

COUNTERTOP PROJECT

RESIDENTIAL RESOURCE KIT



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01

OUR PROCESS

Template

Template

General Information

To ensure a smooth and successful template appointment, we've outlined the steps and preparations you should expect:

Clear the Area

Please ensure that the countertop space is free from all items, including small appliances, dishes, and decorations. Our templating technician will need full access to the area.

Finalize Appliance Selections

Make sure you have all appliances on-site, including sinks, cooktops, and faucets. Knowing their exact measurements and placement is crucial to creating an accurate template.

Provide Access

Ensure someone is available at the scheduled appointment time to provide access to the home and answer any questions. The appointment typically lasts between 1-3 hours, depending on the complexity of the project.

Structural Integrity

Our technician will check for structural support requirements. If there are any concerns about the cabinetry's strength or the need for additional support, this will be addressed at the appointment.

Confirm Edge Profiles and Overhangs

Be prepared to confirm your preferred edge profiles, backsplash heights, and any overhangs for islands or bar tops. This is the time to finalize these details to avoid any changes later in the process.

Discuss Layout Preferences

If you have a specific layout in mind for the countertop (such as the placement of seams or direction of patterns), please discuss this with our technician. All requests will be considered, but cannot be guaranteed.

Address Any Special Requirements

If there are any unique aspects of your project (such as matching existing surfaces, cutouts, or accommodating unusual shapes), please let our technician know during the visit and ensure that your requests are noted in the paperwork. All requests will be considered, but cannot be guaranteed.

Additional Information - Template

Sinks

Farm-style or apron front sinks must be installed in the cabinet prior to the template appointment. For undermount sinks, review the choices and ensure your paperwork reflects the sink reveal you select. Your sink must be onsite for the appointment. DXF files and a customer "sign-off" will be acceptable.

Seams - Additional Information

Seam placement is largely dependent on color, stability, and size of the material. Final seam placement is at the discretion of Zsolt Granite Corporation, and seam location may be able to be moved or eliminated in certain conditions. Additional fees may apply if unnecessary waste is created, or if an additional person is needed to move the countertop into position. Additional seams may be required based on the ability to maneuver a piece into position at the installation site.

Template Drawing - Additional Information

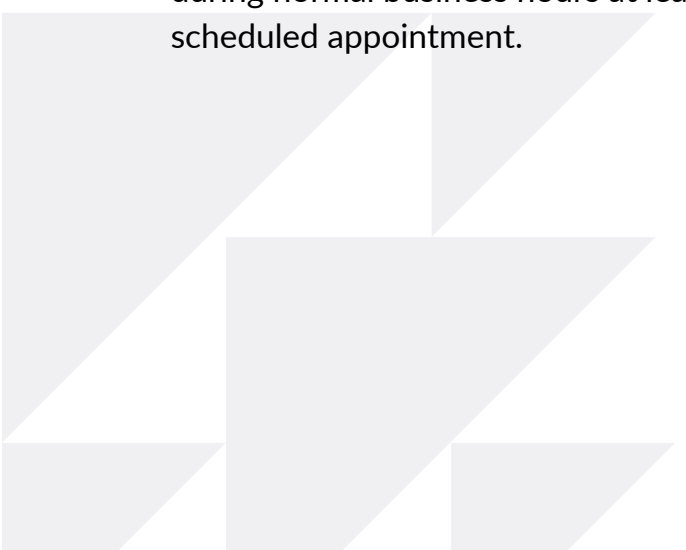
The in-home template supersedes all previous drawings. Your countertop is fabricated based on the digital template.

