



SENSA GRANITE COUNTERTOPS GUIDE

An Understanding of

Measure

Material Viewing

Tear Out

Installation

Daily Use

Care & Maintenance

Prepared for your benefit by AMC Countertops

We have created this guide to ensure that you understand the features of **Sensa Granite with Senguard** and are familiar with the measuring and installation process. In making sure that you are informed, we want to insure your satisfaction.

Please allow your sales specialist to review each point with you



Fabricators of contemporary stone surfaces
866.322.9155

WHAT IS GRANITE?

A product of nature cannot be expected to look manmade

Granite is a natural stone that has been blessed with a remarkable natural beauty that has captivated humans throughout the ages. It is very hard and durable, heat and scratch resistant as well as easy to maintain.

Aside from the practical aspect, granite is very versatile in the design field. Sophisticated architects and designers celebrate the lack of predictability inherent to granite. . They have come to view granite irregularities as an advantage, introducing an element of the natural into human-designed spaces

All stones are not exactly the same, each lot and even each slab will have unique characteristics attributed to the specific granite. People who are less acquainted with the material expect the granite ordered to be identical to the picture or sample they were shown. Although sample stones are intended to be representative of the quarry's product, the material quarried at one time may differ in color and veining from the sample. Moreover, even a single granite slab will possess a certain amount of color variation from one end to the other.

Granite, which is crystalline in its structure, always has tiny pits or spaces between the various mineral crystals. Granite has natural fissures as well, which may look like cracks, but are not structural defects and are a naturally occurring result of the immense heat and pressure which formed the granite eons ago. Blemishes, water lines and inclusions, clusters of mineral deposits of any color created during rock formation are not defects, but characteristics that are part of the natural beauty of stone and will not impair the function or durability of the material.

How is granite formed?

Granite is an igneous rock of visible crystalline formation and texture. It is composed primarily of feldspar, quartz, and mica. It starts off as liquid magma deep within the earth's core where it is cooled and compressed over millions of years under tons of pressure. It is then quarried, cut and polished.

ABOUT MEASURING

The measure appointment is the basis of a successful installation

The customer must be on site at time of measure to review seam location, radius corners, overhangs and other common situations. The person on site at time of measure is the final authority and has full responsibility when signing off the template drawing. Lack of information at the time of measure or changes after measure will delay the job and may incur in extra charges at the expense of the customer. It is not a good idea to ask someone else to take on this responsibility of deciding the future of *your* countertops.

Prepare for templating with the following checklist:

- _____ Cabinets must be fully installed and secured including all finished panels, *permanently*.
- _____ Sink, faucet, appliances (cooktop and slide in ranges) must be on site at the time of measure
- _____ Color and edge selection should be decided and confirmed with your measure technician.
- _____ All items removed from your existing countertops and breakable items from area

The measure technician has to make sure that the sink, the faucet and all the appliances fit in your cabinets and new countertops. All necessary elements contribute to a successful installation.

At this time, the measure technician will let you know if you need to hire additional plumbing work to make space for the new sink or to install shut-offs before installation.

On rare occasions, the measure technician may find at the appointment that he will need the existing countertops removed for accurate measuring. He will discuss that procedure with you, if necessary.

ABOUT VIEWING MATERIAL

We encourage physical viewing of the material that will be used for your countertops, to check the beauty of the color overall and the structure of the stone with its small fissures and pits

The sample used to make your color selection will not be identical in color to the slab or slabs used to produce your order. Each slab is unique, and samples of granite do not show the concentration of granite crystals, small pits or veins that are likely to be present in some sections of the slab. Certain colors of granite can have more and bigger pores than other colors. This is natural and does not affect the quality of the stone. Certain colors have very little variation from the actual sample, such as Absolute Black and Ubatuba.

