

NATURAL STONE INFORMATION

1. Granite/Marble is blasted from quarries in large blocks and then sliced like a loaf of bread to create bundles/slabs. The granite slabs in that bundle will match and mimic each other in directionality and color variation. Most slabs are rarely larger than 10 feet long and 6 feet high.
2. Granite has tiny pits or spaces between the various mineral crystals. This is caused primarily by Biotite (small black minerals found throughout the slab). The pits do not make the granite less durable and do not qualify a slab as unusable or replaceable. Pits are common in all granite and should be expected when dealing with a natural stone material.
3. Granite also contains natural fissures; fissures in granite are visible separations along inter-crystalline boundaries. These fissures may appear to be cracks but are not structural defects and will not affect the function or durability of the stone. These occur naturally and are considered to be a part of the natural beauty of the material.

**** Both fissures and pits occur naturally in granite and are not flaws.***

4. Granite is not unbreakable. It can be chipped or cracked if it is struck by a heavy object. It can also break if it is dropped due to its inflexibility. It is not recommended to stand on your countertops to reach high areas since the stone does not flex. The additional weight may cause a crack if in a weak area of the stone, like the front of a sink or at a seam.
5. Granite is scratch resistant to common household tools, but we still recommend using a cutting board to save your knives. Stone can show scratches caused by cutting or dragging heavy objects across the counter. It is also heat resistant but the mica and feldspar pieces can chip out if direct heat is applied. We recommend using a hot pad or trivet rather than the countertop directly.
6. Reseal your countertops every 1-7 years depending on how you use your kitchen. If the water does not bead on the surface of your stone it needs to be resealed. We also have a 3 in 1 cleaner, polisher, protector that will help boost the life of the sealer.
7. The Radon Worry: While there is some radon in granite it isn't enough of an amount to cause any problems. In fact, the radon in granite countertops is in such small amounts that it is not enough to register on a scale when tested in your home and will not cause health issues over an extended period of time. A concrete floor gives off 3X the amount of a granite counter. For more information on that check the Marble Institute of America website.
8. The slab surface is pre-polished and untouched by our tradesmen. The surface cannot be repaired in most cases
9. Limited lifetime warranty on seam and sink mount. One year warranty on silicone.
10. No warranty on the material after installation.

CATARAQUI GRANITE INC. WILL NOT KNOWINGLY FABRICATE A DEFECTIVE SLAB OF NATURAL STONE

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

QUARTZ INFORMATION

1. Quartz countertops are man-made engineered stone countertops formed by combining 90% ground quartz (a natural hard mineral) with 8-10% resins, polymers, and pigments. This forms a very hard granite-like surface. The appearance depends on how the quartz is ground: coarsely ground quartz produces a flecked appearance, while finely ground quartz produces a smooth look.
2. Quartz is not unbreakable. It can be chipped or cracked if it is struck by a heavy object. It can also break if it is dropped due to its inflexibility.
3. Quartz is not heat tolerant. Quartz is resistant to heat, but if the temperature gets too high, you can damage your quartz countertop. The resin can only withstand temperatures of around 150 degrees. That means if you are taking a pan out of your oven or a hot pot from your stove, you cannot set it down directly on your quartz countertop.
4. Seams are inevitable for large countertop designs. Although a good seam should be inconspicuous, do not expect it to be invisible. A seam in both granite and quartz countertops will always be something that you can both see and feel.
5. It is not recommended to stand on your countertops to reach high areas since the stone does not flex. The additional weight may cause a crack if in a weak area of the stone, like the front of a sink or at a seam.
6. Even though quartz is a very hard material that doesn't break easily, scratching is certainly possible. In order to protect your investment, we always suggest using a cutting board.
7. Quartz is non-porous and does not require any sealing - ever. These stones offer a virtually maintenance free kitchen work surface.
8. Limited lifetime warranty on seam and sink mount. One-year warranty on silicone.
9. No warranty through Cataraqui Granite Co. on the material after installation. All claims must go through the manufacturer.
10. See manufacturer website for maintenance instructions.

