



warranty, care & maintenance

essaSTONE®

essastone® adds style, luxury and sophistication to any space. Offering the enduring appeal of natural quartz, a contemporary palette of designs, and an exceptional 15 year limited warranty, it's guaranteed to leave a lasting impression. So for a touch of distinction, choose essastone, the pinnacle of engineered stone surfaces.



The high content of natural quartz makes essastone remarkably resilient and virtually maintenance-free. It's highly stain, scratch and heat resistant. However, no surface can be completely stain, scratch and heat proof. Following these care and maintenance guidelines will help you keep your essastone surfaces in pristine condition for years to come. Please see reverse for the essastone 15 year limited warranty.



PRODUCT
CERTIFIED FOR
LOW CHEMICAL
EMISSIONS:
UL.COM/GG
UL 2818

essastone quartz surfaces meets NSF certification and stringent American Greenguard standards ensuring safe and clean indoor air.

routine care and 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 including fruits, vegetables, food colourings and curries, should be wiped up immediately 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 heat source (oven, cooktop or microwave) and placing onto the essastone surface. Prolonged or sudden extreme temperature changes can create thermal shock cracks which are excluded from the essastone warranty. It is recommended that stone fabricators inform all trade customers, builders and consumers of the risk of thermal shock as it is a common misconception that stone can withstand high temperatures. Additional care should be taken around hotplates as oversize cooking accessories (e.g. extra-wide frypans) can overhang the appliance and conduct radiant heat directly onto the surface of the stone, risking thermal damage.

preventing scratches

The use of cutting boards and taking care not to drop or move heavy objects on the surface will help to

ensure the long lasting beauty of essastone. The resilient surface of essastone has been designed to withstand normal daily use. Whilst it is resistant to scratches, cuts and chipping, do not cut directly on the essastone surface. Scratches and chips to the edge or primary surface of essastone are not protected under warranty.

preventing chemical damage

There are some strong chemicals and solvents that can cause damage to essastone. Paint remover, paint and stain strippers, nail polish removers, concentrated bleach (such as undiluted Domestos), 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 essastone surface, rinse immediately with plenty of water then follow with normal cleaning procedures. Evidence of chemical damage or colour change is not protected under warranty.

removing difficult spills and stains

for gloss surfaces, if routine cleaning procedures do not remove stubborn or dried spills/stains, use a non-abrasive cleaning pad such as a household sponge, along with a glass and surface cleaner. Should 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: many cream cleansers have been found to contain abrasives that may damage the polished surface of essastone and are not endorsed for use.

for matt/honed/textured surfaces

(NOT GLOSS), if routine cleaning procedures do not remove stubborn or dried spills/stains, the careful use of “*Jif Cream Cleanser with micro-particles*” can be used in conjunction with the following procedure. The essastone surface must be wet with water and a small amount of “*Jif Cream Cleanser with micro-particles*” applied with a damp soft cloth. Only use light pressure and clean with a swirling motion. Keep the area wet with small amounts of water to allow the fine cleaning particles to gently remove the stain. Wash and wipe the surface to remove the cleaning agent and dry with a soft cloth. For all surface finishes, red wine and other tannin based stains can be removed with a diluted bleach solution (a 50:50 mix of “*Domestos Regular cleaner*” and water). Do not allow the bleach to remain on the surface for longer than one minute. Wash with water to remove the diluted bleach and dry with a soft cloth. Repeat the process with the diluted bleach if not successful.

for all surface finishes, should paint spots/stains persist after following the above procedures then, as a last alternative, the spot use of acetone

may be successful. However, colour change or surface damage resulting from the use of acetone is not recognised under warranty, so this should be used as a last resort. Testing on an inconspicuous area first is highly recommended.

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

For more information visit essastone.com.au or call 132 136.

essastone is marketed and distributed by Laminex Group Pty Limited ABN 98 004 093 092, trading as Laminex. essastone®

