

RESIDENTIAL 15-YEAR LIMITED WARRANTY

Permanently installed Radianz® Quartz Surface slabs (the “Product”) are warranted by LOTTE ADVANCED MATERIALS in the United States and Canada to the original owner. The Product must be fabricated and installed by an authorized Radianz® Fabricator/Installer, and used and maintained in accordance with instructions provided by LOTTE ADVANCED MATERIALS . During the first fifteen (15) years after the date of initial installation, LOTTE ADVANCED MATERIALS , at its option, will repair or replace without charge if the Product fails due to a manufacturing defect. Although LOTTE ADVANCED MATERIALS shall make its best effort to repair or replace with the best possible color match to the original as possible, LOTTE ADVANCED MATERIALS cannot guarantee that the repair or replacement will be an exact color match to the original. To obtain service under this limited warranty, you must reasonably cooperate with Samsung’s authorized service agents and provide access to the installation site. This warranty is applicable only to the original purchaser and only when the Product has been paid in full. This warranty is nontransferable and non-assignable. Any associated repair or replacement cost other than the Product will be the original purchaser’s responsibility.

This limited warranty is transferable during the 10-year period following initial installation only when the new owner notifies LOTTE ADVANCED MATERIALS in writing.

This warranty excludes the following:

01. Misuse or abuse (including uneven exposure to direct sunlight, outdoor exposure and use, damage caused by impact, discoloring caused by exposure to certain chemical reagents, and damage from exposure to excessive heat);
02. The Product moved from its original place of installation;
03. Chips, cracks or any other impact damage;
04. Improper Installation or Maintenance (improper care and maintenance may result in staining, abrasion marks, cracking or chipping);
05. Damage caused by exposure to excessive heat (Trivets and hot pads should always be used);
06. Damage caused by an act of nature;
07. Failure not to comply with LOTTE ADVANCED MATERIALS 's instructions including Fabrication, Installation, Care & Maintenance, etc.;
08. The Product is stain-resistant, but is not 100% impervious to stains. Many common stains can be removed with proper cleaning. Staining is not covered under this warranty;
09. The product is scratch resistant; however, scratches may occur with improper use. Consequently, Scratches and abrasion marks are not covered under this warranty;
10. Failure or dissatisfaction with appearance of joints or seams, or of any adhesive, caulk or other accessory items;
11. Workmanship of Fabricator or Installer;
12. Failure caused by other sub-structure support and substrate materials, including seam failure;
13. The actual and final installed Product is not guaranteed to be an exact color-match to product samples or printed sample facsimiles;
14. Blemishes, such as blotches or spots, are inherent in the manufacturing process. In the event visual blemishes, blotches, or a concentration of color pigments are larger than 25mm in diameter (size of a quarter coin), the contracted fabricator should report it to the Radianz® authorized distributor prior to fabrication;
15. Natural variation within the Product (The Product pattern density may vary in color, size, shape, and distribution);
16. Any innovative use of material including, but not limited to, curving and/or bending;
17. Alteration of the Product thickness;
18. Installation of sinks;
19. Damage as a result of dry polishing or cutting;
20. Alterations to the factory finish;
21. Damages from other than manufacturing defect;
22. For the Products not paid in full;
23. Any Product installed or located outdoors, such as outdoor kitchens, BBQ work surfaces, or in heated areas such as saunas, steam rooms, and shower pans;
24. Residence not occupied by the original purchaser;
25. Other installations such as boats, recreational vehicles and flooring; and;
26. This Warranty does not cover the use of the Product for commercial purposes. “Commercial purposes” are defined as any application other than for use in a residential home interior as defined within this Residential 15-Year Limited Warranty.

