



MODA QUARTZ CUSTOMER POLICIES & RECOMMENDED FABRICATION PRACTICES

MODA QUARTZ IS A PERFECT BLEND OF POLYMERIC TECHNOLOGY COMBINED WITH THE BEAUTY AND DURABILITY OF NATURAL QUARTZ. MODA QUARTZ SURFACES ARE FOOD SAFE, EXTREMELY DURABLE, VERY EASY TO MAINTAIN AND COME WITH A TRANSFERABLE LIMITED 15-YEAR RESIDENTIAL AND 10-YEAR COMMERCIAL WARRANTY. OUTLINED IN THIS DOCUMENT ARE THE RECOMMENDED FABRICATION PRACTICES AND OTHER POLICIES REQUIRED TO MAINTAIN SERVICE UNDER THE LIMITED WARRANTY.

APPLICATION:

MODA QUARTZ IS IDEAL FOR INDOOR APPLICATIONS SUCH AS KITCHEN AND BATH COUNTER TOPS, SHOWER WALLS, SERVICE COUNTERS, DESKS, FLOORING AND DECORATIVE APPLICATIONS; AS THE COLORS ARE CONSISTENT AND THE SURFACE IS VIRTUALLY BACTERIA-FREE WHEN PROPERLY CLEANED. EXTERIOR APPLICATIONS ARE NOT RECOMMENDED AND VOID PRODUCT WARRANTY. EXPOSURE TO UNFILTERED DIRECT SUNLIGHT MAY RESULT IN COLOR FADING AND/OR WARPING OF MATERIAL. MOST MODERN WINDOWS PROVIDE A SUFFICIENT AMOUNT OF FILTRATION TO PREVENT UV FADE AND WARPING OF MATERIAL. IT IS RECOMMENDED ONE CHECK WITH WINDOW MANUFACTURE FOR INFORMATION REGARDING UV LIGHT FILTRATION AND CONSIDER PRODUCT EXPOSURE TO SUNLIGHT DURING THE DESIGN PROCESS.

COMPOSITION & MATERIALS:

MODA QUARTZ IS COMPOSED UP TO 93% NATURAL QUARTZ AND 7% RESIN; AS A RESULT, VARIANCE IN COLOR, SHADE AND PATTERN IS AN INHERENT TRAIT EXPECTED OF THIS PRODUCT. PLEASE REFER TO SAMPLES ONLY AS A GENERAL INDICATION OF A PARTICULAR COLOR'S DESIGN PATTERN, AESTHETICS, AND HUE. SAMPLES ARE NOT GUARANTEED TO BE AN EXACT REPLICA OF MODA QUARTZ SLABS AND MAY VARY FROM ACTUAL, INSTALLED MODA QUARTZ SURFACE. IT IS THE RESPONSIBILITY OF THE FABRICATOR TO VISUALLY INSPECT COLOR MATCH OF ANY SLABS TO BE FABRICATED AND INSTALLED PRIOR TO CUTTING INTO THE MATERIAL.

MODA QUARTZ IS NOT A SEAMLESS PRODUCT; SEAMS ARE GENERALLY VISIBLE. INSPECTION OF COLOR COORDINATION ACROSS SEAMS AND MULTIPLE PIECES IS STRONGLY RECOMMENDED.

SMALL RESIN BLOTCHES OR RANDOM DISTRIBUTION OF PARTICULATES ARE AN INHERENT PART OF THE OVERALL DESIGN AND COMPOSITION, AND ARE NOT CONSIDERED TO BE DEFECTS OR PRODUCT NON-CONFORMITY.

THE QUALITY OF ENGINEERED STONE WILL VARY FROM BRAND TO BRAND DEPENDING ON THE QUALITY OF RESIN AND RAW MATERIALS USED IN THE MANUFACTURING PROCESS.