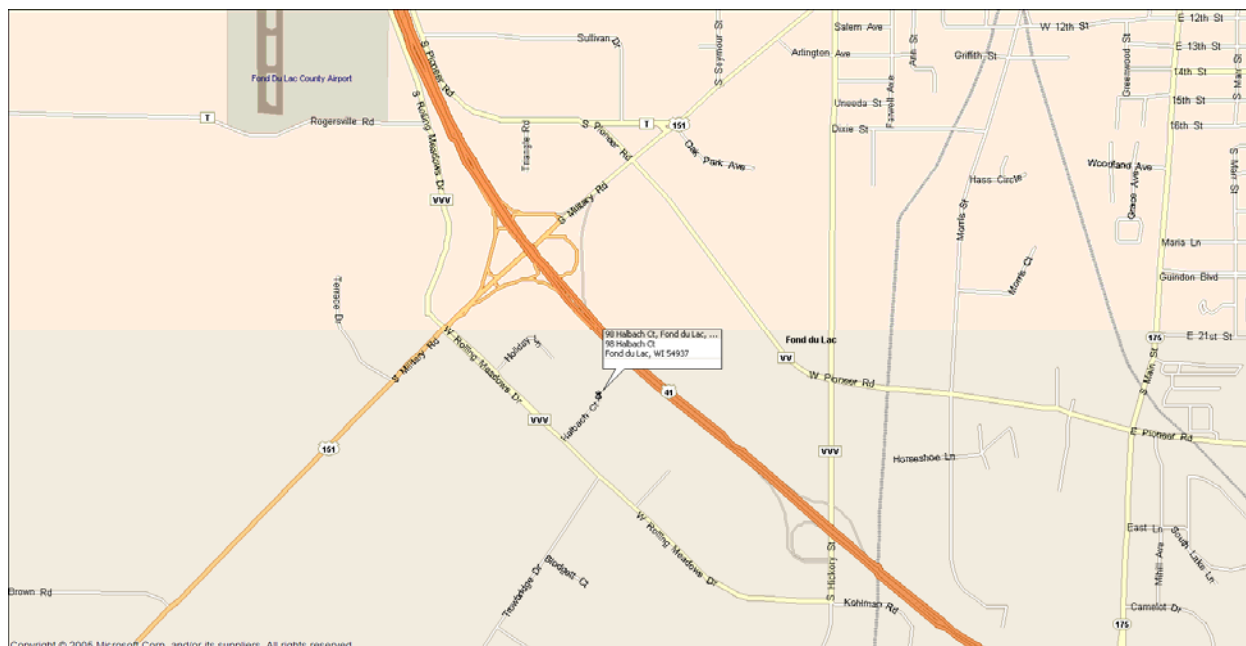
We have two ways for you to see the material used to produce your order:

- Set an appointment to see the material physically in our shop in Fond du Lac
- Request material viewing by email - we will email photos

Call us for material viewing - 866.322.9155

Our shop is located on 98 Halbach Court, Fond du Lac, WI 54937

On HWY 41, take the Military Road exit and go west. Turn left on Rolling Meadows Road. Take a left on Halbach Court and go to the end of the street. Enter the industrial park and look for Door 98-E on the third building.



ABOUT TEAR-OUT

Countertops and appliances must be removed prior to installers' arrival

Prior to removing your countertops, the sink, faucets and your dishwasher will need to be disconnected. Most homes have shut-off valves under the sink. If your home does not have shut-off valves, a plumber should be contacted to have them installed. A countertop installation may take several days and shut-off valves for the kitchen faucets must be in place to avoid having the water completely shut off to your home for this period of time.

Our installers take great care of the customer's home, but some unavoidable damage may be done to existing tile, backsplashes, drywall, wallpaper and paint during tear out and installation. This type of damage may occur and the customer should be prepared to make these touch-ups once the countertops are installed. Existing tile often comes dislodged when removing existing top. The installer is not responsible for replacing dislodged or broken tiles.

If you are removing your existing countertops, make sure they are all smooth and flat. If your cabinets are out of level, shimming will be required. After countertop installation, there may be visible gaps that may have to be covered with wood trim by the customer.

If we are removing your countertops, we may find that reinforcement or some woodwork is required to make them flat and smooth and additional fees will apply. If significant bracing and cabinet reinforcement is required, the installers will need to put our installation on hold until the homeowner can have the cabinets corrected. Countertop orders cannot be cancelled at this point.

ABOUT INSTALLATION

Prepare to receive your new beautiful countertops

Prepare for installation with the following checklist:

- _____ An adult decision-maker should be on site and available through the entire installation for any question. We request that you keep away from the project area while our installers do the work. They will let you know when they are done and walk you through the finished installation in detail.
- _____ Pets and children should be kept away from the work area at all times.
- _____ Remove drawers, all items from sink cabinet and cover the rest to protect from dust
- _____ Check any special instructions agreed with the measure technician, like moving appliances
- _____ Have sinks, faucets and cooktop unpacked and ready
- _____ Dishwasher in place and ready for anchoring

During installation, a substantial number of trips will be made from the outside to the work area. Please clear a path for the installers to use.

The installation will require that the installer trim the countertops and splash at the installation to ensure the best possible fit. This may have to be done in the driveway or in the garage.

Mirrors in bathrooms that are permanently affixed to the wall and resting on or 1" above the top of the existing backsplash or countertops, must be removed before tear out. Any damage to mirrors not removed will be the responsibility of the homeowner.

Tight fit countertops, like between three walls, may damage the walls slightly when sliding them in. Please keep in mind this is unavoidable and you may have to touch-up paint, tile, etc.

Small chips occur in many stone countertop installations. Our installers will check for chips and will fill them with one of several methods that are used.