CATARAQUI GRANITE INC. WILL NOT KNOWINGLY FABRICATE A DEFECTIVE SLAB OF QUARTZ

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com
office@cataraquigranite.com

TEL: 613 389 3998

MAINTENANCE INSTRUCTIONS – NATURAL STONE COUNTER TOPS

EVERYDAY MAINTENANCE

Daily maintenance of your natural stone counter top can be done simply by using a soft cloth and water, then drying or buffing with a dry towel. A reputable granite cleaner is best. We recommend the use of a professional granite cleaner such as Stonetch Revitalizer or Gran Quartz 113M Polish.

NEVER use harsh chemical cleaner like VIM, Mr. Clean, SOS Pads, Comet, Windex, Fantastic, Vinegar Water Solution, etc. on your natural stone counter top.

LONG-TERM MAINTENANCE

Upon installation, your natural stone counter top should be sealed, as the stone is a natural, porous material. The function of a sealer is to “protect” and “deter” staining. Liquids such as red wine, coffee, and oils should be wiped up right away as they can penetrate the stone.

If you should get a stain we recommend the use of Stonetech Oil Stain Remover.

To maintain the original appearance and provide maximum protection we recommend re sealing your counter top every 1 -7 years depending upon the type of granite or how you use your counter top.

We recommend using Gran Quartz 314P Premium Impregnator Sealer when your top needs to be resealed.

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

TEL: 613 389 3998

CUSTOMER RESPONSIBILITIES

CATARAQUI GRANITE CO. IS YOUR STONE EXPERT AND WILL COVER ANY ISSUES RELATED DIRECTLY TO THE STONE WITH REGARDS TO INSTALLATION.

THEREFORE, IT IS VERY IMPORTANT THAT YOU PAY CLOSE ATTENTION TO THE FOLLOWING

CUSTOMER RESPONSIBILITIES:

1. Prior to laser measure, it is advisable to remove your pre-existing counter tops if they have a post formed backsplash attached; this ensures that your granite will fit snugly against the wall.
2. Digital measurement cannot be done until base cabinets are in their permanent location.
3. Ensure that the cabinets are level (either new or existing cabinets), screwed together and to the walls prior to measure.
4. Your existing counters may be installed with a filler on the top of the cabinet to accommodate the wrap over the lip of the manufactured counter top, please ensure that your drawers and cupboard doors are correctly aligned to open and close once the filler has been removed as your granite will sit directly onto the top of the cabinets. In some rare cases where cabinets have no fillers between gables, this can cause a void.
5. Your stone is approximately 1 ¼" (3cm) thick and sits on the top of the cabinets. It is your responsibility to ensure that your appliances will fit either under the stone (i.e.; dishwasher) above or in line with the top of the stone (i.e.; stove).
6. If we are installing a granite back splash under existing wall tile, further visits to template and install after the initial installation of your counter top will be required and will result in additional costs.
7. Sinks, faucets, stoves, and cooktops must be on site at time of measure
8. If an apron sink is involved, it must be installed prior to measure
9. NO CHANGES to your order can be made after the measure i.e.; edge, colour, sink, etc. All changes after the initial order but prior to measure must be e-mailed to the office.
10. DO NOT PLUMB YOUR SINK FOR 24 hrs. Plumbing should not be completed until your sink adhesive has had time to "cure" as this could move the sink from its original position or compromise the seal of the silicone. Additional charges will be incurred to re-position your sink.