MATERIAL HANDLING & STORAGE:

UPON RECEIVING THE MATERIAL, THE PROTECTIVE PLASTIC SHEET MUST BE REMOVED AND MATERIAL INSPECTED. THE FABRICATOR IS ULTIMATELY RESPONSIBLE FOR INSPECTION OF MODA QUARTZ PRIOR TO ANY CUTTING, FABRICATION, AND INSTALLATION, SINCE MOST PRODUCT NON-CONFORMITY* ISSUES CAN BE MORE PROPERLY ADDRESSED PRIOR TO THE CUTTING OF MATERIAL OR PERMANENT INSTALLATION (*CLAIMS ON SLAB MATERIAL THAT HAS NOT BEEN CUT, FABRICATED, OR ALTERED IN ANY WAY SHAPE OR FORM).

MATERIAL SHOULD BE STORED ON A-FRAMES, OR ON VERTICAL RACKS. METAL A-FRAMES, OR RACKS SHOULD BE PADDED TO AVOID DAMAGING SURFACE OF MATERIAL. THE POLISHED FACE SHOULD NOT BE STORED IN DIRECT SUNLIGHT. AVOID STORING MATERIAL IN EXTREME WEATHER/TEMPERATURE CONDITIONS. ACCLIMATE MATERIAL TO TEMPERATURE OF FABRICATION SHOP FOR AT LEAST 24 HOURS PRIOR TO CUTTING MATERIAL. DO NOT CUT MATERIAL THAT IS FROZEN. DO NOT HEAT MATERIAL USING ANY TYPE OF TORCH, OR OPEN FLAME. IT IS RECOMMENDED THAT MATERIAL BE COVERED IF STORED OUTSIDE TO HELP PROTECT FROM ELEMENTS.

PRODUCT IDENTIFICATION:

MODA QUARTZ SLABS WILL BE INDIVIDUALLY MARKED ON THE SPINE WITH A SERIAL NUMBER LABEL. THERE WILL ALSO BE A MANUFACTURES STAMP ON THE BACK OF THE SLABS. TO OBTAIN SERVICE UNDER THE WARRANTY, THE SERIAL NUMBER INFORMATION, CUSTOMER NAME, PHYSICAL ADDRESS AND PRODUCT APPLICATION MUST BE SUBMITTED TO EASY SURFACES CORPORATION.

GENERAL FABRICATION & INSTALLATION REQUIREMENTS:

FABRICATION OF MODA QUARTZ DIFFERS SLIGHTLY THAN FABRICATION OF NATURAL STONE. AS AN ENGINEERED PRODUCT THERE MAY BE TENSION WITHIN THE SLAB. THIS IS NOT A DEFECT, BUT RATHER AN INHERENT RESULT OF THE MANUFACTURING PROCESS. TO RELIEVE TENSION, IT IS RECOMMENDED THAT A RELIEF CUT, OR RELIEF HOLE BE DRILLED PRIOR TO CUTTING INTO MATERIAL. THE FOLLOWING GUIDELINES ARE TO BE FOLLOWED WHEN CUTTING MODA QUARTZ:

- DRESS THE SAW BLADE. MAKE SURE THE DIAMONDS ARE EXPOSED. THE BUILD-UP OF SLUDGE AND RESIN FROM CUTTING NATURAL STONE AND QUARTZ SLABS CAN COAT THE SAW BLADE EFFECTIVELY KILLING THE BLADES ABILITY TO CUT WHILE GENERATING EXCESS HEAT.
- ALWAYS CUT WITH WATER.
- PAY ATTENTION TO AMP DRAW AND CUT SPEED.
- ALWAYS CUT FROM THE OUTSIDE OF THE SLAB TOWARDS THE INSIDE.
- PRIOR TO BEGINNING RELIEF CUT, IT IS RECOMMENDED THAT A 1" DIAMETER RELIEF HOLD BE DRILLED AT THE TERMINATION POINT OF THE CUT. ALWAYS CUT TOWARDS THE RELIEF HOLE.
- MAKE THE SHORTEST CUT FIRST.



INSIDE CORNERS MUST HAVE A MINIMUM $\frac{3}{8}$ " RADIUS. SQUARE CORNERS WILL CREATE STRESS POINTS IN THE MATERIAL THAT MAY RESULT IN CRACKING DURING THE FABRICATION PROCESS, OR AFTER INSTALLATION.

