

warranty, care & maintenance

essaSTONE®

essastone® adds style, luxury,
and sophistication to any space.
Offering the enduring appeal
of up to 95% natural quartz, a
contemporary palette of designs,
and an exceptional 15 year
limited warranty,* it's guaranteed
to leave a lasting impression.
So for a touch of distinction,
choose essastone, the pinnacle
of engineered surfaces.



The high content of natural quartz makes essastone remarkably resilient and virtually maintenance-free. It's highly stain and scratch resistant and also heat resistant. However, no surface can be completely stain, scratch and heat proof. Therefore, the care and maintenance guidelines will help you keep your essastone surfaces in pristine condition for years to come. Please see reverse for the essastone 15 year limited warranty.



essastone meets stringent American Greenguard standards ensuring safe and clean indoor air quality.

routine care and maintenance

For routine cleaning, use small quantities of non-bleach, non-abrasive cleaners together with warm water and a damp cloth or sponge. Liquid spills including fruits, vegetables, food colourings and curries, should be wiped up and cleaned with a mild detergent and water immediately after detection.

preventing heat damage

Protective trivets and heat pads must always be used underneath cookware such as skillets, saucepans, pots or dishes when removing hot items directly from any heat source (oven cooktop or microwave) and placing onto the essastone surface. Prolonged or sudden extreme temperature changes can permanently damage the material which is not covered under warranty.

preventing scratches

The use of cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure the long lasting beauty of essastone. essastone's resilient surface has been designed to withstand normal daily use and whilst it is resistant to scratches, cuts and chipping, cutting directly on the essastone surface should be avoided.

chemicals

There are some strong chemicals and solvents that can cause damage to essastone. Paint remover, paint and stain strippers, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, oven cleaners, drain cleaners and chemicals with high alkaline pH levels are

examples of products that could damage the surface. If a strong chemical or solvent comes into contact with your essastone surface, rinse immediately with plenty of water then follow with normal cleaning procedures.

removing difficult spills and stains

If normal cleaning procedures do not work on stubborn or dried spills, use a non-abrasive cleaning pad such as a household sponge, along with a common mild cream cleanser or a glass and surface cleaner. Should chewing gum, nail polish, or similar substances adhere to the surface, they can be removed with a plastic scraper. Gently scrape off the substance, then follow the routine cleaning procedures listed above.

note: Should paint spots or stains persist after following the above procedures then, as a last alternative, the spot use of acetone may be successful. Testing on an inconspicuous area first is highly recommended.

general comments

essastone requires no sealing or special cleaning products. essastone is made from natural quartz, therefore variations in colour and patterns may occur. Small surface spots and blotches are typical in engineered quartz surfaces.

For more information visit essastone.com.au or call 132 136.

essastone is marketed and distributed by Laminex Group Pty Limited ABN 98 004 093 092, trading as The Laminex Group. essastone®



If undelivered, please return to
The Lamnrex Group
PO Box 407
Doncaster VIC 3108

Reply Paid 40
The Lamnrex Group
essastone Warranties
PO Box 407
Doncaster VIC 3108

Postage
Paid
Australia

15 year limited warranty



To register your warranty, complete this reply paid card and mail it to The Laminex Group.

customer use project/customer details

project name _____

customer name _____

project location _____

state _____ postcode _____

phone _____

installation date: (dd/mm/yy) _____ / _____ / _____

essastone colour _____

20mm thickness 30mm thickness

application

domestic kitchen benchtop splashback bathroom benchtop

bathroom walls laundry benchtop other

commercial reception area bar benchtop table tops

counter laboratory furniture benchtop other

project details

renovation new project

fabricator use fabricator details

business name _____ contact name _____

phone _____

address _____

state _____ postcode _____

fabricator reference number _____

written disclaimer associated with this project yes no

batch numbers _____

essastone colour _____

20mm thickness 30mm thickness

Warranty and Registration No.

essaSTONE®



- 1 Subject to the conditions and limitations set out in this warranty below, Laminex Group Pty Limited, trading as The Laminex Group, warrants to the original purchaser of essastone® products for interior residential and commercial who is a "consumer" as defined in section 3 of the Australian Consumer Law use that The Laminex Group will, at its option, repair or replace that product without charge if it fails directly as a result of a defect in its manufacture or material used in its manufacture, during the first 15 years after initial installation (proof of purchase will be required). Subject to paragraph 9, this limited warranty terminates at the expiration of 15 years from the date of installation of the essastone product.
- 2 This limited warranty does not cover any defect/damage caused by:
 - (a) any natural occurrence or any other circumstance beyond The Laminex Group's control; or
 - (b) physical abuse, negligence, vandalism, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, exposure to chemical products, and/or normal 'wear and tear', including, without limitation, fractures, burns, scratches, stains, chipping, cuts, wipe marks and scuffs on the product; or
 - (c) failure to follow the Care and Maintenance instructions of the product; or
 - (d) exposure to direct sun light including general fading and discolouration; or
 - (e) variations in colour, pattern and shade of the material against the sample material, displays and/or printed illustrations; or
 - (f) thermal shock, excessive heat, or excessive weight; or
 - (g) failure to follow any procedures recommended by The Laminex Group for the fabrication and installation of essastone products; or
 - (h) failure of any adhesive, caulk, or other accessory, or failure of any caulked or filled joints or seams; or
 - (i) faulty workmanship by any person subsequent to the supply of the essastone product from The Laminex Group.
- 3 This warranty also does not cover:
 - (a) anything which has been disclosed as a feature or limitation of the essastone product in any literature published or distributed by The Laminex Group; or
 - (b) outdoor application; or
 - (c) where the defect is trivial or insubstantial; or
 - (d) where, as at the date of notification of the defect to The Laminex Group, the type or colour of the alleged defective product no longer forms part of The Laminex Group's standard stock range and the person complaining of the defect does not agree to the supply of a replacement which is as close a type or colour match as is possible for The Laminex Group's then prevailing stock range.
- 4 This limited warranty applies only to essastone colours from the 2010 range which;
 - (a) have been purchased from The Laminex Group after 1 March 2010, for interior residential or commercial use in Australia;
 - (b) have not been moved from their original place of installation

