

CARE & WARRANTY

Strength and Durability

These surfaces are a multi-component overlay incorporating a unique blend of hardening polymers. When appropriately cared for, these surfaces provide strength, durability, and beauty for many years to come. Guidelines for care and damage prevention are essentially the same as for other “more expensive” kitchen surfaces.

Preventing Heat and Other Damage

These surfaces have been heat tested up to 140 degrees Fahrenheit. While these surfaces are heat resistant use a hot pad or trivet with rubber feet for protection. Hot pans as well as some heat-generating appliances like frying pans or electric cooking pots can damage the surface if a hot pad or trivet is not used.

Chemicals to Avoid

Avoid exposing the surface to strong chemicals and solvents. Items to avoid include: nail polish remover, oven cleaners, vinegar (5% acid), oil soaps, permanent markers or inks, and furniture cleaners or paint strippers.

Scratches

While these surfaces are scratch resistant, always use a cutting board in order to avoid damage.

Warranty

Kitchen Surface Alternatives, LLC (KSA) offers this limited warranty to the end users of these surfaces for a period of one year from the date of installation. KSA warrants that these surfaces will be free from manufacturing defects. This limited warranty does not apply to defects caused by misuse or property conditions including:

- Color Variances
- Heat Shock
- Scratches caused by cuts made directly to the surfaces
- Chemical Abuse

KSA will at its option repair defective surfaces at no cost to the end user.

Structural Movement (Substructure Damage)

Most substructure damage occurs as a result of shifting home foundations (shifting walls). This damage normally occurs along previous structure seam lines and backsplash seam lines. Damages can also occur when the substructure (laminated especially) becomes unglued from its original surface. KSA does not warrant against structural movement.

Non-Warranty Repair

Repairs not covered in KSA warranty are charged starting at \$100 per incident. These non-warranty repairs would include scratches from cuts, chemical abuse, heat shock, color variances, structural movement or catastrophic events such as fire or flood. Should significant repair be required from events such as these, a cost estimate will be provided to the customer.