Final walk-thru

Our installers will review with you every detail of your newly installed countertops.

Make sure you go over the checklist with them. Our installers are there to make you a proud owner of fantastic-looking countertops. Let them know at that moment if there is anything you see that is not as expected.

About Seams

Stone countertops seams can be felt and seen.

Seams should be viewed as an integral part of the stone project. Most customers have found that the beauty of stone outweighs the concern of seams.

Stones with wavy characteristics, streaks, or veining can be difficult to match or blend at corners or seams. During fabrication, great care is taken to lay out the slab to minimize waste, blend the color and pattern, and place the seams in the best location for structural integrity and visual aesthetics.

We reserve the right to select the seam location for maximization of material usage and because of physical access issues such as stairs, doorways and narrow spaces, that may require pieces to be made smaller.

If the customer wants a seam in a different location or no seams at all, the final square footage and the final price may change.

Granite is a natural stone material cut in varying lengths from the quarry and pieces must be seamed together on site using butt-joining techniques. Our installers will prepare the seam by micro-beveling the edge, so that when put together with color-matching epoxy, there is a straight aesthetic line. The acceptable industry standard for seams is up to 1/8" wide and 1/32" rise for every 12" seam. The natural variations of granite make it impossible to guarantee a match in pattern or color from one piece of counter to the next but this characteristic is what makes every stone kitchen unique and beautiful.

About overhangs and supports

Never cantilever unsupported stone where it might receive excessive stress like someone sitting on a counter or stepping on a counter to change a light bulb. You must have sufficient support underneath for granite overhangs over 6" and quartz overhangs over 12".

Brackets and corbels should provide adequate structural support. Supports are usually installed by your carpenter prior to our installation.

Cabinets should be as level as possible to prevent stress points on the countertops. Consider the help of a professional woodworker to help you level properly. Excessive unevenness will prevent our crew to install the new countertops. This measure is to protect your investment. If the cabinets have a slight unlevel, the installation crew will install and shim to bring the countertop to perfect level. If you don't like the look of the shims, or the small gaps between the cabinet and the countertop, you may want to consider installing a decorative trim under the countertop to cover the gaps.

About sink and cooktop cut outs

If cut outs are made in the field, they will be left for the customer only if the customer requests it directly from the installer making the cutout. The pieces are not square, will be rough-cut and no edges will be polished. The request must be done at the time of installation. The measure technician or the office staff will not pass this message on.

Absolutely no sink or cooktop cut outs will be brought to the job site for openings made in the shop. These cut outs come out in small and very sharp irregular pieces that many times break at fabrication and 100% of the times are thrown out immediately after the cut out is made.

We have the ability to cut any sink using the recommended manufacturer's electronic or paper template. We prefer not to customize or adjust cut out templates, therefore we only cut from manufacturer specific templates.

About splashes

Splashes may have to be shimmed to for even height. Splashes cannot be bent to cover gaps due to uneven or bowed walls; caulk may look thick in those gaps. Caulk does not match the color of the wall. When it is applied, it looks white; when it dries, it becomes clear. For splashes installed under window trims, raised tops, mirrors and tile, there will be a gap of 1/8" to 1/4".

About hooking-up plumbing

Wait **at least 8 hours** before the plumber connects the sink and garbage disposal. The silicone adhesive needs time to set and dry to avoid shifting or separation of the sink.

Cleaning your tops after installation

Wait a few hours for the caulk to set to clean your new countertops. Moisture may prevent the caulk from becoming clear.

Unexpected situations on the installation day

During transportation or installation a top can and will sometimes break. Should this happen, AMC will remake the top and prioritize the installation of the new top within a few days. Delays may occur in order to have additional stone supplied to remake pieces. No compensation will be provided for delays occurring due to a broken top or splash. We appreciate your understanding.

Prepare in advance and have all ready for your installation the day prior to your appointment. If there is still work to do, our installation crew will regrettably have to leave the site and continue with the second appointment. Our project managers will call you and reschedule for a later date and a trip charge may incur. If you need us to return to anchor the dishwasher or drill an extra hole, we will schedule a service request and a trip charge may incur.

If our crew finds that your cabinets are extremely unlevel or need some work, we will ask you to have the cabinets fixed and reschedule your installation. Although this may seem inconvenient, we believe that your investment is substantial and we want you to have the highest quality installation and result.

ABOUT DAILY USE OF YOUR SENSATM GRANITE COUNTERTOPS

Everyday cleaning

Warm water and a sponge is sufficient to wipe up spills and debris and keep your countertops clean and tidy throughout the day. A granite cleaner will adequately clean, disinfect and protect your countertops when used daily or once in a while. Using dish soap, Windex or other common household cleaners will not affect the Senguard™ treatment protection. Don't use polishers, waxes, strong chemicals, oven cleaner, paint removers, etc.

