Stonemark® Quartzite CARE & USE

In order for your Stonemark 20-Year Limited Warranty to remain in effect, you must carefully follow these care and use guidelines.

How to care for your new Stonemark Quartzite

Your Stonemark Quartzite countertop is millions of years old and can be damaged by using an improper cleaning product that is not suitable for use on stone surfaces. Natural stone is formed of delicate minerals that can react to improper cleaning products such as: vinegar, many over-the-counter cleaning products, window cleaners, dishwashing detergents, generic neutral cleaners, degreasers and acidic-based cleaners. It is very important to use pH neutral stone cleaners, such as Miracle Sealants® products found in the kitchen department at The Home Depot.

Care:

- Wipe the surface of your countertop with a nonabrasive cloth and stone cleaner. We recommend that you use pH neutral stone specific care products.
- Clean up all spills immediately, including water.
- Do not use household cleaning products with acid or ammonia on your countertop surface, such as bathroom cleaners, grout cleaners or tub and tile cleaners.
- Do not use vinegar or lemon juice as cleaners.
- Do not use abrasive cleaners, cloths, or scrubbing pads.
- Promptly clean any spilled chemical substances such as bleach or drain cleaner from quartzite.
- Do not use polishes or waxes that were not specifically developed for your quartzite.
- Do not use deep fryers, rotisseries, or toaster overs directly on the countertop as high temperatures and hot oil drippings, splatter, and spills can damage your quartzite.
- Maintain your quartzite's polish and shine monthly with a product formulated specifically for quartzite.
- Refresh your quartzite annually with a product formulated specifically for quartzite.

Use:

- Protect countertop surfaces with coasters, trivets or place mats.
- Do not abuse the countertop. Abuse includes, but is not limited to, use and cooking, especially with oil or grease, that is unreasonable considering the normal and expected use of the kitchen countertop.
- Do not drop or place any object of excessive weight on the surface of the countertop.
- Do not sit or stand on the product.
- Protect countertop surfaces by using a cutting board.

CLEANERS TO STAY AWAY FROM

*** Stone is a chemical in a solid form. When improper chemicals are used, it reacts.***

pH Scale

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Acid Neutral Alkali

pH is a unit of measure to determine the alkalinity and acidity of a solution

Type	Products not to use on Stone	Effect on Stone
Acids	• Drano, CLR, Vinegar, Alcoholic beverages • Lime Away, Kaboom, Zep- will eat marble and take shine away immediately • Most household/bathroom cleaners	• Chemicals will burn and dull stone
Alkalis	• Windex, 409, Fantastic, Strippers, Degreasers, Ammonia • Most household cleaning products	• Attacks color minerals of stone. • Black stones will turn gray over time.
Soap & Water		• Soap leaves a film. • Water leaves mineral deposits. • Both cause dulling.
Bleach & Water		• Removes color from stone which can never be recreated.
Oil Based	• Murphy's Oil Soap • Pine Sol	• Stains and darkens stone over time. • Creates slippery surface. • Leaves a filmy haze on stone.

CUSTOMER WARRANTY REGISTRATION

Stonemark® 20-YEAR LIMITED WARRANTY REGISTRATION PROCESS

Upon completion of your countertop installation your fabricator will hand you the following documents:
1. The Home Depot Stonemark Warranty
2. The Warranty Registration Document which includes your Warranty Access Code
3. Care and Use Brochure

These instructions are for the online registration of a Home Depot Quartzite Program warranty by a customer. Customers can also complete their warranty registrations manually by filling in the Warranty Registration Document left for them by their installer when their quartzite was installed, and faxing it or mailing it to the number/address listed on the Warranty Registration Document. Warranty must be registered within 60 days of countertop installation.
For Online Customer Registration:

1. Obtain your Warranty Access Code from the printout your fabricator left you of the registration and warranty documents. This info is near the top of the Warranty Registration Document under the header 'Register Online:'. If you do not have your Warranty Registration Document or your Warranty Access Code, you can click on the link provided in the email sent by your Home Depot quartzite Distributor to complete your registration online and skip to step 3 of these instructions. If you did not receive an email notifying you of your warranty registration process, contact your fabricator and they can obtain your Warranty Access Code for you.

2. Enter your Warranty Access Code in the box on the Home Depot Granite/Quartzite Program Warranty Registration page. Your warranty registration will appear on the screen, with the information the installer has already completed.