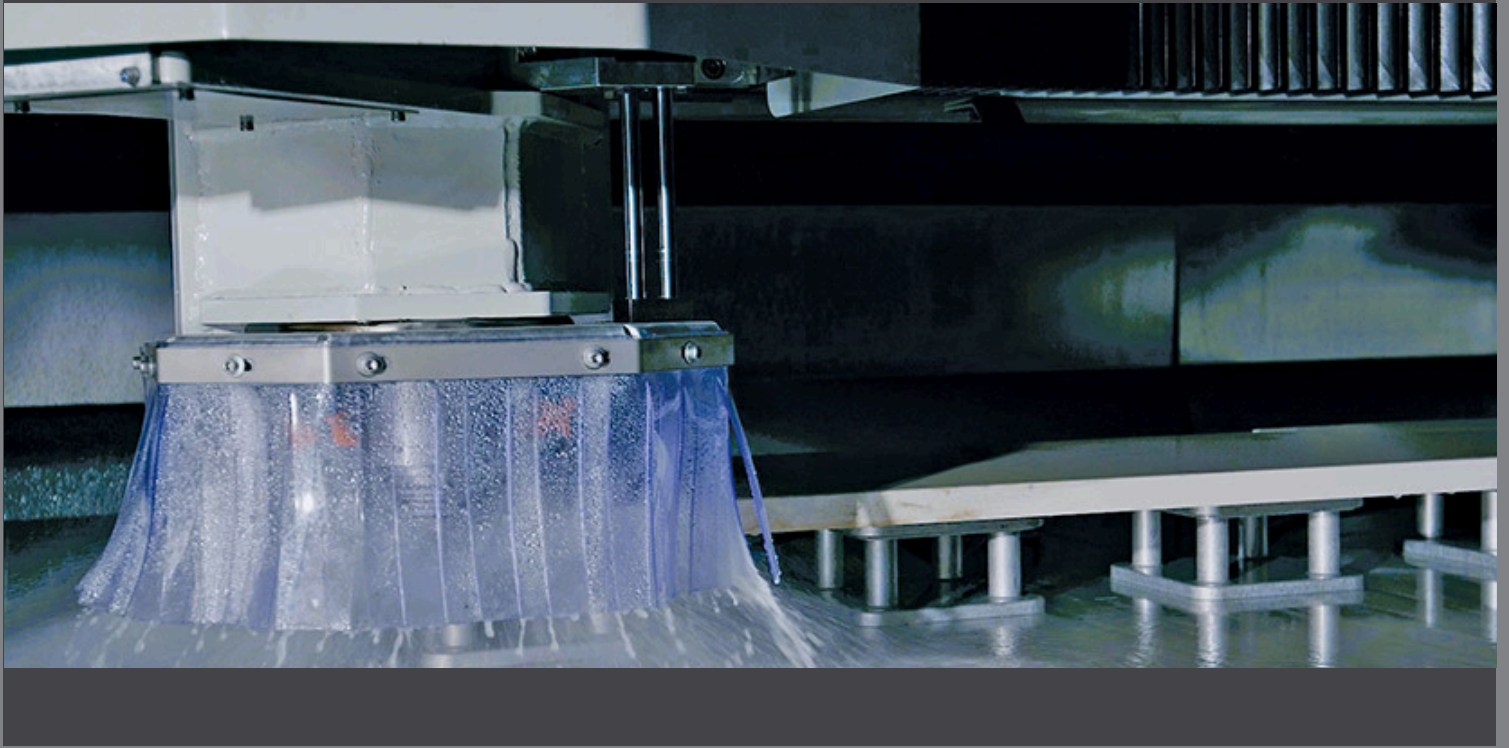
Digital Layout Approval - If Applicable

After the template appointment is completed and approved, a Zsolt Granite Corporation representative will contact you or your approved representative to review and approve your digital layout and any changes from the original estimate. Once the final estimate is approved, you will receive a digital layout (if purchased) for you to view before your countertops are cut.

Cancellation - If Applicable

We understand that schedules change, so we kindly ask that you contact us during normal business hours at least (1) one business day prior to your scheduled appointment.





02

OUR PROCESS

Fabrication

Fabrication

We have invested in the latest technology and machinery to cut each custom countertop. The slabs for your project are carefully placed on one of our industry leading BACA Robo Sawjets to cut out the rough pieces. Those pieces are then moved to one of the CNC machines for finishing touches and a quality inspection. After the QC inspection, the pieces are loaded onto A-frame carts and ready for delivery and installation by one of our (8) eight professional installation crews.





