

## 10 YEAR LIMITED WARRANTY

### WARRANTY TERMS & CONDITIONS

Congratulations on your recent purchase of Quantum Quartz...thank you for choosing us for your project!

Quantum Quartz supplies material to your stonemason in slab format. Your stonemason of choice will cut, polish and install your bench top. All Quantum Quartz material gets checked when it arrives in our warehouse & before it leaves. After it leaves our warehouse, Quantum Quartz has no control with transportation, manufacturing or installation.

Please take the time to read our care and maintenance recommendations. By following the proper installation, care and maintenance of Quantum Quartz you should have many years of enjoyment from our Product.

**Listed below are the terms and conditions applicable to Quantum Quartz engineered stone.**

#### **What is included in the warranty:**

1. Quantum Quartz offers a 10 year limited warranty to the original customer for a period of 10 years from the date of installation.
2. The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty.

#### **What is not included in the warranty:**

1. Any defect or damage to the Product arising from work done by anyone other than Quantum Quartz.
2. The fabrication and installation of the Product by other parties.
3. The use of the Product as flooring or outdoors or in areas near swimming pools.
4. The discolouration of the Product if it is exposed to direct sunlight over a prolonged period.
5. Any modification or alteration to the surface of Quantum Quartz.
6. Damage to the Product due to prolonged exposure to chemicals or solvents.
7. Damage by:
  - a. Placing hot pots / pans on the surface
  - b. Applying excessive weight to the surface
8. The "Pearly Shores" Product has sea shells embedded on the surface of the Product. These shells are susceptible to staining and react to vinegar, citric acid, fruit juices and other mild acids. The shells can be abraded or scratched if they come into contact with harder materials or sharp tools. No claims will be accepted if such defects appear after installation.
9. Any defect or damage as a result of the Product not being cleaned in accordance with the Quantum Quartz Care and Maintenance Guide.
10. Variations in colour, pattern or shade of the material against sample material, displayed or illustrated material.
11. Failure of adhesives, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams.
12. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/or Customers.
13. Damage as a result of sitting, climbing or standing on the Product.
14. Any defect or damage as a result of mishandling or abuse.
15. Bowing less than 1.5mm on joints greater than 600mm.
16. Cracks are not a material fault. They are not covered in the warranty and are usually a result of:
  - a. Mechanical stress on the material after installation
  - b. Settlement or movement in joinery or house as a whole
  - c. Sitting, standing or climbing on your bench top
  - d. Excessive heat
  - e. Sink or cook top cut out (not covered)
  - f. "L" shaped cut out / improper installation
17. Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface. Chips are not covered by this warranty.
18. Fireplaces are not covered as a result of variations in design and heat output.
19. The warranty only applies if the Product was installed by a qualified and licensed stonemason.
20. Very infrequent 'greyish' or 'reddish' dots in the 'Galaxy' colours are normal. These dots are the reverse side of a mirror and are an expected result of the manufacturing process
21. On Natural Quartz Collection colours, some black/greyish dots may appear both large or small. There may also be inconsistencies in the pattern or background. This is not a defect, the inconsistencies are designed to mirror the look of natural stone.

### Statutory Rights

The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions or warranties implied by the Trade Practices Act 1974 or any other equivalent or corresponding legislation.

### Registering your Warranty

Please register your warranty online at [www.wk.com.au](http://www.wk.com.au). This will enable us to offer you better customer service.

### Making a claim

Please address any claim in writing within 28 days of the occurrence to:

WK Marble & Granite Pty Ltd  
Trading as Quantum Quartz  
129 Fairford Road  
Padstow NSW 2211  
Tel: +612 9772 9888  
Fax: +612 9772 9889  
Email: [marketing@wk.com.au](mailto:marketing@wk.com.au)

### Quantum Quartz Care and Maintenance Guide

Quantum Quartz is an extremely strong material but you should avoid:

- Sitting, standing or climbing on your bench top
- Direct exposure to hot pots, pans or other hot items
- Cutting food directly on the surface
- Knocking, dropping or bumping the Product with heavy items
- Exposure to strong chemicals and solvents

Quantum Quartz is extremely low maintenance.

- For every day cleaning use a PH neutral, non citrus cleaner and wipe with a soft cloth or sponge. Ensure you remove all cleaner residue with damp cloth or sponge
- For stubborn stains use **Quantum Quartz Cream Cleanser\***
- Quantum Quartz is virtually non-porous and does not require sealing or polishing to maintain its semi-gloss, smooth finish



NOTE: When cleaning with the Quantum Quartz Cream Cleanser, please dilute with water first, then apply with a **non scratch** scourer or soft cloth. When unsure test cleanser on a small piece of your bench that is out of view.

Quantum Quartz is not a full gloss finish, it is a semi gloss. If your bench top looks too shiny or blotchy please review your cleaning methods.



\*Quantum Quartz Cream Cleanser is available at select kitchen companies and fabricators as well as online.

TO VIEW THE QUANTUM QUARTZ CARE & MAINTENANCE VIDEO VISIT:

[www.wk.com.au](http://www.wk.com.au)