3. In the Customer Information section of the screen, you will see several entry boxes for your information. If your fabricator had this information when they started your registration, they may have entered all or some of it already. If so, please check to see that it is correct. If it is not, please edit any information that is incorrect. If your fabricator did not fill in any of your information in the Customer Information section, please do so now. The required fields have a red asterisk by them. Click on the box certifying that you have read and agree with the terms and conditions of the Home Depot Granite/Quartzite Program Warranty. If you have not yet read them, you can do so by clicking on the 'terms and conditions' link by the checkbox. Finally, click on the 'Register' box at the bottom of the screen.

4. You will see a confirmation screen showing all of your warranty details and confirming that your registration has now been submitted for validation. Validation should take approximately 5 days, and you will be notified by email or regular mail when your warranty has been validated. You can print this confirmation screen for your records using the print function of your browser.

Stonemark® 20-YEAR LIMITED WARRANTY

WARRANTY COVERAGE

MS International ("MSI") warrants the warranty to the purchaser of a polished quartzite countertop (the "registered owner") of a Stonemark quartzite countertop (the "countertop") that the countertop will be free from material integrity defects under normal conditions and use and stain resistant to stains caused by common food and beverages ("covered claims") for a period of 20 years from the date of installation of the countertop (the "warranty period").

YOUR WARRANTY AND REGISTRATION

To receive coverage under this limited warranty, the countertop must be:

- Owned by a registered owner;
- Paid for in full, as evidenced by a valid proof of purchase (the original receipt for the countertop from the fabricator/wholesaler the registered owner purchased the countertop from);
- Installed by a fabricator using StoneGuard HD Sealer, in accordance with established industry standards, as evidenced by fabricator signature on warranty registration form certifying such installation;
- Registered within 60 days of installation of the countertop by the homeowner, who can complete registration online, by fax or mail. Upon validation of purchaser's warranty registration, purchaser will be sent a confirmation via email or a postcard via mail.

  * Please note: the fabricator will begin the warranty registration by completing the installer and product sections either on the printed document or online through The Home Depot Stonemark website (http://stonemark.homedepot.com/).

  * The owner of the countertop becomes a "registered owner" by completing the warranty registration form section of the printed document or online through The Home Depot Stonemark website (http://stonemark.homedepot.com/).

MSI REGISTRATION FAX LINE

Fax Number: 714-685-2730 or mailing it to:

MSI WARRANTY REGISTRATION

2095 North Batavia Street
Orange, CA 92865

- If the registered owner sells or transfers the property in which the countertop is installed, the new owner of the property may become the registered owner by contacting a warranty service representative at MSI and sending proof of transfer of ownership, together with the completed new registered owner information section of the warranty registration form via fax or mail to the address above. These steps must be taken within 60 days of transfer of ownership.

Stonemark® 20-YEAR LIMITED WARRANTY

WARRANTY SERVICE

To obtain warranty service under this limited warranty, the registered owner must contact MSI during the warranty period using the toll-free warranty service telephone number: 1-877-421-9661 or in writing at: MSI Warranty Service, 2095 North Batavia Street, Orange, CA 92865 and inform MSI's warranty service representative of the nature of the problem.

WHAT THE WARRANTY COVERS

This limited warranty covers claims, including:

- Organic: Coffee, Tea, Food
- Oil-based: Grease, Cooking Oil
- Material Integrity

WHAT THE WARRANTY DOES NOT COVER

This limited warranty does not cover any claims by the current registered owner or any prior registered owner resulting from:

- Accidents, neglect, abuse, negligence, mishandling or alteration of the countertop or damage to the countertop caused by acts of God or vandalism.
- Any outdoor or commercial use of the countertop.
- Homeowner abuse caused by mistreatment.
- Damage due to cleaning with abrasive products, acid, bleach, ammonia, vinegar, lemon juice or cleaners which contain these chemicals.
- Cosmetic stains, tar, hair oil, skin oil
- Accelerants, cyanoacrylate (CA) glues, dyed, doctored, resin infused, plumbers putty, material defects, color fading of black Quartzites
- Etching
- Damage due to ink, paint, stain, or magic marker.
- Variances in the countertop's natural characteristics, including without limitation, veining, inclusions, fissures, variations in color, surface grain and gloss level.
- Stains due to mold, mildew, algae, fungus, rust, iron, bronze, copper or other metals.
- Claims outside of this warranty, such as failed workmanship of fabrication or installation of the countertop and other damages to the countertop that occur during its shipping, transportation or installation, shall be handled by The Home Depot and their partners separately.

