

WARRANTY

*10 year
warranty*

Manufacturer's Warranty

Thermovision Products Inc. guarantees the quality of all thermofoil and decorative polymer products (the Products) against delamination.

See restrictions below.

*5 year
warranty*

Manufacturer's Warranty

Thermovision products Inc. guarantees the quality of all its polymer and polyester (the Product) against premature yellowing as well as both apparent and hidden defects that make them unsuitable for their intended use or which result in premature deterioration, only when they are distributed or sold by authorized distributors and retailers (the Sellers).

Warranty period

The present warranty is valid for a period of five years from the date of shipment of the Products. Repair and replacement of the Products by Thermovision do not have the effect of extending this guarantee nor of instituting a new warranty period.

Restrictions

This warranty does not apply to:

- outdoor installations;
products that have been abused, misused, poorly maintained, installed improperly, burned, stained, soiled, misshapen or otherwise damaged through negligence, accident or voluntarily;
- products that have been handled, modified, repaired or otherwise altered in any way by any person other than Thermovision or one of its authorized representatives.
- the deterioration of a component or external aging (surface) of the Product as a result of age or ordinary wear and tear;
- either the loss of use of the Products during the time required to apply this warranty or to any other damages and inconveniences, both indirect and incidental, resulting from the use of the Products;
- the cost of installing and transporting the Products related to the application of the present warranty.
- The guarantee applies to warping of doors less than 32"high (maximum interior tolerance of 1/8" and exterior tolerance of 1/16"). Our warranty does not cover labor fees.

Services

To benefit from the services of this warranty, simply return the Products and their proof of purchase before the expiration date to the Seller from whom they were purchased. Thermovision will then choose, at its discretion, to replace, repair, or credit any Products at a fee established on the basis of 1/5 of the suggested purchase price multiplied by the number of years elapsed since the original date of shipment. If the identical materials or Products are not available when the request for warranty service is made, Thermovision reserves the right to substitute them with materials and models of comparable quality, without being obliged to replace all of the Products if only one or some of them are defective.

Exclusion

This constitutes the only warranty given by Thermovision on its Product and neither Sellers nor their agents are authorized to modify or broaden the present warranty in the name of Thermovision.



Cambria Quartz

CARE AND MAINTENANCE

Proper care and maintenance of your natural stone or Cambria Quartz surfaces will greatly extend the life and beauty of your investment. To learn more, refer to our recommended care and maintenance tips below.

Natural Stone

Your new natural stone purchase is an investment in lasting beauty. Whether you chose marble, granite, limestone, slate, travertine or other natural stone, your investment will give you many years of wear. Following some simple precautions, properly sealing, and using the correct cleaning methods and products, will insure you a lifetime of use from your natural stone.

Sealing your stone

Natural stone has been formed over millions of years but improper care can ruin nature's beauty. Although we usually think of stone as "hard", it is a porous material that can absorb spills and stains if left untreated. Sealing your stone with a quality impregnating sealer will prevent most spills from damaging your investment. Urban Quarry technicians have sealed your countertops prior to installation and it is recommended that this process is repeated every 3 to 4 years.

Cleaning procedures and recommendations

Once sealed properly, your stone is protected against everyday dirt and spills. Proper cleaning will help the sealer last longer and keep your stone protected without damaging your stone's natural beauty. Keeping your stone free from dust and dry sandy soil will minimize the scratches and wear patterns that can develop from everyday use. Sweep or dust all natural stone surfaces regularly to remove loose soil and dust. Clean your natural stone on a regular basis with fresh warm water and mild liquid soap with a clean, non-abrasive cloth or sponge. We recommend DuPont™ StoneTech® Professional Revitalizer® Cleaner and Protector. Its unique blend of neutral cleaning agents, make it gentle on your stone while leaving behind a protective shield every time you clean. Do not use scouring powders or creams; these products contain abrasives that scratch the surface.

Etch marks

Substances that are highly acidic, such as orange juice, coffee, vinegar, wine, tomato products, mustard and most soft drinks, will "etch" most calcareous material stone (e.g., marble, limestone and travertine), whether the stone is sealed or unsealed. Although sealing will allow you time to wipe up the spill, it cannot stop the chemical reaction that may leave a dull area or etch mark in the stone. In addition, highly alkaline cleaners, not specifically formulated for natural stone, may contain ingredients that will etch your stone. Professional refinishing is the best way to permanently remove etches, and restores your natural stone's even finish.

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 the sealer. Improper cleaning or cleaning products may cause permanent damage.

Remember to always pre-test the cleaning method in a hidden area of the stone before attempting to remove a stain.

- **Liquid Spills:** Blot away the excess with a clean, dry, white cloth; turning the cloth frequently. Spray the area with DuPont™ StoneTech® Professional Revitalizer® Cleaner and Protector. Wipe dry with a clean cloth.
- **Food Spills:** Scoop up the food with a plastic spoon. Blot with dry, white cloth. Spray the area with DuPont™ StoneTech® Professional Revitalizer® Cleaner and Protector. Wipe dry 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 DuPont™ StoneTech® Professional Revitalizer® Cleaner and Protector. 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 and cooking oils, butter, or some cosmetics) you may be able to remove the stain using a poultice. Please contact a professional cleaner or stone restoration technician.

Dos and Don'ts

- **DO** use coasters under glasses, especially if they contain alcohol or citrus juices.
- **DO** use trivets or mats under hot dishes or cookware.
- **DO** use place mats under china, ceramics, silver or other objects that may scratch your stone's surface.
- **DO** dust countertops, islands and vanities frequently.
- **DO** blot up spills immediately to minimize permanent damage to the stone.
- **DO** clean surfaces by wiping with clean water or spraying with DuPont™ StoneTech® Professional Revitalizer® Cleaner and Protector, then wiping dry with a clean cloth.
- **DON'T** use vinegar, bleach, ammonia or other general-purpose cleaners.
- **DON'T** use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub and tile cleaners.
- **DON'T** use abrasive cleaners such as dry cleansers or soft cleansers.
- **DON'T** use alkaline cleaners not specifically formulated for natural stone.