



STONETECH[®]

COUNTERTOP WARRANTY

Care & Coverage Overview

35-year residential stain protection

15-year commercial stain protection

1-year outdoor stain protection

Administered by



Globally Proven Construction Solutions

Care Manual Overview

Stone Care "Do's"

- Use coasters under glasses, especially if they contain alcohol or citrus juices.
- Use trivets or mats under hot dishes or cookware.
- Dust countertops, islands, vanities and floors frequently.
- Blot up spills immediately to minimize permanent damage to the stone.
- Clean surfaces regularly with neutral cleaners designed for stone.

Stone Care "Don'ts"

- Use vinegar, bleach, ammonia, other general purpose cleaners, bathroom cleaners or tub and tile cleaners.
- Use abrasive cleaners such as dry cleansers or soft cleansers.
- Use alkaline cleaners not specifically formulated for stone.

Maintenance Cleaning in Common Stone Locations

Countertops and Vanities

Use STONETECH® Revitalizer® Cleaner & Protector on a regular basis to remove residues from cooking oils and everyday food spills, as well as hairspray or other cosmetics. Be careful with common foods and drinks that contain acids that may etch or dull the stone surface. Be aware that some common toiletries (i.e. perfume, toothpaste, mouthwash) contain acids and other ingredients that may damage the stone surface or degrade the sealer.

Bath, Other Wet Areas, Floors and Walls

Periodic use of a neutral stone cleaner will remove any dirt and residue, or help prevent any soap scum or hard water deposits that may have formed. In the bath, or other wet areas, using a squeegee after each use can minimize soap scum and hard water deposit buildup.

What to Do When a Spill Occurs

No matter how careful you are, spills are going to happen. A quick response and the right solutions can keep spills from damaging your stone or degrading the sealer.

Etch Marks

Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks can etch marble, limestone, travertine, and granite. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. Etching is not covered in the warranty.

General cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone or degrade the sealer. Professional refinishing is the best way to permanently remove etch marks and restore your natural stone's even finish.

Food Spills

Scoop up the food with a plastic spoon. Blot with dry, white cloth. Spray the area with a neutral stone cleaner and wipe off excess with a clean cloth.

Liquid Spills

Blot away the excess with a clean, dry, white cloth while turning the cloth frequently. Spray the area with a neutral stone cleaner and wipe off excess with a clean cloth.

Mud

Let the mud stain dry completely. Remove dried mud with a soft plastic or nylon brush. Spray affected area with a neutral stone cleaner. Wipe dry with a clean cloth. If the stain remains, contact a professional cleaner.

Oily Stains

If you identify the stain as having an oil base (from foods like salad, cooking oils, butter or some cosmetics) you may be able to remove the stain using a poultice. A poultice will wick up the stain from deep within the stone.

Warranty Coverage

Stone Mountain Protect™ (“SMP”) warrants to you that your natural stone countertops composed of granite, marble, and basalt on the approved list (exclusions apply to outdoor warranty coverage) that have been treated with STONETECH BulletProof® Sealer by an authorized applicator prior to or at the time of installation of the product (a “Covered Product”) will be resistant to stains caused by common food and beverages for the warranty period described below (the “Warranty Period”). Your warranty is subject to the terms, conditions, limitations and exclusions described below.

Warranty Period

The length of your warranty will vary depending on your use of the Covered Product. The Warranty Period for a Countertop Product that is used exclusively for indoor use in a personal residence is 35 years from the date of installation. The Warranty Period will be 15 years from the date of installation if the Covered Countertop Product is installed inside a building that is used, for any period of time, for industrial or commercial uses. The Warranty Period will be one year from the date of installation if the Covered Product is used outside of an enclosed building. Your warranty is fully transferable to any new owner of the property in which the Covered Product is installed.