IT IS RECOMMENDED A SEAM BE USED FOR "L" AND "LAZY SUSAN" SHAPED COUNTERTOP PIECES RATHER THAN BUILDING IN ONE PIECE. THIS GREATLY REDUCES THE CHANCES OF BREAKAGE DURING FABRICATION, TRANSPORTATION AND INSTALLATION DUE TO MECHANICAL STRESSES. THE FOLLOWING SEAM CONFIGURATIONS ARE ACCEPTABLE:

- KEY CUT – INTERNAL ANGLE OF SEAM MUST HAVE A $\frac{3}{8}$ " RADIUS.
- 2" RETURN USING A $1\frac{1}{2}$ " INSIDE RADIUS THEN A STRAIGHT SEAM.

ENSURE THERE IS SUPPORT UNDER THE COUNTERTOP SURFACE IF A SEAM IS LESS THAN 6" FROM ANY CUTOUT. THERE MUST BE A MINIMUM $2\frac{3}{4}$ " PROVIDED FROM EDGE OF A CUTOUT TO THE EDGE OF THE COUNTERTOP. THERE ALSO MUST BE A MINIMUM $\frac{1}{8}$ " SPACE BETWEEN THE EDGE OF A CUTOUT AND ANY SINK, OR APPLIANCE TO ALLOW FOR EXPANSION.

ALL SEAMS SHOULD HAVE ADEQUATE SUPPORT UNDERNEATH TO AVOID FAILURE. IT IS RECOMMENDED THAT A GROOVE, OR SLOT BE CUT INTO THE FACE OF EACH SEAM TO ALLOW FOR A STRONGER ADHESIVE BOND. BEST PRACTICE IS THE USE OF A BEVELED EDGE AND BISCUIT JOINT TO STRENGTHEN THE SEAM. BE SURE TO LEAVE $\frac{1}{4}$ " BEHIND THE SURFACE AREA IF USING THIS TECHNIQUE.

SEAMS SHOULD NOT BE PLACED DIRECTLY OVER AN APPLIANCE THAT RADIATES HEAT. THIS MAY CAUSE THE SEAM TO FAIL.

MODA QUARTZ MAY BE DAMAGED BY A SUDDEN CHANGE OF TEMPERATURE AND MAY NOT WITHSTAND DIRECT TRANSFER OF HEAT FROM HOT POTS, PANS, AND OTHER HEAT-GENERATING APPLIANCES. THE USE OF A HOT PAD OR TRIVETS IS STRONGLY RECOMMENDED. AVOID THERMAL SHOCK BY APPLYING THERMAL INSULATION TO HOT WATER PLUMBING. IT IS ALSO GOOD PRACTICE TO SLIGHTLY OVERSIZE HOLES FOR HOT WATER TAPS SO THAT THE HOT WATER PLUMBING IS NOT IN DIRECT CONTACT WITH THE COUNTERTOP. MODA QUARTZ IS EXCEPTIONALLY STRONG AND DURABLE; HOWEVER, AS IS TRUE WITH MOST SURFACING MATERIAL, EXCESSIVE FORCE OR PRESSURE CAN DAMAGE MODA QUARTZ.

- ENSURE CABINETS ARE COMPLETELY INSTALLED AND THAT THEY ARE LEVEL WITHIN $\frac{1}{16}$ " OVER AN 18" SPAN.
- COUNTERTOPS MUST BE SUPPORTED BY A STRONG PERIMETER FRAME. FRONT TO BACK SUPPORT SHOULD BE PROVIDED AT 24" INTERVALS; ADDITIONAL SUPPORT MAY BE REQUIRED FOR LARGER CABINET BOXES. IT IS RECOMMENDED THAT $2\frac{1}{2}$ " SUPPORTS STRIPS BE PROVIDED AT CUTOUTS FOR SINKS, APPLIANCES AND AT SEAMS. SUPPORT IS REQUIRED ACROSS THE TOP OF A DISHWASHER SPACE AND OVER AN UNDER-COUNTER OVEN. WEIGHT SHOULD NOT BE SUPPORTED BY MODA QUARTZ SURFACES.
- ADDITIONAL SUPPORT IS REQUIRED AT 24" INTERVALS FOR OVERHANGS EXCEEDING 8" FOR 2CM THICK MATERIAL AND 16" FOR 3CM THICK MATERIAL. RECOMMENDATIONS FOR SUPPORT MATERIALS ARE $\frac{3}{8}$ " THICK X 3" WIDE FLAT BAR STEEL, METAL ANGLE SUPPORTS AND WOOD CORBELS. SUPPORTS SHOULD BE INTEGRATED WITH CABINETS TO CREATE LEVEL SURFACE AREA. SUPPORTS SHOULD SPAN UNDER THE ENTIRE COUNTERTOP TO BE SUPPORTED RATHER THAN JUST THE OVERHANG.
- MINIMUM $\frac{1}{8}$ " RADIUS EDGE DETAIL IS RECOMMENDED TO AVOID CHIPS AND/OR BREAKAGE ALONG COUNTERTOP EDGE.



