

Caesarstone Countertop Care

Regular Cleaning Due to Caesarstone's high density and non-porous qualities, normal cleaning with a damp cloth and mild detergent is all you need to keep your Caesarstone surface looking great. Thoroughly rinse off the soap/mild detergent with water after use and dry with soft cloth or paper towel. We recommend a thorough cleaning of your Caesarstone surface on a weekly basis.

Stubborn Stains or Dried Spills If needed, apply common, **non-abrasive**, household cleaners such as Soft Scrub Liquid Gel with Bleach, directly on a damp cloth or sponge and wipe the surface, rinsing thoroughly after cleaning. To avoid dulling the surface's shine, make sure to use a non-abrasive cleaner, and rinse off any cleaner with water and dry with soft cloth or paper towel. To remove adhered material such as food, gum or nail polish, first carefully scrape away the excess material with a plastic putty knife and then clean the surface with a damp cloth to remove any marks left behind and any residual dirt. Also, **do not use any abrasive pads** to clean tougher dirt as abrasives can damage the finish/sheen of your countertops.



Please note that HONED, TEXTURED and MOTIVO finishes require more cleaning than our polished finishes. Since there is more exposed surface area with honed finishes, metal marks, finger prints and other signs of daily living will show on honed material. Most of these marks can be easily removed with little effort and **non-abrasive** cleaning products such as Soft Scrub Liquid Gel.

Are there any chemicals or cleaners to avoid using? We recommend using cleaning products between pH 5-8, as products outside this range may damage the surface. Avoid exposing Caesarstone to chemicals with pH levels outside this range, such as oven grill cleaners, floor strippers, paint removers/strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, battery acid, dishwasher detergent, etc. Should your surface accidentally be exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

How does Caesarstone withstand heat? Caesarstone is structurally more heat resistant in comparison to other stones, including granite. However, any stone material can potentially be damaged by sudden and rapid temperature changes, especially near the edges. Therefore, using inexpensive and readily available hot pads or trivets is always recommended, especially when using cooking units such as electric frying pans, crock pots, or roaster ovens. **Do not put hot cookware directly on the Caesarstone surface.**

How durable is Caesarstone?

Tough, yes – Indestructable, No --Caesarstone is resistant to cracks, scratches and stains. However, like most materials, excessive force and/or pressure from objects can damage the surface. As with any surface, Caesarstone can be permanently damaged by exposure to strong chemicals and solvents.

Caesarstone surfaces are highly scratch resistant; however, avoid using sharp objects such as sharp knives or screwdrivers directly on the surface. The use of a cutting board is always recommended.



RESIDENTIAL LIFETIME WARRANTY

Caesarstone USA, Inc. will warrant from the original date of installation material that fails due to any manufacturing defect when fabricated and installed by a CaesarStone Certified Fabricator. This warranty applies to the repair or replacement of failed material that has been permanently installed in your residence. The option to repair or replace the material is at the sole discretion of Caesarstone USA, Inc.

This Residential Lifetime Warranty is available only to the original owner of a single family residence in which CaesarStone has been originally installed. In the case of a newly constructed single-family residence, this warranty is available to the "first" owner purchasing the residence with CaesarStone permanently installed and is transferable according to the terms and conditions stated below.

TERMS and CONDITIONS:

This warranty applies to product that was installed after February 15, 2008.

