

SILESTONE®
LETTER
OF
WARRANTY



SILESTONE
by COSENTINO



Dear Client,

COSENTINO, S.A. wishes to congratulate you for having selected our SILESTONE® product, whose quality and brand is internationally acknowledged as leader in the most demanding markets, including North America and Europe, amongst others.

Over the years many Clients have placed their trust in SILESTONE®. Clients demanding the very best have chosen our product for its excellent standard of quality and the added value it offers, setting it apart from all others in the marketplace.

We are pleased to see how day after day our efforts and dedication are rewarded by a constantly growing demand, making SILESTONE® a world leader in quartz surfaces, which in turn encourages us to continue working for you.

This manual describes your SILESTONE® product together with the conditions of our exclusive warranty.





BUYER'S DETAILS

Warranty no.:

Name:

Address:

Telephone:

Email:

Profession:

KITCHEN RETAILER DETAILS

Company Name:

Address:

Telephone:

Date:

Contact Name:

Stamp or authorised signature of the
professional and /or product manufacturer
(indicating V.A.T as appropriate)

SILESTONE FABRICATOR DETAILS

Company Name:

Postcode:

Stamp or authorised signature of the
professional and /or product manufacturer
(indicating V.A.T as appropriate)

For this form to be accepted:

*All fields must be filled in clearly and completely and information must be accurate

*The form must be filled in and sent within 30 days of Silestone worktop installation

KEEP HOLD OF YOUR PROOF OF PURCHASE WITH THE DATE OF PURCHASE CLEARLY IDENTIFIABLE

KEEP HOLD OF YOUR SILESTONE WARRANTY NUMBER ONCE ALLOCATED

THOROUGHLY READ THROUGH THE SILESTONE MAINTENANCE GUIDELINES AND TERMS & CONDITIONS
AS STATED ON THE WEBSITE www.silestone.com

*ASK YOUR KITCHEN PROVIDER FOR DETAILS

PRODUCT

CONCEPT

The SILESTONE® product is a quartz surface made from top quality raw materials that presents exceptional physical and mechanical features together with unique beauty, ideal for interior decoration.

It is the only quartz surface in the market whose internal composition includes antibacterial protection that ensures the highest degree of hygiene and security.

SILESTONE® is an antibacterial product that inhibits the growth of bacteria that are in direct contact with the product. This feature of the SILESTONE® product, which is unique and exclusive within the marketplace, makes it the ideal product for homes, health care centres, schools, hotels, restaurants, etc.

ADVANTAGES

- *High durability and resistance to scratching:* quartz, which is the main component in the manufacturing of SILESTONE®, is a material of natural origin that is very hard, making the product highly resistant to scratching.
- *Colour consistency:* SILESTONE® pioneers the latest trends whilst achieving functional solutions. The high variety of colours ensures that any design or style can be achieved, SILESTONE® colours remain consistent for long periods of time.
- *Low Maintenance:* SILESTONE® products require maintenance than that of other products in the marketplace because of its low porosity, which makes it highly resistant to stains.
- *Resistant to acids:* SILESTONE® is a product that is particularly suitable to be used as countertops in kitchens, due to its high resistance to acids and in general to products commonly used in the kitchen. This high resistance to acids also makes it the ideal product for use in laboratories.
- *Exclusive maintenance Kit:* COSENTINO, SA can provide you with an exclusive maintenance kit with specific cleaning products for the care and upkeep of the SILESTONE® product. Kit available through your kitchen retailer.

OTHER CONSIDERATIONS

- The SILESTONE® product has a resistance index that is much greater than that of other products in the market, but it is not indestructible; strong impact from heavy implements could damage the product's surface.
- *Thermal shock:* SILESTONE® is highly resistant to heat; nonetheless, like other products in the market, extreme levels of heat may damage the product. We recommend the use of a trivet for pans removed from the heat.
- *Caustic soda:* even though it is highly resistant to many chemical products, the SILESTONE® product can be damaged by contact with caustic soda, which is generally found in grease removers.

INSTRUCTIONS OF USE

I.- PRECAUTIONS

For the protection of your SILESTONE® quartz countertop, COSENTINO, SA recommends the use of the exclusive maintenance kit which you can obtain through your kitchen retailer. Below you will find instructions of use which will preserve the SILESTONE® properties for a long period of time:

- Avoid placing SILESTONE® outdoors or in places which receive strong emissions of ultra-violet rays.
- Do not place objects recently removed from heat on SILESTONE®. Use a surface designed for such a purpose. SILESTONE® can withstand elevated temperatures, but extreme heat may cause damages.
- Avoid rubbing or knocking objects on the edges of the SILESTONE® product
- Do not use stripping agents, caustic soda or products with a Ph of more than 10. If you use bleach or solvents, rinse with water and never leave them permanently in contact with the surface. Do not use chlorine-based products.
- With the exception of COSENTINO, S.A.'s production process, the surface of this material must not be polished.
- Do not use grease removers on SILESTONE®.