NOT COVERED UNDER MODA QUARTZ WARRANTY:

- FAILURE TO COMPLY WITH THE RECOMMENDED STORAGE, HANDLING, USAGE, CARE & MAINTENANCE GUIDELINES. IT IS THE RESPONSIBILITY OF THE FABRICATOR, OR SELLING AGENT TO ADVISE END USER ON THE MODA QUARTZ WARRANTY AND CARE & MAINTENANCE GUIDELINES.
- FABRICATION OR INSTALLATION ERROR.
- DAMAGE CAUSED BY ACCIDENTS, ABUSE, MISUSE, ACT OF NATURE, JOB-SITE CONDITIONS OR STRUCTURAL MOVEMENT.
- INSTALLED MODA QUARTZ SURFACE PRODUCT THAT IS REMOVED FROM THE ORIGINAL PLACE OF INSTALLATION.
- MODA QUARTZ IS COMPOSED OF NATURAL QUARTZ. AS A RESULT, VARIANCE IN COLOR, SIZE, SHAPE AND PARTICULATE DISTRIBUTION PATTERN IS AN INHERENT TRAIT EXPECTED OF THIS PRODUCT. (SLABS PURCHASED FROM SAME LOT # SHOULD MATCH. IF SLABS FROM SAME LOT # DO NOT MATCH, PLEASE NOTIFY EASY SURFACES CORPORATION PRIOR TO CUTTING AND INSTALLATION TO RESOLVE THE ISSUE.)
- CHIPS AND CRACKS. CHIPS MAY BE CAUSED BY IMPACT. CRACKS MAY BE CAUSED BY "DRY" CUTTING, POLISHING, UNEVENNESS, OR SETTLING.
- SCRATCHES. MODA QUARTZ IS SCRATCH RESISTANT, BUT NOT SCRATCH-PROOF. CUTTING BOARDS ARE HIGHLY RECOMMENDED. MATERIAL SHOULD BE COVERED AFTER INSTALLATION TO AVOID DAMAGE BY OTHER TRADES.
- MINOR CONDITIONS SUCH AS STAINS OR WATER SPOTS. MODA QUARTZ IS STAIN RESISTANT, BUT NOT STAIN-PROOF. TO CLEAN TOUGH STAINS, PLEASE VISIT OUR CARE AND MAINTENANCE SECTION OF OUR WEBSITE AT WWW.EASYSTONES.COM
- SUPPLEMENTAL REPAIR, INCLUDING, BUT NOT LIMITED TO, ELECTRICAL, TILE OR WALL SURFACES, AND PLUMBING MODIFICATIONS NECESSARY TO REPAIR MODA QUARTZ.
- APPEARANCE OF EDGE, RE-FABRICATION, OR POLISHING OF SURFACE SLABS.
- EXPOSURE TO EXTREME HEAT. TRIVETS MUST BE USED FOR ANY HOT POTS, PANS, CROCK POTS, AND FOR ANY HEAT GENERATING ITEMS. HEAT RESISTANT PADS ARE HIGHLY RECOMMENDED.
- SEAM APPEARANCE.



MODA QUARTZ: CUSTOMER INFORMATION & RESPONSIBILITIES

PLEASE NOTE: MODA QUARTZ POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE AT EASY STONES DISCRETION. PLEASE CHECK WITH YOUR LOCAL BRANCH FOR THE LATEST UPDATES.

Signature: _____

Date: _____