03

OUR PROCESS

Installation

Installation Day Preparation

Clear the Area

Remove all items from the countertop, cabinets, and surrounding areas.

Ensure Access

Make sure there is clear access to the installation site, including any doorways and pathways..

Disconnect Appliances

Arrange for any necessary disconnections (e.g., plumbing, electrical) before installation day.

Remove Old Countertops

If applicable, ensure the removal of old countertops prior to the scheduled installation date, unless you have contracted Zsolt Granite Corporation to complete the removal when we arrive to install the new countertops.

What to Expect

Arrival:

The installation team will arrive within the scheduled time window.

Site Preparation:

Protective coverings may be placed to prevent damage to floors and other surfaces.

Installation:

The new countertops will be trimmed, fitted, and installed with care. Any necessary adjustments will be made on-site.

Clean-Up:

The team will clean up debris and ensure the work area is tidy.

Final Inspection:

A walk-through will be conducted to review the finished installation.



04

Your Checklist

Prep Checklist

TEMPLATE REQUIREMENTS

- The decision maker must be on site. This person is required to sign off all aspects of the project including design (color), edge, faucet holes, and overhangs.
- Clear off the cabinet and/or countertop surfaces
- New cabinets must be completely installed including panels and level +/- 3/8".
- New plumbing fixtures on site and accessible. This includes sinks, faucets, hot/cold water taps, soap dispensers, etc. Zsolt Granite Corporation provided fixtures will be delivered at install.
- Undermount apron-front sinks must be fully installed in the sink base cabinet.
- New appliances on site and accessible. This includes cooktops, downdrafts, and ranges. .
- Waterfall legs require flooring to be fully installed.
- Supports not provided by Zsolt Granite Corporation must be fully installed.

INSTALL REQUIREMENTS

- The decision maker must be on site. This person is required to sign off on the work completed.
- Clear off the cabinet and/or countertops as well as the entryway to the workspace.
- Empty lower cabinets & remove top drawers.
- Prior to installation, please remove existing countertops, backsplashes, & sills if we are not contracted to do so.
- Move range if we are not contracted to do so.
- Move any obstacles out of the work area as needed.
- Keep pets & children away from the work area.

POST-INSTALL INSTRUCTIONS - Please wait at least 24 hours...

- To reconnect plumbing.
- Before wiping down any surface at seams or where the countertop or backsplash meets the wall.
- To complete touch up paint.

If for any reason you are unable to meet the above requirements in time for your scheduled appointment, please call us at least 48 hours in advance to reschedule. A trip fee may apply if the jobsite is not ready on the day of the confirmed appointment.



05

General Policies

GENERAL POLICIES

PLEASE REVIEW THE FOLLOWING ITEMS CAREFULLY

- Seam placements are at the fabricator's discretion.
- Seams will be visible to the eye and touch.
- Shims may be used to level cabinets up to 3/8" or more. If we must shim more due to the cabinets being out of level, it will create a gap between the countertop and your cabinets.
- Customer must wait 24 hours after installation to reconnect plumbing, or do any cleaning of seams and caulked areas.
- Tolerance for color pooling is the size of a quarter (quartz only).
- Inclusions, pits, fissures, dry veins, etc. are all natural characteristics of granite and are not considered a defect.
- Incidental damage may occur during the removal of existing tops, or during the installation of the new countertop (i.e. dings/scratches to paint & walls, minor scrapes on cabinets, etc.) Repairs of this nature fall under the responsibility of the customer.
- Additional Trip charge(s) will apply at time of template if the jobsite is not ready for template.
- All dimensions and design details are verified on site before fabrication begins. If there are changes from the original order that warrants a reprice, production will be placed on hold until the final amount due is settled.
- Actual delivery time will vary depending on availability of materials and installation times.
- Zsolt Granite Corporation's fabrication & installation warranty is separate from the product's warranty. It is the customer's responsibility to review and understand the product's warranty.
- Installation services performed by Zsolt Granite Corporation such as setting and attaching the countertop are warranted for a period of one (1) year from the date of installation.