Can I cut directly on my granite countertop?

We recommend you always use a cutting board. Your granite *may* not be damaged, but you may ruin your good knives. Granite is harder than most of your knife blades and will dull them very quickly, if you use the countertop as a cutting surface. Some knives with diamond blade WILL damage your countertops.

Can I set hot pots on my countertop?

We recommend to always protect your granite with a trivet, especially with very hot pots, frying pans and crock pots. Granite is formed by extreme heat and pressure combined beneath the earth's crust. Typically, it will not be affected by heat. A lit flame placed under the granite will have no melting effect and will not leave any burned or scarred marks. However, it is possible to crack granite by shocking the stone. Setting a hot pot on a piece of stone which is cold may cause thermal shock that can crack your countertops. Stone absorbs heat very quickly and takes a long time to cool. Common sense is always recommended and a trivet should always be used to prevent any potential crack by thermal shock that may happen immediately or days later

ABOUT PREVENTING DAMAGE

Can granite be damaged?

It is hard to damage granite, but not impossible. Chips, cracks and scratches can happen by impact, by chopping directly, by heat or other causes that you may or may not be able to determine. **Chips, cracks and scratches are not covered by any warranty.**

Is this damage repairable?

Some damage is easily repairable and the result may be almost imperceptible. Sometimes, the repair will help camouflage the problem, although not hide it completely. Contact us and request a service call. We have a fee for this service.

About pits and fissures

Granite has natural pits and fissures that are part of the stone's natural structure. Some types of granite have more of such characteristics than others. **Tiny pits and fissures are cannot be filled or camouflaged.**

About chips

Chips happen by abuse or impact, whether intentionally or not. Like any solid surface, impact blows can harm granite. Because of its crystalline structure, it can chip if subjected to sharp or hard objects. A chip can be filled with a mixture that looks like superglue or epoxy. Sometimes the chip will disappear to the naked eye after repair, but sometimes it will not be possible to hide completely. If a chip occurs on your countertop, contact us and we'll schedule a repair call. Repair calls have a fee. Chips are not covered by any warranty.

About cracks

Cracks don't usually happen with normal use, however a crack is sometimes caused by severe settling or stress at expansion and contraction by temperature changes. Sitting on a counter or stepping on a counter to change a light bulb may cause excessive stress and break it. Most minor cracks can be repaired by a specialist. Contact us to schedule a repair call. We have a fee for this service. Important cracks are not repairable and may result in total replacement of the countertop. **Cracks are not covered by any warranty**, therefore it is up to the homeowner to decide how to proceed.

About scratches

Typically, in order to scratch granite you would need to use something as hard as granite or harder, therefore a regular knife would dull before scratching granite. However, chopping or cutting may still scratch the surface when applying extra pressure or using diamond blade knives. To protect your beautiful countertops from any damage, we recommend always using a cutting board. A scratch is almost impossible to repair on site. Scratches are not covered by any warranty.

About stains

Your Sensa™ granite will not stain, thanks to the advanced technology of Senguard™ treatment protection, exclusive for Sensa granite. Stains are covered by a 15-year warranty. Read your Sensa warranty for more details.

About heat, burns and scorching

Granite will not burn with ordinary use. Heat from pots and pans or hot liquids will not affect granite under normal circumstances. However, it is always wise to protect your granite countertops with a trivet to prevent from a potential thermal shock crack, especially if using constant heat appliances, such as a crock pot, frying pan or a big pot with boiling liquids.

ABOUT POST-INSTALLATION MAINTENANCE & TROUBLESHOOTING

Keep your Sensa countertop looking as fresh as the first day for a lifetime with these simple guidelines.

Caulking

Shrinkage of caulking between the countertop and the splash, and behind the splash along the wall, may occur due to normal use, temperature changes, cabinet or house shifting. This is one more of your regular home maintenance responsibilities. You may purchase a regular caulking tube at your favorite store or you can contact us and purchase it directly from us.

Seams

Epoxy in seams may also shrink over time due to temperature changes. Similar procedures should be used as with the caulking and splashes. Contact us and we can fill it out for you or you may purchase a can of epoxy and do it yourself. Seams may also separate slightly. In most cases, this is not due to a bad installation, but to house or cabinet shifting and thanks to the flexibility of the epoxy, the tops separate at the seam instead of cracking. Contact us for service and our professionals will take care of the seams.

Dull Finish

If after some time your countertops have lost shine and look dull, a deeper cleaning may be needed. Scrub gently with a non-abrasive pad and a little soap. Rinse thoroughly.

For any other questions or to request service or repair, call our Customer Service line 866.322.9155



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