

# WARRANTY & MAINTENANCE

## RESIDENTIAL TEN-YEAR LIMITED WARRANTY

Glide-Lock Mfg, Inc. warrants to you, the owner of the original installation of granite countertops, that upon the following terms and conditions, Glide-Lock Mfg, Inc, at its option, will repair or replace, without charge, your granite countertops, provided that Glide-Lock determines that the product has failed due to any defect in fabrication or installation during the first ten (10) years from the installation date. The warranty does not cover damage caused by physical, chemical or other abuse, normal wear and tear, acts of nature, scratches or chips.

## GENERAL RESIDENTIAL WARRANTY TERMS AND CONDITIONS

- This warranty applies only to granite countertops fabricated and installed by Glide-Lock Mfg, Inc. authorized fabricators / installers
- This warranty applies to installations of granite countertops that have been permanently installed in residential residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to any other installation of granite.
- This warranty applies to granite countertops purchased from and installed by Glide-Lock Mfg, Inc authorized fabricator/installers after January 4, 2016, for owner-occupied residences only.
- To obtain service under this warranty you must contact Glide-Lock Mfg, Inc. at [Warranty@glidelock.com](mailto:Warranty@glidelock.com), must include photos, original invoice# and date of purchase. You must permit Glide-Lock Mfg, Inc or it's agent to inspect the installation of the product. You will reasonably cooperate with Glide-Lock Mfg, Inc. in its efforts to perform its obligations under this warranty. All decisions about defects in the fabrication or installation shall be made by Glide-Lock Mfg, Inc and communicated to you in a timely manner. Whether Glide-Lock Mfg, Inc performs repair or replacement of your installation, we will seek to obtain the best possible result. Since granite is created by nature, exact color match to the originally installed granite cannot be guaranteed.
- If during or after installation you decide that you do not approve of the material you selected or the natural color variations and veining of your installation, replacement is not covered under this warranty. This warranty does not cover the natural characteristics of stone, which include, but are not limited to, color variations, water lines, fissures, surface pits and blemishes.
- A courtesy seal is applied to countertops at the time of installation. It is recommended that the consumer apply, or have applied, sealer every 12 months thereafter. Natural stone is porous and may therefore result in staining. Food or liquid stains, damage caused by chemicals or physical use or abuse are expressly excluded within this warranty.

- This warranty shall be null and void unless the granite countertops have been paid for in full.
- This warranty covers seam performance but not the appearance of the seam. Seam failure due to settling or structural issues unrelated to the countertop installation are not covered.
- This warranty does not cover use of products for "commercial" uses, uses of products exposed to outside weather and climate conditions, or abuse in any way. "Commercial" use includes, but is not limited to, use in a store, office, or other place of business. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions, or damage from the dropping of heavy object on the countertop.
- Glide-Lock Mfg, Inc. is not responsible for damage or injury caused in whole or in part by acts of the devil, jobsite conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.
- Glide-Lock Mfg, Inc. obligation under this warranty is limited solely to the repair or replacement of the countertops including necessary labor charges needed to repair or replace the granite covered by this warranty. Glide-Lock Mfg, Inc. will repair any area of the installation that is determined by Glide-Lock Mfg, Inc. to be defective. Glide-Lock Mfg, Inc. will pay for the cost of the product, labor involved in the removal and replacement of the original installation of the countertops only and for plumbing and electrical disconnect and reconnect charges to the extent determined necessary by Glide-Lock Mfg, Inc. You will be responsible for any other costs associated with or arising out of the repair or replacement. Should Glide-Lock Mfg, Inc. elect to replace your granite, your warranty will continue from the original date of installation and not from the date of repair or replacement.
- Except as provided in this limited warranty, Glide-Lock Mfg, Inc. shall not be liable in either tort or contract from any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Glide-Lock Mfg, Inc. makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.

# COUNTERTOP MAINTENANCE

- DO - Clean all spills immediately. Leaving spills for a long time, even on sealed material, can stain the material.
- DO - Use trivets or hot pads on countertops. While granite, quartz, and soapstone are very heat resistant, sudden large temperature changes are not recommended.
- DO - Use warm water and a soft cloth or sponge to clean countertops. Use a PH neutral cleaner. Prolonged use of cleaner, including dish soap, can leave a dull film. This can be removed with a granite cleaner or polish.
- DO - Seal your granite every 12 months and marble every 3-6 months.
- DO - Use placemats under china, ceramics, and silverware (anything that can scratch) when placing them on soft material like marble.
- DO - Place toiletry items in baskets when keeping them on vanity tops to prevent staining.
- DO - Use coasters under glasses containing alcohol, soda, or fruit juices on material prone to etching like marble.
- DO - Use wax or mineral oil on soapstone to remove scratches and to darken material.
- DON'T - Leave spills on countertops for any length of time.
- DON'T - Use bathroom cleaner, grout cleaner, tub cleaner, vinegar, bleach, ammonia, or any abrasive cleaners on countertops.
- DON'T - Sit or stand on countertops.
- DON'T - Use knives on soft material like soapstone, travertine and marble.