SEAMS

WHAT TO KNOW ABOUT SEAMS

Most vanities and smaller projects are fabricated and installed without a seam. Regardless, it's best practice to advise a customer that seam(s) may be needed and that the final call is at Zsolt Granite Corporation's discretion for multiple reasons. The following information may be helpful to explain the possible need for seams.

- Most kitchens do require at least one seam. A seam in stone countertops will always be something you can see and feel.
- A lot of factors come into play with regard to seams. It is not possible to make a final determination regarding seam location and how many seams will be needed until after the template is completed.
- Seam placement is determined by the Fabrication Shop after template and after the slabs are received.

Some factors that effect the need for seams are:

- Efficient slab yield on products being sold by the square foot (see Photo Layout Section under Seams and Vein Flow for additional information)
- Wall locations
- Weight of the pieces
- Jobsite access
- Stone manufacturer recommendations
- Length of an L-shape countertop on the longer end
- Fragility of the stone being used

Setting Expectations

While Zsolt Granite Corporation will do everything possible to make sure the countertops look great, it's important to remember that in some instances, seams are inevitable. They are also integral to the strength of the stone. Furthermore, while seams may be inconspicuous, they are still not invisible.

Seams that meet Industry-standard are defined as:

- Seams that are equal to or thinner than the thickness of a standard credit card.
- Acceptable height difference between the two countertops are seamed together is equal to or no greater than the thickness of a standard credit card.
- Seams are color-matched to the countertops to the best of our ability. White or light countertops usually have a slightly darker seam.
- When two countertops meet, seamed or butt-joint, the countertops' break in color, shading, or pattern will be visible.

Zsolt Granite Corporation strives to install seams that meet industry-standard or better. Industry standards are in place to make sure seams in countertops are tight and durable.

Residential Counterop Limited Warranty

Quartz, Natural Stone, Porcelain & Solid Surface products come with a one (1) year installation labor warranty. No warranty of any kind covering any material is implied or expressed.

Seams and sink seperation are covered by a Zsolt Granite Corporation lifetime warranty.

Installation services performed by Zsolt Granite Corporation such as setting and attaching the countertop, other stone surfaces, and other fixtures, etc., are warranted for a period of one (1) year from the date of installation. Any claims under this warranty must be submitted within that timeframe and evidenced by proper documentation submitted by the customer. Such claims will be either recognized or rejected by Zsolt Granite Corporation within ten business days. Zsolt Granite Corporation will not be liable for, schedule, or perform any warranty work covering any products or services for which Zsolt Granite Corporation has not been paid.

Tolerances for dimensions such as length, depth, overhang, centerline, etc., allow for slight variances from design specifications. However, variances not visible or detected only by using a measuring device are not covered under this warranty.

Supporting trades such as, but not limited to, cabinetry, drywalling, plumbing, electrical, carpentry, foundation layers, appliance sealers, and others have responsibilities for their workmanship and materials which impact the products and services supplied by Zsolt Granite Corporation. Therefore, Zsolt Granite Corporation is not responsible for warranty claims attributed to causes originating with Supporting Trades. Additionally, Zsolt Granite Corporation shall not be accountable for countertop supporting components installed by others.

Consequential, incidental, minor, or indirect damages of any kind are expressly not covered by this warranty. Such items which are not covered include – but are not limited to – fabrication costs, costs to uninstall or reinstall plumbing, electrical work, tile, wall treatments and coverings, delivery charges, loss of use, and any other expenses or forms of compensation. In addition, any damage to persons or property resulting from handling or installing by others or from using this product is expressly not covered. Zsolt Granite Corporation's maximum liability under this warranty arising out of the sale of other products or installation services, based upon warranty or contract, shall never exceed the actual payments received by Zsolt Granite Corporation in connection in addition to that.