II.- MAINTENANCE

Below you will find recommendations on how to care for the SILESTONE® product in the following situations:

- *Routine cleaning:* SILESTONE® is easily cleaned with soap and water and also the produce Q-ACTION® which is included in our maintenance kit. Additionally, for polished finish use original Cif, for Leather use soap and water or Q-ACTION®.
- *“Leather” finish SILESTONE®:* Ask your kitchen retailer to request that the “Leather” finish SILESTONE® countertop be treated in advance by the fabricator with the product “Leather Plus”.
- *Loss of shine:* When the product's surface loses shine, this is due to the fact that the worktop manufacturer used products (wax, sprays, sealants, etc) to highlight its shine, which over time disappear from the surface.
- *Stubborn marks:* For difficult marks, pour Q-ACTION® on the area of SILESTONE® product that is affected for about 2 minutes and rub vigorously, then rinse generously with water.
- Water marks, limescale marks, glass marks, etc. Pour Q-ACTION® on the surface of the SILESTONE® product affected for about 1 minute. Rub well and rinse with water.
- On occasion, after installing the SILESTONE® product there may be silicone marks leftover from the installation. They can be cleaned using a universal solvent. Pour the solvent directly on the affected area, rub well and rinse with water. Do not use solvents that contain dichloromethane, chloromethane or methylene chloride. COSENTINO, S.A. shall not be liable for any type of mark produced by the installation or

manufacturing of the SILESTONE® product.

LETTER OF WARRANTY

COSENTINO, S.A. guarantees the registered owner of the installed SILESTONE® product against manufacturing defects for a period of TEN (10) YEARS as of the date of purchase. Please keep the purchase invoice.

This Letter of Warranty shall only be fully valid if the consumer has registered within 30 days following purchase of the product, as specified in the corresponding paragraph, and submits the original invoice or sales receipt (indicating the date of sale and the name of the product installer), placing the defective product at the disposal of COSENTINO, S.A.

COSENTINO, S.A. reserves the right to not offer the free warranty service if the requirements established in the previous paragraph are not satisfied or if the information provided by the consumer is false, incomplete or illegible. Additionally, this warranty is non transferable.

SILESTONE® worktops must be installed by a certified Fabricator in order to claim warranty.

WHAT IS INCLUDED IN THE WARRANTY

- The obligation of COSENTINO, S.A. for a period of TEN (10) YEARS to replace the defective product in the terms and conditions specified herein, with the same features (colour, thickness, etc.) as those of the product acquired by the client.
- This warranty covers SILESTONE® quartz kitchen worksurfaces that are installed permanently in the consumer's home. Use for vanities, flooring, paving and any commercial purpose are not covered by this warranty. It is important that the choice of colour and finish be final before the purchase is fully agreed, since later changes of choice are not covered by this warranty.
- This Letter of Warranty is, in any case, subject to strict observance by the consumer of the instructions of use and upkeep of the SILESTONE® product that are specified in the manual included in this document.
- If the SILESTONE® product has been discontinued, it shall be substituted by the most similar colour available at that time.

WHAT IS EXCLUDED FROM THE WARRANTY:

- Problems caused by an incorrect finish/production of the product, by inappropriate installation methods or by any other modification or manipulation of the original SILESTONE® product, such as variations of colour, thermal impact or inappropriate chemical treatment, performed by third parties that do not belong to COSENTINO, S.A.
- Damages arising from the improper use, including but not limited to (i) use of the product for purposes for which it is not intended; (ii) installation or use of the product in a manner that does not respect applicable technical or security regulations, by any third party that does not belong to COSENTINO, S.A. (iii) non compliance of the instructions of the use and maintenance manual; and (iv) exposing the product outdoors.
- Natural disasters, damages caused by interaction with other products or any other cause that is beyond the control of COSENTINO, S.A.

- Any consequent or unforeseen damages, or expense, aside from the product itself, including for information purposes but not limited to, damages to other products, installations or additional or supplementary repairs in connection with plumbing, electricity or building/decoration work that may be necessary to repair or replace the SILESTONE® product covered by this warranty, are exclusively excluded from this warranty and shall be the exclusive responsibility of the consumer.
- Likewise, differences between samples and photographs of any SILESTONE® product and the real product purchased are also excluded. Furthermore, marks produced by the material's own components and polish defects are also excluded, given that under no circumstance does COSENTINO, S.A. commercialise products presenting, for whatever reason, said defects.
- This warranty shall no longer be valid in the event of repairs and/or manipulations of the product without due verification by COSENTINO, S.A.
- This warranty only covers replacement of the defective product with another of similar characteristics (colour, thickness, etc.) as the one acquired by the client.
- SILESTONE® warranty is non-transferrable.

HOW TO USE THIS WARRANTY

To register as titleholder of the warranty you must fill in, sign the form, and send within THIRTY (30) days following the purchase of the SILESTONE quartz surface by post or fax to COSENTINO, Customer Service Department, whose address you will find below. You may also register online, or by sending an email as explained at the website www.silestone.com

HOW TO FILE A CLAIM

If you believe that your SILESTONE® product has a defect and you wish to file a claim in accordance with this warranty, please contact COSENTINO, SA's Customer Service Department by fax, email and/or letter, registering online on the website or by phone, indicating in any case the number of your warranty:

Cosentino UK
 Unit 2 - Octimum Business Park
 Forsyth Road
 Woking
 Surrey
 GU21 5SF
 Web: www.silestone.com

WHAT WILL COSENTINO S.A.U DO IF THE PRODUCT HAS A DEFECT

If a defect occurs to the SILESTONE® product under the terms and conditions of this warranty, COSENTINO, S.A., following appropriate verification, shall replace the material necessary to produce the SILESTONE® product.

COSENTINO, S.A. is authorised to grant warranties for SILESTONE® quartz surfaces. The territorial scope of action of this warranty is that of England, Scotland and Wales, it is not valid outside said territory.



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