



10 Year Fabrication/Residential Warranty

Diresco provides a ten year, material-based, warranty for all Diresco quartz slabs from the date of purchase. Should a manufacturing defect occur during the warranty period, Diresco will repair or replace the defective Diresco quartz surface. The defect must pertain to the material itself. Any damage to the material caused by a lack of proper maintenance or an error in fabrication will not be considered.

To register your purchase, please provide the information below:

Send the following information to warranty@DirescoUSA.com

Name, Address, Email, Phone Number
Color of Material, Finish & Application
Name of Fabricator & Date of Installation

Specifics:

- Diresco USA provides a ten (10) year material-based warranty for Diresco quartz.
- Although "Honed" and "Anticato" finishes can be used for exterior usage, it is important to note that product used in exterior applications are not covered under the Diresco Warranty.
- Fabrication instructions specific to engineered quartz is provided to all fabricators with each purchase. This guide will help minimize any potential issues when fabricating. It is the responsibility of the fabricator to obtain a copy of the fabrication guidelines.
- This warranty does not cover any errors specifically due to fabrication. A Care & Maintenance Guide is provided to all fabricators and consumers on the downloads page of our website.
- Due to possible color variance between dye lots, it is critical that received slabs are checked in natural light prior to fabrication. Once the slab is cut, slabs are no longer eligible for replacement.
- Thermal shock, chemical abuse, impact damages or defects due to fabrication, misuse or improper fabrication is not covered by this warranty.
- Diresco's performance does not extend beyond the details outlined, complications due to structural movement, architectural and engineering design, job site conditions, acts of vandalism or accidents are not covered beyond the tested capabilities.

Warranty Service:

Prior to filing a warranty claim, the Care and Maintenance Guide and Fabrication Guide should be consulted. A photo of the error along with a brief description needs to be submitted to warranty@DirescoUSA.com along with your name and contact information. If you are not currently registered, you must submit information regarding the material's color, finish and application, along with the fabricator's name and date of installation. Please allow three business days for a response, at that time we will review and respond with an appropriate solution.

Caution:

- Avoid using abrasive cleaners as they will damage the polished layer and cause dull surface stains.
- Avoid using abrasive sponges or steel wool.
- Do not apply Acetone to any Diresco Belgian Quartz surface.
- Avoid using cleaning materials that contain bleach or ammonia, or a material that has a pH value that's greater than 10.

- Avoid using aggressive chemicals such as oven cleaners, or caustic sodas used for clearing drains, as they can potentially cause damage to the surface.
- Avoid using any silicone-based products.
- Avoid contact with marking inks or printing inks although some ink stains can be removed.
- Avoid direct contact with hot pans. Always use a trivet in order to avoid damaging the quartz surface.
- Avoid cutting with knives directly on the quartz surface.
- Avoid sitting or standing directly on the slab as a large amount of extreme tension in one small area can cause cracks.

Guarantee:

All complaints concerning Diresco Belgian Quartz must be made within 14 days of delivery, in writing, to Diresco USA. Each slab must be checked prior to cutting and a photo should be taken immediately if any problems and defects exist.

The guarantee is void under the following conditions:

- Swimming pool cladding or any other application in which the slab is exposed to chemical, extreme heat, or flames.
- Damage caused by placing hot pans directly on the surface.
- Damage caused by trichlorethane, methyl chloride, paint stripper and cleaning products with a high alkaline or pH value.

Important:

- Diresco quartz slabs are best stored indoors in a moisture-free environment. Keep slabs away from direct sunlight as UV rays should be avoided, especially with lighter colors.
- Always be careful with the quality of the cooling water as recycled water can have a high PH-value, therefore, never allow the cooling water to stay too long on the material surface, remove immediately.
- When removing any glue residue, always work very carefully and be sure not to place any 'glue contaminated' items on the material's surface.
- The chemical composition of silicone removers, for example acetone, can have a negative effect on the material.
- Methyl-hydrate can be used to remove silicone stains but it is important to apply plenty of clean water.
- Never store finished items with the polished face placed directly against any framework.
- Any silicon and or alkaline substances that is in contact with the polished face over a long period of time can potentially damage the surface.
- Always use a clean protective layer on any finished surface.

Prevent Cracking During Fabrication:

- Ensure that the cutting table is stable, level and clean.
- Always use a cutting blade recommended for quartz based engineered stone. Check the cutting blade is in perfect condition. (no broken teeth and perfectly straight)
- In order to reduce surface tension (a common phenomenon, especially with 30mm thick slabs), cutting should always begin at the longest side of the slab. Ensure that the cuts do not intersect. In order to allow the (possible) tension to flow away, always cut the worktop to the final dimensions before producing cut outs, instead of visa versa. All cut outs are to be pre-core drilled in the corners.
- For cutting hob or sink cut outs, we recommend using radius corners, the larger the radius the better.
- Ensure that the correct blade cutting speed is achieved before starting any cutting movement.
- Depending on which machine/cutting blades are being used, sometimes settings are different for quartz based engineered stones compared to granites. Consult your machine and blade manufacturer for further information.
- Quartz based engineered stone requires more cooling than Natural Stone.
- If the material has been produced in accordance with the following recommendations, (the use of radius corners) it is impossible that such cracks appear suddenly without extreme post installation external forces.
- Cut outs have to be supported within a distance of 7.5cm from the edge.

- All under mounted sinks have to be supported by specially designed support arms to avoid cracks caused by extreme tensions.
- Never sit or stand on top of the worktop.

Stains & Damages:

- Anticato finished surfaces must have a stain protector applied to its surface prior to use.
- The untreated surface must be cleaned well and completely dry.
- A manual on how to apply the protector is provided by Diresco USA.
- In most cases stains are formed in a greasy layer on top of the stone, instead of within the surface.
- Such a layer can develop by using differing soaps and or detergents whose chemical make-up is designed to leave a surface film when cleaning.
- A neutral cleaner with clear water, in most cases, is sufficient to maintain a clean worktop. More persistent stains can be removed with neutral kitchen cleaning cream and a soft sponge.
- Spilled drinks or food should be cleaned off as quickly as possible to prevent solutions like coffee and tea, with an aggressive nature, leaving any lasting marks.
- Most chemical residues can be removed with, for example a wet light duty Scotch-Brite sponge (the white grade) and a non-abrasive cleaner like glass & surface cleaner.

Note: The information noted above is intended solely as a guide. It must not be considered as a guarantee and serves as an aid and reference for processing and maintaining Diresco quartz.

For any other questions or concerns please contact us at info@DirescoUSA.com.