Stonemark® 20-YEAR LIMITED WARRANTY

WHAT WILL WE DO

Upon MSI's receipt of a warranty claim from the registered owner, and upon determination that the registered owner's claim is a covered claim, MSI will:

- In the case of a food or beverage stain, the fabricator will send a representative out to the registered owner's home to determine if the problem is within the bounds of this warranty. If it is, they will attempt to remove it. This may involve multiple trips.

- In the case of any inherent structural material integrity claim, the fabricator will send a representative out to the registered owner's home to inspect and try to resolve the problem.

If the problem resides outside of this warranty, neither MSI nor the fabricator will be liable. If the fabricator/MSI is unable to resolve a covered claim after performing the foregoing actions, MSI will choose to either:

a) replace the quartzite piece(s) of the countertop affected by a covered claim with the same or a comparable product, or

b) refund to the registered owner the purchase price of the countertop. Natural quartzite varies from piece to piece and MSI makes no assurance to registered owner that any such replacement quartzite will match the countertop installed in the registered owner's home. Any replacement quartzite provided by MSI to the registered owner under this limited warranty will be covered under this limited warranty during the remaining warranty period.

If the quartzite is replaced, the registered owner is responsible for detachment and reattachment of plumbing, electrical, backsplash or any other ornamentation attached to the countertop.

MSI makes no warranty, express or implied, as to the fitness or merchantability of the countertop for any particular use or purpose other than as set forth expressly herein.

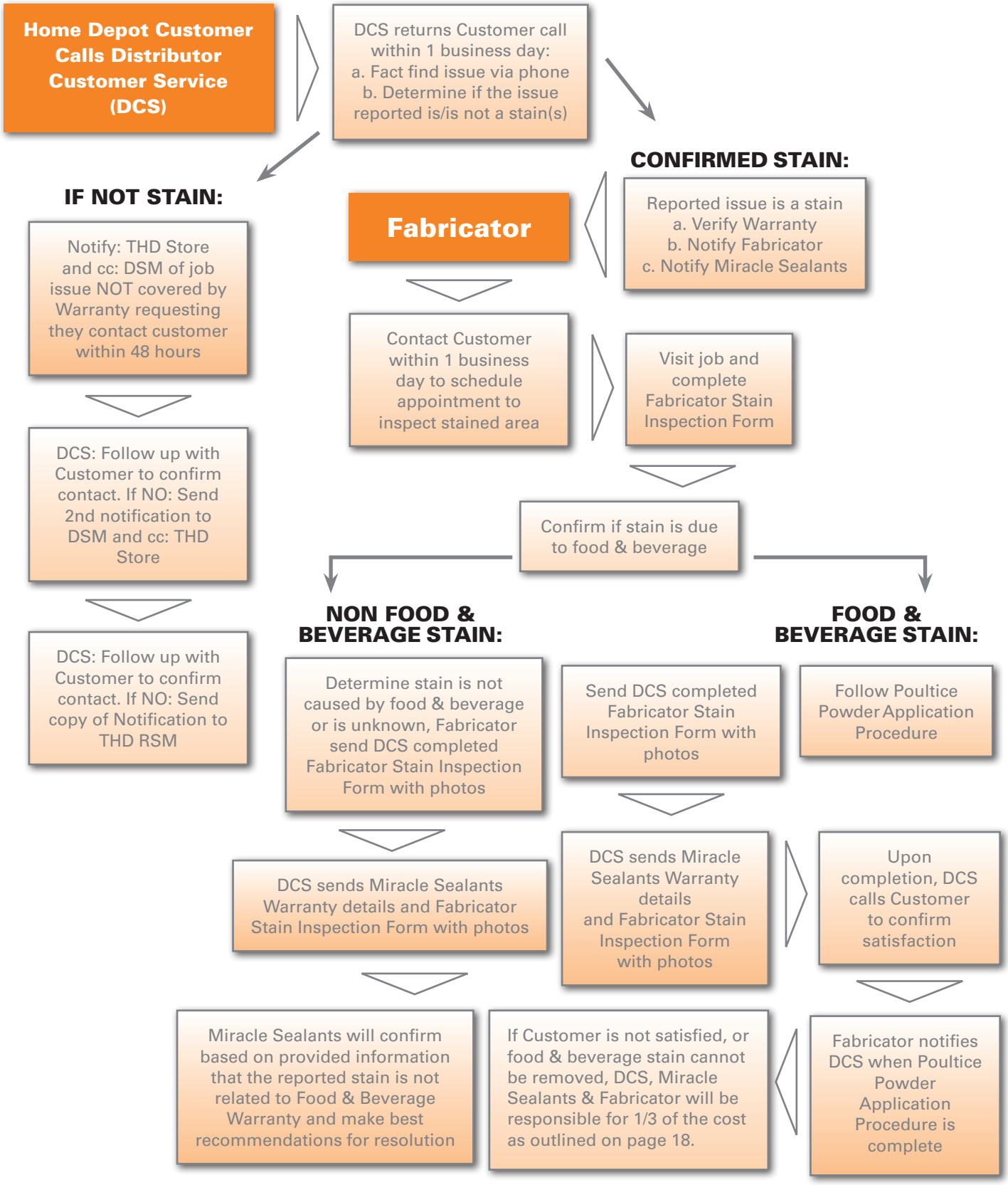
MSI shall not be liable for any special, indirect, incidental or consequential damages, losses or expenses arising either directly or indirectly from the failure of the countertop.