Color and veining: Stone countertops are composed of natural materials and are subject to variations in background color, veining distribution, and veining pattern. The color, shade, veining, color concentrations (blotches), and any other variances in the appearance of stone will exist. It will vary between a sample you may have used in the selection process and the actual stone(s) used on your project, between two stones, and even within the same stone. Such naturally occurring variations are expected in stone and are not considered defects.

Finish: Your countertop will come with a polished finish (unless ordered in another finish). Irregularities in the finish and gloss levels of natural materials like stone are typical, reflecting the unique natural patterns and finish that give each stone countertop its distinctive appearance. As a result, finish and gloss will vary from piece to piece and on the same piece.

Cracks: Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation.

Surface irregularities and thickness: Natural stone is composed of minerals and is earth-formed over hundreds of millions of years. Fissures, pitting, mineral pooling, and other naturally occurring features in stone should not be considered defects and are not covered under this warranty. The thickness of stone slabs varies; therefore, thickness designations (i.e., 3 centimeters) are nominal rather than exact. When pieces of different thicknesses are joined, it is common practice to grind the underside of one piece to blend evenly with the other piece.

Seaming: Placement of seams is solely at the discretion of Zsolt Granite Corporation, will be discussed at the time of template, and finalized during engineering. Seams will be visible to the eye and touch. Every effort will be made to ensure the seam is placed in the best location for the structural integrity of the countertop and to make it aesthetically pleasing. However, due to the unique characteristics of stone and quartz, it is not possible to guarantee a match in color, veining (including the direction of veins), or finish when seaming two pieces together. Additionally, stone and quartz slabs may contain some bowing or warping, and therefore in some instances, seams may not be level across their entire length.

Staining: All natural stones are sealed after fabrication. Annual sealing is recommended to enhance stain resistance, and such sealers may be purchased easily. Stone countertops are generally relatively stain-resistant to common beverages and foods when properly sealed and maintained. When a stain occurs, it is usually impossible to remove it, and such a stain is not covered under this warranty. Certain chemicals and cleansers can stain stone. If such liquids are spilled on stone, they should be wiped off immediately with soap and water. Zsolt Granite Corporation and most home centers sell a line of products designed specifically for the care of stone countertops. You may use warm soapy water or mild household cleaning agents to clean your countertop. Avoid strong chemicals and solvents. Do not use nail polish remover, permanent markers, inks, oil soaps, furniture cleaners, or paint strippers on the countertop. Also, avoid using high alkaline/PH level cleaners on the countertop, such as oven cleaners.

Scratching: Many types of stone countertops (i.e., granite, quartz) are extremely hard surfaces and very resistant to scratching. When a scratch is discovered, it is generally not possible to repair or remove it in the rare instance. The top should not be used as a cutting surface since it will dull your knives. The use of cutting boards is always recommended.

Temperature: Granite and countertops are somewhat heat resistant and unlikely to scorch. Thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads, as damage resulting from heat is not covered under this warranty.

Fissures: occur naturally in many stone types. A fissure is defined by the American Geological Institute as "an extensive crack, break, or fracture in the rock, which may contain mineral-bearing material." The term "fissure" is used commercially in the stone industry to describe a visible separation along intracrystalline boundaries or the voids between mineral crystals. This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature in the stone.

Chips: can occur in stones either due to sawing operations or handling. Chips will be repaired with epoxy or polyester resin. The completed repair will be consistent in color and texture with unrepaired areas of the slab. However, chips caused by everyday use such as pots, pans, glassware, or dings from complex objects are not covered under warranty, and there will be a cost for any repairs.

Pitting: of the countertop surface, particularly in granite, is a common characteristic of natural stones. Granites are made up of several different minerals, each mineral having a different hardness. Granites contain quartz, feldspars, biotite, amphibole, ferrous titanium oxides, and other minerals. On the Mohs Scale, diamonds are the hardest mineral, with a rating of 10. Quartz and feldspar have a hardness of 6.5 to 7 and are very durable. Biotite (mica) is very soft (2.5) and flakes easily. All true granites have biotite in their composition. Because biotite is soft and flaky, the first few layers are removed during the polishing process, causing pits throughout the slab. Some granite has more biotite throughout their composition than others. The higher the biotite content of the stone, the more pits it will have. Most polished igneous rocks will have varying degrees of pits, depending on the amount of biotite, muscovite, and phlogopite in their composition. The pits do not make the granite less durable or otherwise inferior. Pits are common in all granites and should be expected.