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

INCLUDED IN YOUR ESTIMATE

OUR ESTIMATE INCLUDES THE FOLLOWING:

- Granite, quartz or marble available. Each colour is individually priced PSF (per square foot)
- Stone thickness is standard 1 ¼ inch (3/4 inch special order only, no build ups available and Flat Polish edge only)
- Installation - Within 100 kms of our location (additional charges apply outside of that zone)
- Choice of 2 profiles, at no additional cost
- All holes drilled at time of fabrication/installation (additional charge after installation)
- Digital Template (measurement)
- Installation of countertop purchased
- Mounting of sink (no plumbing)

ADDITIONAL OPTIONS:

- Sealing of Granite (if necessary) \$150 plus tax. (Must be ordered by template date) If added after template it is \$200 plus tax.
- Removal and Disposal of existing laminate counter tops \$150 plus tax.

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com
office@cataraquigranite.com

TEL: 613 389 3998

ORDER AND OTHER INFORMATION

1. Your estimate is based on layouts/plans supplied by the customer. The final cost will be determined by an on-site laser template by Cataraqui Granite Inc.
2. All cabinetry must be in place and fully installed before templating can take place.
3. After template there is typically less than 10 business days wait time before the countertop is installed and during which time your countertop is being fabricated. Cataraqui Granite Inc. will strive for a minimal wait time but cannot be held responsible should wait times be exceeded.
4. It is the customers responsibility to provide a minimum of 10 business days for any changes to scheduled dates. A charge of \$200 will be applied.
5. All estimates include: (natural or engineered tops)
 - your choice of edge profile
 - faucet hole(s)
 - cooktop openings
 - cut and polish of sink cut out
 - sink attached to stone at time of install
6. It is the customer's responsibility to provide Cataraqui Granite with;
 - Make and model of sink(s)
 - Make and model of faucet(s)
 - Fixture hole desired location(s)
 - Stove/Cooktop & Refrigerator make and model
7. It is the customer's responsibility to disconnect plumbing, gas, electrical and remove sinks prior to top installation.
8. Newly installed under mount sinks require a minimum of 24 hour set time before reconnection of plumbing.
9. It is the customer's responsibility to reconnect plumbing.
10. Removal and disposal of old tops is available for an additional fee. Removal of existing tile, concrete, or stone countertops are additional fees.
11. A 50% deposit is required upon placing your order, with balance due on day of install.

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

WARRANTY FOR COUNTERTOPS

Cataraqui Granite will fabricate and install our material in accordance with the industry standards.

We will repair or replace any part that fails due to improper fabrication or defective seams. Warranty is two years on labour only (including seams).

Cataraqui Granite will not be held responsible for any defects of malfunctions due to:

1. Accidents or alterations by the customer
2. Misuse or damage caused by physical abuse, such as (but not limited to) standing on the tops.
3. Scratches caused by dragging objects across the surface
4. Natural properties of stone such as fissures or mineral deposits are also not covered by warranty
5. Natural stone is subject to thermal shock. Thermal shock is the sudden change of surface temperature. It is recommended that you protect your countertop surface from direct heat sources by using place mats, coasters and/or trivets.
6. Seam failure due to settling, poor cabinets or structural issues unrelated to the countertop installation
7. Sink mounting failure caused by premature plumbing and or customer supplied sink.
8. Staining, surface etching (citric acids, vinegar, cleaning products etc.)

Our warranty applies to;

1. Countertops that have not been moved from their original place of installation
2. Are used exclusively by the original owner
3. Are maintained in accordance with the maintenance instructions provided.

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

TEL: 613 389 3998

CUSTOMER AGREEMENT

I have read the information package provided to me by Cataraqi Granite.

I accept and will adhere to order and other information terms previously outlined in this package.

I am aware and understand there are several natural characteristics of stone, which include but are not limited to, colour variations, water lines, fissures or surface pits and blemishes, and other occurrences which are mentioned throughout the package, that cannot be controlled or avoided by Cataraqi Granite.

I understand that seams are visible to the sight and touch.

I authorize Cataraqi Granite permission to proceed.

Signed: _____ Date: _____

CATARAQUI GRANITE INC, 2400 HWY 38, KINGSTON, ON K7P 2Y7

www.cataraquigranite.com

office@cataraquigranite.com

TEL: 613 389 3998