not limited to: shifting, settling or expansion of foundation or walls, etc.

Firenza Stone's obligation under this warranty is limited to replacing or repairing, at their discretion, free of charge, any defective dimensional stone, provided the following conditions exist:

Owner must notify Firenza Stone by certified mail or will be in breach of warranty. Please send claims to: 33205 Curtis Blvd. Eastlake, OH 44095. This notification must take place within one year from date of installation. Note: Any alleged defect discovered more than one year after date of installation is excluded from warranty.

No attempt to alter or repair the original dimensional stone project has been made without the written consent of Firenza Stone.

The dimensional stone project and installation is not or has not been subjected to misuse, negligence, accident or other condition contrary to normal use.

The dimensional stone project and installation has been maintained in accordance to instructions and that common sense has been applied to the use of this product.

Except for warranty by Firenza Stone, Owner assumes all risk and liability for the use of dimensional stone whether alone or in combination with other building materials. No statement by any employee of Firenza Stone directly or indirectly admitting liability under this warranty shall be binding unless made in writing by an authorized officer of Firenza Stone.

THIS WARRANTY EXCLUDES ANY OTHER WARRANTY, EXPRESSED OR IMPLIED. FIRENZA STONE SHALL NOT BE LIABLE UNDER THIS WARRANTY FOR ANY OTHER LOSS OR DAMAGE INCLUDING WITHOUT LIMITATION, CONSEQUENTIAL DAMAGE, SAFETY OR PERSONAL INJURY RESULTING DIRECTLY OR INDIRECTLY FROM THE PURCHASE OR ACQUISITION OF THIS PRODUCT, EXCEPT AS EXPRESSLY SET FORTH HEREIN.