Effective as March, 2012

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Except as to what is stated in this limited warranty herein, LOTTE ADVANCED MATERIALS makes no warranties, express or implied, in respect to the Product, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and all such warranties hereby are expressly disclaimed. LOTTE ADVANCED MATERIALS does not warrant that the Product will meet the original purchaser's requirements. LOTTE ADVANCED MATERIALS shall not be liable for incidental, consequential, indirect, special, punitive, or exemplary damages of any kind, including lost goodwill, lost profits, lost business, or other indirect economic damages, and further including injury to property, whether such claim is based on theories of contract, negligence, tort (including strict liability) or otherwise, as a result of breach of any warranty regardless of whether LOTTE ADVANCED MATERIALS was advised, had other reason to know, or in fact knew of the possibility of such damages.

SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION STATED ABOVE, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH WILL VARY FROM STATE TO STATE OR, IN CANADA FROM PROVINCE TO PROVINCE. FEDERAL WARRANTY LAW DOES NOT PERMIT THE DISCLAIMER OR MODIFICATION OF IMPLIED WARRANTIES ARISING UNDER APPLICABLE STATE LAW FOR CONSUMER PRODUCTS. HOWEVER, ANY OF SUCH IMPLIED WARRANTIES SHALL EXPIRE AT THE EARLIER OF THE EXPIRATION OF THE PERIOD OF THE IMPLIED WARRANTY REQUIRED UNDER STATE OR PROVINCE LAW.

Warranty Service:

To obtain service under this limited warranty, contact the source from whom you purchased the Radianz® Quartz Surfaces or you may directly contact LOTTE ADVANCED MATERIALS at the address below, in writing, providing your name and address, a description of the Products and the nature of the defect or failure. You must provide the original sales receipt along with proof of purchase and installation of Radianz® Quartz Surfaces, which clearly indicates the Product purchased and installation dates in order to obtain service under this limited warranty.

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This warranty cannot be modified, amended, or in any way altered except by an instrument in writing signed by an authorized officer of LOTTE ADVANCED MATERIALS.

The secrets of radiant counter tops.

With a small amount of care and maintenance, Samsung Radianz quartz countertops can continue to look as good as the day they were installed for decades. They are scratch and stain resistant, meaning that the normal day to day activities that occurs on or near our surfaces will have very little, or no, effect. That makes them an invaluable and practical choice for kitchen or bathroom counter tops.

However, there are due precautions to bear in mind in terms of preventing damages.

For routine cleaning

Simply wipe the surface using a clean, soft cloth or sponge with a mild dish soap diluted in warm water. Remember that the surface is naturally resistant to surface staining from cooking oils, wine, coffee, etc. In most cases, a mild dish soap and water is enough to keep Samsung Radianz spotless and clean. Afterwards, thoroughly rinse with clean water and dry with soft cloth or paper towels to prevent spotting. For best results, clean liquid spills and dried foods as soon as possible.

Apply a non-abrasive household cleaner and rinse to remove residue. For dried liquids, foods and any hardened marks, remove by gently scraping the surface with a plastic putty knife or a non-abrasive Scotch-Brite® pad, and then use a damp cloth to lift any residual stains and marks.

Never use cleaners containing alkaline materials.

Heat

Although Samsung Radianz is more heat resistant than most surfaces around the home, all stone products can be damaged by sudden and extreme temperature changes (especially near the edges). For this reason, always use a hot pad or a trivet with rubber feet when placing hot pots on the counter, to protect your Samsung Radianz.

Scratches

Samsung Radianz is substantially harder than natural stone and is highly resistant to scratching. However, refrain from using knives, screwdrivers or other sharp objects directly on the surface. Never cut or chop directly on a Samsung Radianz surface and always use a

cutting/chopping board when preparing foods.

Chemicals

Avoid using cleaners that contain bleach or an abrasive formula. Also avoid using cleaners that contain Pine oil – without very thorough rinsing, these products may leave behind a stubborn residue (pine oil attracts and holds dirt on the surface, eventually reducing the cleanliness of the surface and affecting its appearance). Avoid using highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Avoid abrasive scrubs and cleaners that contain either soft or hard abrasive particles. Avoid cleaners that contain xylene, toluene, potassium hydroxide or caustic soda.

Avoid exposing Samsung Radianz to strong chemicals such as paint removers or to furniture strippers containing trichlorethane or methylene chloride.