

# Care Guide

## Your New Counter Tops

Your new countertops have been treated with a penetrating sealer, which protects the stone from staining. It bonds to the stone and acts as a repellent to prevent absorption, yet it lets the stone breathe and release moisture. It protects against both water and oil-based products. Our sealers can last up to 15 years depending on the type of stone it is applied to. Some stones may require reapplication of the sealer with greater frequency. Quartz does not require a sealer; However, it is less heat resistant than granite or quartzite. Quartz can stain or be discolored by some foods. Please inquire about your specific stone with your Firenza Stone sales representative.

### Regular Maintenance

Clean stone surfaces with a neutral cleaner, stone soap or mild liquid dishwashing detergent and warm water; use a soft cloth. Too much soap will cause streaks and leave a film. Rinse the surface thoroughly with the warm water and soft cloth. Do not clean the surface with products containing bleach, lemon, vinegar, acids, or abrasives.

### Remove Spills

Use a paper towel to blot up a spill as quickly as possible. Avoid wiping up a spill because it will cause a spill to spread. Use a cloth to dry the area completely.

### Do's and Don'ts

- Do - clean surfaces with mild detergent, stone soap, or specialty cleaner and soft cloth.
- Do - rinse surfaces thoroughly after cleaning, then dry with a soft, clean cloth.
- Do - blot up spills immediately with a paper towel.
  
- Don't - use cleaners using abrasives.
- Don't - use vinegar, lemon juice or other acid.
- Don't - use cleaners such as bathroom, grout or tile and tub cleaner.

Follow your regular maintenance. Your stone countertops will give you many years of satisfaction. If you have any questions, feel free to contact our Customer Service

**Department at 440.953.8883**



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**(440)953-8883 | [www.firenzastone.com](http://www.firenzastone.com) | [info@firenzastone.com](mailto:info@firenzastone.com)**

## 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.