If undelivered, please return to
Laminex
PO Box 407
Doncaster VIC 3108

Reply Paid 40
Laminex
essastone Warranties
PO Box 407
Doncaster VIC 3108

Postage
Paid
Australia



- 1 Subject to the conditions and limitations set out in this warranty below, Laminex Group Pty Limited, trading as Laminex, warrants to the original purchaser of essastone® products for interior residential and commercial who is a "consumer" as defined in section 3 of the Australian Consumer Law use that Laminex will, at its option, repair or replace that product without charge if it fails directly as a result of a defect in its manufacture or material used in its manufacture, during the first 15 years after initial installation (proof of purchase will be required). Subject to paragraph 9, this limited warranty terminates at the expiration of 15 years from the date of installation of the essastone product.
- 2 This limited warranty does not cover any defect/damage caused by:
 - (a) any natural occurrence or any other circumstance beyond Laminex's control; or
 - (b) physical abuse, negligence, vandalism, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, exposure to chemical products, and/or normal 'wear and tear', including, without limitation, fractures, burns, scratches, stains, chipping, cuts, wipe marks and scuffs on the product; or
 - (c) failure to follow the Care and Maintenance instructions of the product; or
 - (d) exposure to direct sun light including general fading and discolouration; or
 - (e) variations in colour, pattern and shade of the material against the sample material, displays and/or printed illustrations; or
 - (f) thermal shock: is defined by cracking of the surface due to direct contact with excessive heat or radiant heat
 - (g) failure to follow any procedures recommended by Laminex for the fabrication and installation of essastone products; or
 - (h) failure of any adhesive, caulk, or other accessory, or failure of any caulked or filled joins or seams; or
 - (i) faulty workmanship by any person subsequent to the supply of the essastone product from Laminex.
 - (j) excessive heat: contact with a hot article(s) that may impact the surface by burning, scorching or otherwise changing the surface condition
 - (k) excessive weight: including standing on the bench-top, or placing articles, fittings or fixtures unsuitable for the structural integrity of the stone material
- 3 This warranty also does not cover:
 - (a) anything which has been disclosed as a feature or limitation of the essastone product in any literature published or distributed by Laminex; or
 - (b) outdoor application; or
 - (c) where the defect is trivial or insubstantial; or
 - (d) where, as at the date of notification of the defect to Laminex, the type or colour of the alleged defective product no longer forms part of Laminex's standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is as close a type or colour match as is possible for Laminex's then prevailing stock range.

- 4 This limited warranty applies only to essastone colours from the 1 July 2016 range which:
 - (a) have been purchased from Laminex after 1 July 2016, for interior residential or commercial use in Australia;
 - (b) have not been moved from their original place of installation
 - (c) have been designed, fabricated and installed according to procedures recommended by Laminex in the essastone Technical and Fabrication Manual and related literature; and
 - (d) have been installed, maintained, used and protected in the manner recommended by Laminex in its published literature concerning those products, a copy of which may be obtained, free of charge, from the fabricator or by writing directly to Laminex; and
 - (e) where Laminex has been notified of the defect within seven days of the first person to become aware of it.
- 5 Costs of claiming:
 - (a) Laminex will bear the expense of the reasonable labour charges which are necessary for the repair or replacement of the essastone product covered by this warranty. When submitting a claim, please provide details of the quantum of the labour charges necessary for the repair or replacement of the essastone product (including any quotes you have obtained verifying the labour charges).
 - (b) If Laminex considers that you have incurred or will incur reasonable labour charges which are necessary for the repair or replacement of the essastone product covered by this warranty, it will pay you the amount of those charges or pay those charges directly to a third party to undertake the necessary repair or replacement works.
 - (c) Subject to a), the person claiming the warranty will bear all other expenses of claiming the warranty.
- 6 A replacement product from Laminex may not be reasonably available in the same shape or species as the original essastone product covered by this warranty. If a replacement product of the same shape or species is not reasonably available, Laminex reserves the right to provide a replacement product as close in shape and species as is reasonably possible from Laminex's then prevailing product range in satisfaction of its obligations under this warranty.
- 7 Except as expressly provided in paragraphs 9 and 10, all terms, conditions, warranties, undertakings, inducements and representations, whether expressed or implied, statutory or otherwise relating to any essastone product are excluded. Without limiting the generality of the preceding sentence, Laminex will not be under other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of any essastone product.
- 8 Where any applicable legislation implies any term, condition or warranty in Laminex's relationship with a person who has acquired any essastone product, or otherwise gives that person a particular remedy against Laminex, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or the exercise of, any liability under such term, condition, warranty or remedy shall be

deemed to be in or, as the case may be, apply to that relationship. However, Laminex's liability for any breach of such term, condition, warranty, or under such remedy, shall be limited, at Laminex's option, in any one or more of the ways permitted by the legislation where so permitted:

(a) if the breach relates to any essastone product;

(i) the replacement of that essastone product or supply of similar product; or

(ii) the repair of that essastone product; or

(iii) the payment of the cost of replacing that essastone product with similar product; or

(iv) the payment of the cost of having the essastone product repaired; and

(b) if the breach relates to services:

(i) the supply of the services again; or

(ii) the payment of the cost of having the services supplied.

- 9 Please note that the benefits given by this warranty are in addition to other rights and remedies of the person under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of the rights of the original purchaser or any other person.
- 10 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 11 The warranty does not cover any other product used or installed in connection with the essastone product.
- 12 This warranty is not transferable or assignable.
- 13 Any inquiries regarding this warranty should be sent to essastone Warranties, Laminex, P.O. Box 407, Doncaster, VIC 3108. Inquiries can also be made by calling 132 136 or emailing enquiries@laminex.com.au.
- 14 To claim this warranty, please send the following written details to the address set out above:
- Your name, address and telephone number
 - Place where the essastone product was purchased and amount you paid for it. Please also provide a copy of your proof of purchase
 - If the essastone product has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it, the quantum of the labour charges necessary for the repair or replacement of the essastone product (including any quotes you have obtained verifying the labour charges)
 - Description of how the essastone product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).