Requirements for Making a Claim

You may not assert a claim until you have paid in full for the Covered Product. You must complete the registration of your Covered Product within sixty days after the completion of installation. Your registration will provide proof of purchase and establish the date of installation. Use the following link for registration: www.stonetech.com/warranty. You can make a claim by contacting us by e-mail: customerservice@stonemountainprotect.com, phone: 1-888-550-8130 or mail at the following addresses: Stone Mountain Protect, 11515 Vanstory Drive, Suite 110, Huntersville, NC 28630.

If you are not the original owner of the Covered Product, you must provide proof that the warranty has been transferred to you.



Our Warranty Responsibilities

You must make the Covered Product available to us for our inspection. If we conclude that you have a claim that is covered by this warranty (a “Covered Claim”), we may offer to provide you with a Cleaning Care Kit and telephone support in using the Cleaning Care Kit. In many cases, the proper use of a Cleaning Care Kit can resolve the problem. If we conclude that a Covered Claim cannot be resolved through the use of the Cleaning Care Kit, we will send a field service representative to your facility to attempt to remove the stain through normal cleaning techniques, such as steam or poultice. You must make the Covered Product available to our field service representative for the cleaning attempts. If the field service representative is unable to remove the stain, we will provide replacement natural stone for the damaged portion of the Covered Product and cover all reasonable labor costs for fabrication and installation to replace the damaged portion of the Covered Product. Reasonable costs will be determined at the discretion of SMP. We will not cover the costs of plumbing, electrical work, or repair or replacement of backsplash product (unless cut from same material). You can choose the same color replacement stone at the closest distributing stone center. If the color of your Covered Product is no longer available, you may choose from a supplied list of similarly priced stone. Since natural stone varies in color and texture, we cannot guarantee that replacement stone will be an exact match to either the portion of your Covered Product that is being replaced or the remaining undamaged portions of your Covered Product. Replacement Products will be covered only for the remainder of the initial Warranty Period.

Exclusions

This limited warranty covers only resistance to stains caused by common food and beverages including, but not limited to; orange juice, coffee, vinegar, wine, tomato, mustard, soft drinks, and cooking oils, under normal use, and does not cover:

- Any defect in the Covered Product caused by defective stone or installation.
- Variations due to the natural characteristics of stone, including color variations, discoloration, darkened or lighter edges, or surface, veining, water lines or spots, and surface marks.
- Stains caused by any substance other than common food and beverages including, but not limited to; silicone, noncooking oils, acids, inks and dyes, paints, putty oils, adhesives, and rust.
- Gloss or dullness or etching caused by spillage of highly acidic substances and surface marks; including water marks, rings, spots, and splash.
- Full height backsplash

- Quartzite, Limestone, Travertine, Quartz, Concrete, Engineered stone
- Only select granites are eligible for coverage for the 1-year Outdoor warranty
- Any damage caused by abuse, misuse, chipping, cracking, mishandling, alteration, building settlement or vandalism.
- Any damage caused by events beyond our control, such as fires, tornados or other Acts of God.
- Any countertop that has been moved from the original location of installation.
- Damage that results from your failure to maintain the Covered Product in accordance with the Care Manual.

Limitations

SMP MAKES NO WARRANTY, REPRESENTATION OR GUARANTEE WITH RESPECT TO YOUR COVERED PRODUCT, EXCEPT THE WARRANTY AS TO STAIN RESISTANCE, AS EXPRESSLY STATED ABOVE. SMP WILL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO THE COVERED PRODUCT, INCLUDING ANY COSTS OR DAMAGES ARISING FROM LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR, IN CANADA, FROM PROVINCE TO PROVINCE.

STONETECH® Countertop Warranty

Length of Warranty	35 years
Length of Commercial/ Industrial Warranty	15 years
Stone Coverage	Granite, Marble and Basalt
Can Select Slab	Yes
Warranty Transferable	Fully transferable — No limit on times of transferability
Outdoor Warranty	1 year outdoor warranty on select granite options
Covers Labor and material	Yes



Snap for more information.

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