- (c)** have been designed, fabricated and installed according to procedures recommended by The Laminex Group in the essastone Technical and Fabrication Manual and related literature; and
- (d)** have been installed, maintained, used and protected in the manner recommended by The Laminex Group in its published literature concerning those products, a copy of which may be obtained, free of charge, from the fabricator or by writing directly to The Laminex Group; and
- (e)** where The Laminex Group has been notified of the defect within seven days of the first person to become aware of it.
- 5** Costs of claiming:
- (a)** The Laminex Group will bear the expense of the reasonable labour charges which are necessary for the repair or replacement of the essastone product covered by this warranty. When submitting a claim, please provide details of the quantum of the labour charges necessary for the repair or replacement of the essastone product (including any quotes you have obtained verifying the labour charges).
- (b)** If The Laminex Group considers that you have incurred or will incur reasonable labour charges which are necessary for the repair or replacement of the essastone product covered by this warranty, it will pay you the amount of those charges or pay those charges directly to a third party to undertake the necessary repair or replacement works.
- (c)** Subject to a), the person claiming the warranty will bear all other expenses of claiming the warranty.
- 6** A replacement product from The Laminex Group may not be reasonably available in the same shape or species as the original essastone product covered by this warranty. If a replacement product of the same shape or species is not reasonably available, The Laminex Group reserves the right to provide a replacement product as close in shape and species as is reasonably possible from The Laminex Group's then prevailing product range in satisfaction of its obligations under this warranty.
- 7** Except as expressly provided in paragraphs 9 and 10, all terms, conditions, warranties, undertakings, inducements and representations, whether expressed or implied, statutory or otherwise relating to any essastone product are excluded. Without limiting the generality of the preceding sentence, The Laminex Group will not be under other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of any essastone product.
- 8** Where any applicable legislation implies any term, condition or warranty in The Laminex Group's relationship with a person who has acquired any essastone product, or otherwise gives that person a particular remedy against The Laminex Group, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or the exercise of, any liability under such term, condition, warranty or remedy shall be deemed to be in or, as the case may be, apply to that relationship. However, The Laminex Group's liability for any breach

of such term, condition, warranty, or under such remedy, shall be limited, at The Laminex Group's option, in any one or more of the ways permitted by the legislation where so permitted:

(a) if the breach relates to any essastone product;

(i) the replacement of that essastone product or supply of similar product; or

(ii) the repair of that essastone product; or

(iii) the payment of the cost of replacing that essastone product with similar product; or

(iv) the payment of the cost of having the essastone product repaired; and

(b) if the breach relates to services:

(i) the supply of the services again; or

(ii) the payment of the cost of having the services supplied.

- 9 Please note that the benefits given by this warranty are in addition to other rights and remedies of the person under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of the rights of the original purchaser or any other person.
- 10 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 11 The warranty does not cover any other product used or installed in connection with the essastone product.
- 12 This warranty is not transferable or assignable.
- 13 Any inquiries regarding this warranty should be sent to essastone Warranties, The Laminex Group, P.O. Box 407, Doncaster, VIC 3108. Inquiries can also be made by calling 132 136 or emailing enquiries@laminex.com.au.
- 14 To claim this warranty, please send the following written details to the address set out above:
- Your name, address and telephone number
 - Place where the essastone product was purchased and amount you paid for it. Please also provide a copy of your proof of purchase
 - If the essastone product has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it, the quantum of the labour charges necessary for the repair or replacement of the essastone product (including any quotes you have obtained verifying the labour charges)
 - Description of how the essastone product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).

After we receive your written claim, we will contact you to discuss. In some circumstances The Laminex Group may need to remove a sample of the installed essastone product for testing.

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The Laminex Group
essastone Warranties
P.O. Box 407, Doncaster, VIC 3108

To register your warranty online, visit essastone.com.au

Warranty and Registration No.

fabricator details

business name

contact name

phone

customer details

name

address where essastone is installed

date installed

Return the warranty reply paid card to The Laminex Group at the address above, or register online, to ensure your warranty is registered. Remember to retain your proof of purchase.

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