



RESIDENTIAL WARRANTY DOCUMENT

June 1, 2018

CARE & MAINTENANCE

The care and maintenance guidelines will help you keep your Omnia Quartz surfaces in pristine condition for years to come.

Routine Care & Maintenance

For routine cleaning, use small quantities of non-bleach, non-abrasive cleaners together with warm water and a damp cloth or sponge. Liquid spills such as fruits, vegetables, food colorings, sauces, and alcohol should be wiped up and cleaned with a mild detergent and water immediately after detection.

Preventing Heat Damage

Protective trivets and heat pads must always be used underneath cookware such as skillets, saucepans, pots or dishes when removing hot items directly from any source (oven, cooktop, or microwave, etc.) and placing onto the Omnia Quartz surface. Prolonged or sudden extreme temperature changes can permanently damage the material which is not covered under warranty.

Preventing Scratches

The use of cutting boards and preventing any heavy objects from dropping onto the surface will help to ensure the long lasting beauty of your Omnia Quartz surfaces. Omnia Quartz's resilient surface has been designed to withstand normal daily use and whilst it is resistant to minor scratches, cuts and chipping, cutting directly on your Omnia Quartz surface should be avoided at all times.

Chemicals

There are some strong chemicals and solvents that can cause damage to Omnia Quartz. Paint remover, paint and stain strippers, nail polish remover, bleach, furniture cleaners, oil soaps, permanent markers or inks, oven cleaners, drain cleaners and chemicals with high alkaline pH levels are examples of products that could damage the surface. If a strong chemical or solvent comes into contact with your Omnia Quartz surface, rinse immediately with plenty of water then follow with normal cleaning procedures.

Removing Difficult Spills & Stains

If normal cleaning procedures do not work on stubborn or dried spills, use a non-abrasive cleaning pad such as a household sponge, along with a common mild cream cleanser or a glass and surface cleaner. If chewing gum, nail polish, or similar substances adhere to the surface, they can be removed with a plastic scraper. Gently scrape off the substance, then follow the routine cleaning procedures listed above. Please note that if paint spots or stains persist after following the above procedure, then as a last alternative the spot use of acetone may be successful. Testing on an inconspicuous area first is highly recommended.

General Comments

Omnia Quartz products require no sealing or special cleaning products. Omnia Quartz is made from natural quartz, therefore variations in colour and patterns may occur. Small surface spots and blotches are typical in engineered quartz surfaces.

RESIDENTIAL WARRANTY (10 YEAR LIMITED)

Omnia Quartz product's Limited Residential Warranty is available only to the original owner of a single family residence in which Omnia Quartz surfacing products are installed. In the case of a newly constructed single-family residence or renovation project, this warranty is available to the first owner of the residence only and is non-transferable.

Terms and Conditions

This warranty applies to Omnia Quartz surfacing products that were installed after June 1st, 2018.

1. This warranty applies only to Omnia Quartz surfacing products and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except Omnia Quartz.
2. This warranty applies only to Omnia Quartz surfacing products installed in the interior of a single-family residence and has not been altered or moved after their original installation.
3. This warranty does not apply to any residences where the owner is not the owner-occupant.
4. This warranty applies only to materials that have been maintained according to the Omnia Quartz Care & Maintenance guidelines as outlined above.
5. All Omnia Quartz products must be registered within thirty (30) days from Date of Installation in order to activate your warranty by completing the form below.
6. You must agree to cooperate with Omnia Quartz or its authorized agents in the inspection of the material and assist us in efforts to perform our obligations under this warranty.
7. In the event that Omnia Quartz surfacing materials fail due to a manufacturing defect, Omnia Quartz will, at its sole discretion, repair or replace such materials. Omnia Quartz will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact colour match is never guaranteed.
8. All decisions regarding this warranty are at the sole discretion of Omnia Quartz. No representative, fabricator or any other person is authorized to make any warranty or promises on behalf of Omnia Quartz with respect to Omnia Quartz products.

Exclusions of This Warranty

9. This warranty does not cover any commercial usage. By definition, any commercial use includes but is not limited to: use in a store, rental properties or suites, office or any other place of business.
10. This warranty does not cover any Omnia Quartz products used in an outdoor application such as, but not limited to: flooring, any outdoor counters exposed to the elements such as rain, sun, or snow.

