

ETERNO QUARTZ BY BOSTON GRANITE EXCHANGE

QUARTZ SURFACE CARE & MAINTENANCE GUIDE

Maintaining your new quartz countertop is easy. In most cases, soap and water or a mild detergent is all that is required to maintain its luster. If necessary, apply common, non-abrasive, household cleaners on a cloth or sponge and wipe the surface, rinsing thoroughly after cleaning.

SPILLS

Sometimes spills occur and dry on the worktop. Materials that harden as they dry, such as gum, grease, nail polish or paint should be removed by gently scraping away the residue material with a blunt plastic scraper. *Then the quartz surface should be cleaned with a household vinegar / water solution (always follow the manufacturer's dilution instructions) or with a non-abrasive cleaning pad (such as a white 3M Scotch-Brite®) together with a non-bleach, non-abrasive liquid cleaner and rinse thoroughly with clean water.* Surface should be dried with a clean white paper towel or white cloth.

RESISTANCE TO STAINS AND CHEMICALS

Quartz countertops are non-porous, so spills and stains are not absorbed into the surface, making it stain-resistant. *Permanent markers / Inks and some chemicals, solvents (e.g. acetone, paint thinner, nail polish remover) or dyes may, however, cause permanent discoloration to the surface and should be avoided.* Should these agents come into contact with the surface, wipe up immediately and rinse with plenty of water.

DO NOT expose, in use or otherwise, quartz surfaces to *abrasive, strong alkaline, acetone, acid, free radicals, oxidizers or the like (whether high, neutral or low pH) cleaners.* Avoid exposing your tops to harsh chemicals!

DO NOT use or expose quartz surfaces to such products, including, but not limited to bleach, oven cleaners, **Comet®**, **Soft Scrub®**, **SOS®**, **products with pumice, batteries, paint removers, acetone, nail polish remover, furniture strippers, oil soaps, tarnish, or silver cleaners, or the like.** **DO NOT** use abrasive or harsh scrub pads.

DO NOT apply any sealers, penetrants or topical treatments to quartz surfaces under any circumstances. Such products will wear off and cause the gloss to appear dull or inconsistent.

HEAT RESISTANCE

Quartz countertops **ARE NOT** heat proof, chemical proof or fracture proof in any form. To maintain the beauty of your quartz countertop, **DO NOT** place hot skillets or roasting pans directly onto the surface. *Also be aware of the potential damage to the surface by heat generating appliances such as electric grills, crock pots, or toasters.* Industry recommends the use of trivets and hot pads to prevent heating the top. Certain exposure to heat may cause cracks due to thermal shock.

CUTS OR SCRATCHES

Avoid using knives directly on the quartz surface. Quartz countertops are scratch resistant, but they are not scratch-proof and can be damaged when forcefully hit with sharp objects. Use a cutting board placed on top of the countertop to avoid damage. *Avoid sliding heavy pots and pans or other heavy items across the countertop.*

With a small amount of care, your quartz surface will look as great as the day you bought it for years to come.

Eterno Quartz Limited Warranty

Eterno Engineered Stone offered by Boston Granite Exchange (Hereinafter referred to as “BGE”) provides to the original owners of the Eterno® Quartz Surfaces (Hereinafter referred to as the “Product”) a 15 Year Limited Warranty, subject to certain terms and conditions.

1. This Limited Warranty warrants to the Original/ First Owner of the Product, that the Product shall be free from manufacturing defect under normal use and service, for 15 years from the date of completion of installation/ fitting of the Product.
2. This Limited Warranty shall apply only for interior application and is subject to the following terms and conditions:
3. The Product must be used for its intended purpose and enjoyed under normal use and should not be subjected to abnormal use.
4. This Residential Limited Warranty does not cover seam performance and/ or appearance. It is the responsibility of the professional Fabricator / Installer and the Original Owner, to thoroughly inspect all the products before fabrication & installation. If during inspection the original Owner feels that the product is of the wrong color, improperly manufactured, has finish problems, the original Owner should NOT install the Product.
5. This warranty shall not relate to the apparent defects of the Product that were not claimed prior to its installation/fitting up. In such case original Owner should immediately contact the retailer from whom the Product was purchased.
6. Product is maintained, used and protected meticulously as per Eterno® Quartz Surfaces Care & Maintenance Guide. This 15 YEAR Limited Warranty shall stand null and void if the Owner fails to follow the Care and Maintenance instructions. The Instructions are available on Boston Granite Exchange website www.bostongraniteexchange.com or shall be made available on request;
7. This 15 YEAR Limited Warranty is limited, and covers exclusively product(s) which is defective or contain(s) any manufacturing defect. The decision of BGE regarding existence of a manufacturing defect shall be final and binding on the parties. In the event the Product fails due to manufacturing defect, the Owner’s sole and exclusive remedy against BGE shall be at the sole and absolute discretion of BGE either to repair or replace the defective Product.