

## ABOUT SENSEA™ GRANITE WITH SENGUARD™

*Thank you for choosing Sensea™ Granite for your new countertops.  
We think this information will help you understand more of your granite and of our scope of work.*

*We hope you enjoy your new countertops with your family and friends for years to come.*

### **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.



Fabricators of contemporary stone surfaces  
(866)322-9155 [www.amccountertops.com](http://www.amccountertops.com)

## WHAT TO EXPECT FROM YOUR SENSATM GRANITE COUNTERTOP

### CAN GRANITE BE DAMAGED?

It is very hard to damage granite, but not impossible. If you chip, crack or scratch your granite, contact us and we will schedule a repair call. Some damage is easily repairable and the result may be almost imperceptible. Sometimes, depending on the type of damage, the repair will help camouflage it, although not hide it completely.

### DOES GRANITE HAVE PITS OR FISSURES?

Yes, granite has natural pits and fissures that are part of the stones natural structure. Some types of granite have more of such characteristics than others.

### CAN GRANITE CRACK?

Not with normal use, however a crack is usually 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. Granite is most susceptible to cracks during shipping and installation. Most minor cracks can be repaired by a specialist. Contact us to schedule a repair call, if you have a crack.

### CAN GRANITE SCRATCH?

In order to scratch granite you would need to use something as hard as it or harder. While cutting on your granite top with a regular knife won't scratch the surface, it will dull your knife. Using a diamond blade knife could scratch the surface, because diamond is harder than granite. Because of this we recommend always using a cutting board. Should a scratch occur, it *may* be repaired without resurfacing the entire area. In the event of a scratch, contact us and we will schedule a repair call.

### CAN GRANITE CHIP?

Only in cases of abuse or impact, whether intentionally or not. A chip can be filled with a mixture that looks like superglue or epoxy. If a chip occurs on your countertop, contact us and we'll schedule a repair call.

### DOES GRANITE STAIN?

Your Sensa™ granite will not stain, thanks to the advanced technology of Senguard™ treatment protection.

### DOES GRANITE BURN?

No. You can't burn granite with ordinary use. Heat from pots and pans or burning liquids will not affect granite under normal circumstances.



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## DAILY USE OF YOUR SENSATM GRANITE COUNTERTOPS

### HOW DO I CLEAN MY SENSATM GRANITE?

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 or Windex will not affect the Senguard™ treatment protection, but may leave a build-up overtime. Don't use polishers or waxes.

### CAN I CUT ON MY SENSATM GRANITE COUNTERTOP?

Your granite will not be damaged, but you may ruin your good knives. Granite is harder than your knife blades and will dull them very quickly, if you use the countertop as a cutting surface. Always cut and chop on a wooden or plastic cutting board.

### CAN MY SENSATM GRANITE COUNTERTOP BE DAMAGED?

Like any solid surface, impact blows can harm granite. Because of its crystalline structure, it can chip if subjected to sharp or hard objects.

### CAN I SET A HOT POT ON MY COUNTERTOP?

Granite is formed by extreme heat and pressure combined beneath the earth's crust. Typically, it will not be affected by heat from a cook top or frying pan. A lit flame placed under the granite will have no melting effect and will not leave any burned or scarred marks. However, common sense is always recommended.



## ABOUT THE INSTALLATION

### ABOUT SEAMS

Most customers have found that the beauty of granite 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. 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. Seams should be viewed as an integral part of the stone project. Our installers will prepare the seam by microbeveling 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 granite kitchen unique and beautiful. **Granite seams can be felt and seen.**

### ABOUT OVERHANGS AND SUPPORT

Never cantilever unsupported granite 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 overhangs over 6". 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

Sink and cooktop cut outs are done in the shop and cannot be provided, because when cut they are not square and result in small and very sharp irregular pieces that are thrown away 100% of the time immediately after the cutout 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. Sinks, sink templates, faucets and cooktops have to be on site when measure and installation of your tops happen, to be able to deliver our promise of great quality.



## PREPARE FOR INSTALLATION

Have the following ready before our installers arrive to your home:

- Remove existing tops and check for cabinet levelness
- Disconnect sink, faucet, cooktop and dishwasher
- Remove all items from drawers and sink cabinet
- Check for special instructions left for you at measure, like moving appliances
- Have faucets, sinks and cooktop unpacked and ready
- Dishwasher must be in place to be anchored by our crew

Our installers are not allowed to do any plumbing, electrical or carpentry work or adjustment, as they are not professionals in those trades. We apologize for the inconvenience.

### BE ON SITE

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. Pets and children should be kept away from the work area at all times.

### PLUMBING HOOK UP

Wait at least 12 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 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 INSTALLATION DAY

Granite is quite fragile when transporting and handling. If a top cracks or breaks while handling, we will do our best to remake and reschedule installation of your tops as soon as possible. We request and 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.

### POST INSTALLATION

Call or email us anytime with questions, concerns or comments. Our office staff will help you Monday to Friday 7am to 4pm at (866)322-9155.



## TEMPLATE AND INSTALLATION TIMELINE

Tops purchased

AMC contacts customer to schedule template date

Cabinets and panels must be permanently installed

Sink and sink template must be on site

Faucet must be on site

Cooktop specs must be on site

Template appointment

AMC confirms final quote with designer and waits for approval

Installation is scheduled with customer one week before installation

Installation appointment is confirmed with customer one day before

Customer prepares site for installation one day before appointment

Countertops installed -if there is a full splash, measure will be done after tops install

Installer will show finished product to customer

Customer signs approval

Customer fills AMC survey and mails back

Customer answers or fills store survey



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