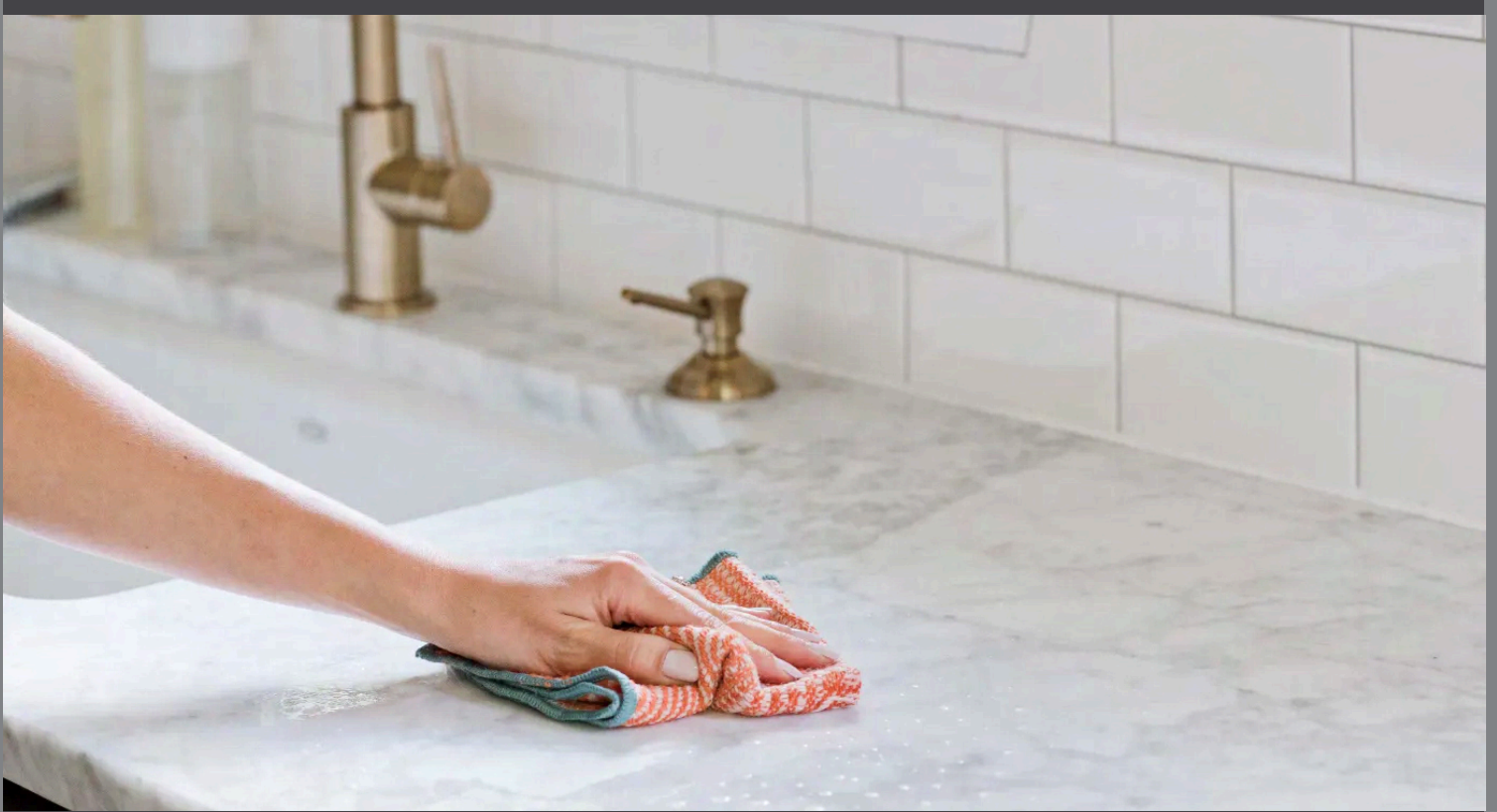
Lifetime Warranty

At Zsolt Granite Corporation, we are committed to delivering exceptional quality and craftsmanship, which is why we proudly offer a lifetime warranty on all sink installations and countertop seams.