11. This warranty does not cover any Omnia Quartz products used in non-countertop applications in an indoor setting such as, but not limited to: flooring, fireplace surrounds and claddings and mantles or hearths.
12. This warranty does not cover improper use or abuse as outlined in the care and maintenance guidelines outlined above. Improper use or abuse includes, but not limited to: damage from mishandling of the product, excessive heat on the surface without the proper use of a trivet, physical abuse or chemical exposure, damage from improper care or maintenance, and excessive impact damage.
13. Labour to remove, fabricate, and/or reinstall any replacement products including Omnia Quartz surfacing materials. This includes any related work such as, but not limited to: plumbing and electrical, tiling, cabinetry and millwork, flooring as well as any incidental material charges incurred.
14. This warranty does not include scratches. Proper use and care must be followed as per the care and maintenance guidelines above. Any cutting must be used with a cutting board.
15. This warranty does not cover any defects that were visible prior to the time of fabrication and further, not avoided during fabrication. It is the responsibility of the fabricator to perform a visual inspection of all slabs prior to fabrication and again prior to installation.
16. Any improper fabrication alterations such as, but not limited to: milling or heating the material for the purpose of curving or reducing the thickness of the material will void the warranty.
17. The warranty will be void if the information at the back of the slabs are altered or removed.
18. This warranty does not cover seam appearance or performance, adhesives, caulk or any other accessory items. Once the material has been installed, seam separation and cracking can occur due to shifting substrate, cabinets, foundation, or thermal shock. Thermal shock can occur when a hot object is left on the quartz surface for a short period of time. Trivets should always be used for hot objects left on quartz surfaces and therefore will not be considered a material defect and are subject to proper use and care and maintenance by the owner.
19. This warranty does not cover any failures due to inadequate support for countertop overhangs.
20. This warranty does not cover any workmanship items such as mitred edges and cuts where the joint is not joined properly.
21. Any original surface alternating (such as from polished to honed) that is done by a fabricator will void the warranty of the product.
22. The warranty does not cover any variations that arise from natural variations in the quartz slabs. As quartz slabs are composed of natural materials, natural variations in color, shape and size of the quartz composition and grains are inherent and unique characteristics of the material. Original colour samples that are available are only representations of the colour and characteristic of the product but in no way are meant to look like an exact replication of what will be installed in your home.

23. Honed finished products may leave the surface susceptible to marks, scuffs, metal marks, fingerprints, and any other signs of daily and regular use. Such marks are generally removable by specialty cleaning products, but lasting marks not removed by such products are also to be expected. These characteristics are inherent to this type of finish and does not affect the structural integrity of the material. This limited 10-year warranty does not cover such irremovable marks.

WARRANTY REGISTRATION

To register your product online within our database, please head over to our website at www.omniaquartz.com/contact and provide us with the following information:

- Project Name
- Customer Name
- Project Location & Address
- Daytime Phone Number
- Completed Installation Date (MM/DD/YYYY)
- Colour and Product Code
- Thickness of Product (20mm or 30mm)
- Application Used (Example: Kitchen Countertop, Kitchen Backsplash, Vanity Countertop, etc.)
- Project Details (New Home Construction, Renovation)
- Fabricator Details (Business Name and Phone Number, Contact Name, Address & Postal Code, Batch Numbers Used)

Similarly, to claim this warranty, please head over to our website at www.omniaquartz.com/contact and provide us with the following information:

- Your Name, Address, and Telephone Number
- Location for which the Omnia Quartz product was purchased and the amount paid
- A copy of your proof of purchase and receipt
- The address for the location of the installed Omnia Quartz product
- The date of installation for the Omnia Quartz product
- The name of the person and company that installed it
- The Omnia Quartz product name and code
- Description of how the Omnia Quartz product is defective and when you determined it to be defective. Please also provide before and after photographs taken of the defects. After receiving your written claim, we will contact you to discuss the claim. In some circumstances, Omnia Quartz may need to remove a sample of the installed Omnia Quartz product for testing .