



# SIGMAquartz

## 15 YEAR LIMITED RESIDENTIAL WARRANTY

Purchasers Name: \_\_\_\_\_

Address of Installation: \_\_\_\_\_

(In the event of a sole propriety or partnership the identity number/s of the proprietor/partners is required)

SIGMAquartz Fabricator: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Colour: \_\_\_\_\_

Batch No: \_\_\_\_\_

### **RESIDENTIAL WARRANTY**

ProQuartz Quartz Surfaces cc, Reg No. 2010/026091/23 ("the Distributor") hereby furnishes a limited warranty ("the warranty") to any purchaser of Sigmaquartz quartz products ("the product") that the products will be free from manufacturing defects for a period of 15 years from date of installation.

### **FOR THE AVOIDANCE OF DOUBT**

- 1) The Warranty is available only to a person (natural or juristic) who was the owner of a Residential property at the time when the product was originally installed ("the Purchaser");
- 2) Residential property shall relate to any location which is a private properties subject to residential or other residence applications.
- 3) Residential installations shall relate to all surface installations in a residential property.

### **TERMS & CONDITIONS**

This warranty shall:

- 1) Only apply to products which were installed in a residential property after 1 September 2016
- 2) Expires upon transfer of ownership of the structure to any third party or after a period of 15 years from date of installation has elapsed, or whichever earlier,
- 3) Not be valid in instances where the product has not been paid in full; and:
- 4) At all times be subject to the terms and conditions herein contained

### **THIS WARRANTY SHALL APPLY FOR INTERIOR USE AND ONLY WHEN THE PRODUCT IS**

- 1) Correctly installed
- 2) Maintained in accordance with the guide lines of care and maintenance and which forms part of this warranty
- 3) Used solely for the specific purpose of counter tops and or wall cladding
- 4) To be permanently installed and has not been moved from the original installation
- 5) The Distributor shall only be responsible for proven manufacturing defects in the product which shall be determined by the distributor in its sole and absolute discretion. The distributor shall have the right at all times to examine and purportedly defective product and its installation and maintenance. Any remedy against the distributor shall be, at the distributor's sole discretion to either replace the defective product with equivalent product or refund the purchase price. The warranty is exclusive and in lieu of any other warranty expressed or implied including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether expressed or implied, and all other liabilities or obligations on the part of the distributor or Sigmaquartz by ProQuartz. Under no circumstances will the distributor be liable for direct, indirect, general, special, incidental, consequential, or other damages of any kind whatsoever, regardless of the cause of such damage.

### **EXCLUSIONS THIS WARRANTY DOES NOT COVER:**

- 1) Any costs or expenses incurred or relating to the removal and or reinstallation of the product or replacement of the product and or transportation costs and or loss of profit and or any other related expenses.
- 2) Flooring applications
- 3) Any outdoor applications
- 4) Instances where the product was or is used improperly or abused or other has suffered impact damage
- 5) Scratches
- 6) Routine maintenance

- 7) Improper installation
- 8) Any chemical damage
- 9) Any creative use of material including bending and curving
- 10) Material has been milled or reduced in thickness
- 11) The altering of any factory applied finishes
- 12) Natural variations in colour, size, shape and distribution of the pattern of the natural quartz or natural variations in background tone.
- 13) Spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material.
- 14) Instances where the product batch or logo has been removed – removing such info will void the warranty.

## **CARE & MAINTENANCE**

### **LOOKING AFTER YOUR SIGMAQUARTZ QUARTZ SURFACE**

Sigmaquartz quartz surfaces are a durable and elegant engineered surface. The surface requires minimal but routine maintenance to remain looking as good as the day installed. To clean your Sigmaquartz surface we recommend using warm water and a mild detergent or a spray and wipe type of cleaner to ensure the surface is to be enjoyed for years.

### **HEAT TOLERANCE OF YOUR SIGMAQUARTZ QUARTZ SURFACE**

Sigmaquartz quartz surfaces are resistant to heat and are not affected by temperatures lower than 100°C. The surface is liable to sudden and rapid temperature changes. We recommend at all times hot pots and pans are not placed directly on the surface but on hot pads or trivets, this also includes putting heat pads under electric frying pans, crock pots or counter top roasting ovens.

### **MAINTENANCE**

Sigmaquartz Quartz surfaces are hard and non-porous and require no sealing. It is advised that a mild detergent or soap with warm water would be required to keep the surface clean. If necessary for stubborn marks or dried spills use a non-abrasive cleaner and non scratch Scotch-Brite® cleaning pad and then rinse the surface well with water will remove the stubborn marks and or dried spills.

### **SCRATCH RESISTANCE**

Sigmaquartz quartz surfaces are highly scratch resistant but please avoid abuse of the surface by refraining from direct use on the surface with sharp objects such as screw drivers and sharp knives.

### **CHEMICAL CLEANING AGENTS TO AVOID USING**

Please remember like any surface Sigmaquartz quartz surface can be permanently damaged if exposed to strong chemicals and solvents that are able to damage its physical properties. Never clean your quartz surface with products like Paint removers or strippers that contain Trichlorethane or Methylene chloride. Avoid the use of highly aggressive cleaning agents such as oven cleaners or dishwashing polishing agents with a very high alkaline or PH level (PH8, 5 or higher). Products containing oils and powders may leave a residue and should be rinsed off thoroughly and should your quartz surface be exposed to any of these damaging products it should be rinsed of with water immediately to neutralize the effect.

## **PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY**

In order for the warranty to be effectual it is essential that the purchaser ensures that this warranty is fully and accurately completed by the purchaser. Prior to doing so it is incumbent on the purchaser to ensure he or she is satisfied with the product and the installation thereof. Furthermore it is incumbent on the purchaser to ensure that the original headed "15 YEAR LIMITED RESIDENTIAL WARRANTY" has been read, understood and accepted, and that the completed warranty registration is returned to the distributor within 28 days of the installation.

The completed warranty registration should be returned to the distributor by email to the following email address [info@proquartz.co.za](mailto:info@proquartz.co.za). Upon receipt of the warranty registration by the distributor, acknowledgment of the registration will be sent back to the email address from which the registration was sent. This acknowledgment will serve as proof of registration

IN ORDER TO ACTIVATE THE WARRANTY, ALL FIELDS OF THE ABOVE DOCUMENT MUST BE COMPLETED.