This warranty ensures that any issues related to the installation or integrity of your sink or seams will be addressed promptly and professionally at no additional cost to you. Our team stands behind the durability and precision of our work, providing you with peace of mind that your investment is protected for as long as you own your home.

We believe in building lasting relationships with our customers through reliable service and top-tier support.





06

**Care &
Maintenance**
Countertops

Comprehensive Care and Maintenance Guide

Granite Countertops

General Cleaning Instructions:

Daily Cleaning: Use a pH-neutral cleaner or mild dish soap with warm water and a soft cloth or sponge. Avoid using acidic or abrasive cleaners, as they can dull the finish.

Periodic Cleaning: For deep cleaning, use a granite-specific cleaner or a mixture of isopropyl alcohol and water (1:1 ratio) to disinfect and refresh the surface.

Recommended Products: Use products like Granite Gold or Method Daily Granite Cleaner.

Stain Prevention and Treatment:

Common Stains: Oil, wine, and acidic substances can stain granite. Immediately wipe up spills to prevent penetration.

Treatment: For oil-based stains, use a poultice (baking soda and water paste) left overnight. For organic stains, hydrogen peroxide can be effective.

Heat Resistance: Granite is heat-resistant but avoid placing hot pans directly on the surface to prevent potential cracks due to thermal shock.

Impact Resistance: While durable, heavy objects dropped on edges can chip the stone.

Sealing and Maintenance:

Sealing and Maintenance:

Sealing: Granite should be sealed annually or when water no longer beads on the surface.

Apply a penetrating sealer specifically designed for natural stone. Ask your countertop supplier about a 15 year sealer option.

Long-term Care: Regularly resealing will maintain its stain resistance and sheen.

Do's and Don'ts:

Do's: Use coasters under glasses, clean up spills immediately, and use trivets for hot pots.

Don'ts: Avoid acidic cleaners (like vinegar), abrasive scrubbers, and harsh chemicals.

Care Tips for Longevity:

Regularly clean and reseal your granite countertops to prevent staining. Use cutting boards and trivets to reduce wear and tear.

Quartz

General Cleaning Instructions:

Daily Cleaning: Wipe with a damp cloth and mild dish soap. Quartz is non-porous, so daily maintenance is simple.

Periodic Cleaning: Use a non-abrasive glass or surface cleaner to remove dried spills and stains. Avoid harsh chemicals.

Recommended Products: Method Daily Granite & Stone Cleaner.

Stain Prevention and Treatment:

Common Stains: While resistant to most stains, avoid prolonged contact with harsh chemicals like bleach or oils, which may discolor the resin.

Treatment: For tougher stains, a mix of vinegar and water can be applied briefly, followed by a thorough rinse.

Heat and Impact Resistance:

Heat Resistance: Quartz is not heat-resistant like granite. Always use trivets and avoid placing hot cookware directly on the surface to prevent heat damage.

Impact Resistance: Quartz is strong but can chip, especially on edges if struck with heavy objects.

Sealing and Maintenance:

Sealing: No sealing required for quartz.

Long-term Care: Keep quartz protected from direct heat and harsh chemicals for lasting durability.

Do's and Don'ts:

Do's: Clean spills quickly, use cutting boards, and avoid exposing to direct sunlight over extended periods.

Don'ts: Avoid abrasive pads, heat exposure, and strong chemical cleaners like bleach.

Care Tips for Longevity:

Quartz can last for decades with proper care. Avoid harsh chemicals and prevent heat exposure to maintain its pristine appearance.