MSI shall not be responsible or liable for any delays that may arise in performing MSI's obligations under this limited warranty due to any cause beyond MSI's control, including without limitation, acts of God, acts of governments, material shortages or delays, fires, floods, or labor problems.

This limited warranty gives the registered owner specific legal rights, but they may also have other rights which vary from state to state depending on the state in which the registered owner lives.

FOOD & BEVERAGE STAIN WARRANTY CLAIMS

WARRANTY PROCESS MAP



FOOD & BEVERAGE STAIN WARRANTY CLAIMS

IN THE EVENT THAT A FOOD & BEVERAGE STAIN OCCURS

Step 1) The Distributor's Customer Service (DCS) will speak with the Registered Owner (Customer) to obtain details and start a file on the customer's issues. Customer will submit pictures (when possible) to the DCS for evaluation.

Step 2) Once it has been determined that the reported issue is a stain, DCS will verify the Warranty and notifies the Fabricator and Miracle Sealants.

Step 3) Fabricator will contact the Customer within one business day to set up an appointment to inspect the stained area.

Step 4) Fabricator will visit the job and complete the Fabricator Stain Inspection Form.

Step 5) If the Fabricator confirms that the stain is due to food & beverage, they will follow the Poultice Powder Application Procedure.
Note: Only Miracle Sealants products are authorized to be used in stain removal.

Step 6) After initial Customer job visit, the Fabricator sends DCS the completed Fabricator Stain Inspection Form with photos.

Step 7) DCS send Miracle Sealants the Warranty details and Fabricator Stain Inspection Form with photos.

Step 8) Fabricator notifies DCS when the Poultice Powder Application is complete.

Step 9) DCS calls the Customer to confirm satisfaction, and notifies Miracle Sealants of completion.

ADDITIONAL NOTES:

- If the Customer is not satisfied, or the food & beverage stain(s) cannot be removed, the Distributor, Fabricator, and Miracle Sealants will be responsible for 1/3 of the cost of the tear out, fabrication, installation, and stone material only on the piece where the food & beverage stain could not be removed. Replacement of the whole countertop may be required in some cases. In all cases, the material will be replaced at the non-retail cost.
- For all food & beverage stains, Miracle Sealants will test the provided Batch Code/Serial Number for any manufacturing defect. The results will be provided to DCS. If testing shows that the food & beverage stain is a result of a manufacturing defect of the sealer then Miracle Sealants agrees to cover 100% of the cost of the material and installation of the stained piece.
- If it is determined that the stain is not food & beverage related, DCS will provide Miracle Sealants with the DCS send Miracle Sealants the Warranty details and Fabricator Stain Inspection Form with photos. Miracle Sealants will confirm based on the provided information that the reported stain is not related to Food & Beverage Warranty and make the best recommendations for resolution.
- Miracle Sealants Food, Ink, Mildew, & Oil Stain Remover (poultice powder) is provided free of charge to the Distributor. Distributor will distribute the poultice to the Fabricator.
- Additional Miracle Sealants poultice & products are available through the Distributor.