- A. This warranty applies only to CaesarStone quartz surfacing materials and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except Caesarstone USA, Inc.
- B. This warranty applies only to CaesarStone quartz surfacing materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation. If after or during installation you decide that you do not like the color or finish you selected, that decision is not covered under this warranty.
- C. This warranty does not cover any residence where the owner is not the occupant.
- D. This warranty does not cover materials and/or services that have not been paid in full.
- E. This warranty applies only to materials that have been maintained according to the CaesarStone Care & Maintenance guidelines. Care & Maintenance guidelines are available at www.CaesarStoneUS.com.
- F. To request service under this warranty you must contact the company who sold you CaesarStone or contact Caesarstone USA, Inc. directly at (877) 978-2789 within thirty (30) days of the failure of CaesarStone quartz surfacing materials.
- G. Following installation, you must register your product within thirty (30) days in order to activate your warranty. Simply complete the online form made available at <http://www.caesarstoneus.com/customer-service/warranty/registration/>. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner, Authorized Dealer and CaesarStone Certified Fabricator. Upon receipt of your original receipt or invoice showing the name of the Owner, Authorized Dealer and CaesarStone Certified Fabricator, Caesarstone USA, Inc. will fully honor this warranty even though no warranty is on file. You must agree to cooperate with Caesarstone USA, Inc. or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

- H. This warranty is transferable under the following conditions: The original or first owner must have initially registered the warranty with Caesarstone USA, Inc. as specified in item F. The original or first owner must submit to Caesarstone USA, Inc. in writing the name, address and phone number of the new owner. The new owner will receive a prorated 10-year limited warranty, which is prorated from the original date of installation. In no event will the transferred warranty exceed ten (10) years from the date of the original installation.
- I. In the event that CaesarStone quartz surfacing materials fail due to a manufacturing defect, Caesarstone USA, Inc. will, at its sole discretion, repair or replace such materials. Caesarstone USA, Inc. will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. All decisions regarding this warranty are at the sole discretion of Caesarstone USA, Inc. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Caesarstone USA, Inc. with respect to CaesarStone quartz surfacing products.

EXCLUSIONS:

1. This warranty does not cover use for any commercial purposes. Commercial use includes but is not limited to, use in a store, rental properties, office or any other place of business.
2. This warranty does not cover products installed in any outdoor application.
3. This warranty does not cover products used as flooring material.
4. This warranty does not cover improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
5. This warranty does not cover chips or other excessive impact damage in the product.
6. This warranty does not cover scratches. CaesarStone is a very hard material and highly scratch resistance but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.
7. This warranty does not cover routine maintenance. Routine maintenance includes but is not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the CaesarStone online Care & Maintenance Guidelines at www.CaesarStoneUS.com.
8. This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by Caesarstone USA, Inc. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
9. This warranty does not cover any defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
10. This warranty does not cover seam appearance or seam performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.

11. This warranty does not cover any chemical damage.
12. This warranty does not cover any creative use of the material including bending or curving.
13. This warranty does not cover material that has been milled or reduced in thickness.
14. This warranty does not cover the installation of sinks.
15. This warranty does not cover securing mechanical fasteners directly into the material.
16. This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by CaesarStone which are inadequately supported.
17. This warranty does not cover any chips or cracks that are a result of "dry" cutting or polishing.
18. This warranty does not cover chips or cracks that are a result of not following the minimum requirements for edge details.
19. This warranty does not cover mitered edges where the joint is not cut correctly.
20. This warranty does not cover the altering of any factory applied finish. Only colors listed as available in our brochure, sample book or on our website as "honed" are eligible under this warranty. Any issues arising from the practice of "in-shop" honing are the sole responsibility of the fabricator.
21. This warranty does not cover temporary marks that are common to honed finishes such as metal marks, fingerprints or other signs of daily living. A signed "Special Care Considerations for CaesarStone Honed Finishes" form is required to be submitted to CaesarStone or its assigns to receive coverage under this warranty. This form must be signed by the end user/owner of the finished installation.
22. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the CaesarStone product covered under this warranty.
23. This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.
24. This warranty does not cover what is referred to as spots or blemishes smaller than a ten (10) cent piece. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.
25. CaesarStone materials contain important product information on the back of each slab. Removing this product information will void the warranty.

Caesarstone USA, Inc. is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

Caesarstone USA, Inc. shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR CAESARSTONE AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO CAESARSTONE AND CAESARSTONE USA, INC. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.