

Care & Maintenance

Taking Care of Your Quartz Surface

Caesarstone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Caesarstone, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Minimal Maintenance

Virtually maintenance-free, Caesarstone's hard, non-porous surfaces require no sealing to renew the lustre and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Caesarstone countertop looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Stubborn Stains or Dried Spills

If needed, apply a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt.

For extra-stubborn stains, a no-scratch Scotch-Brite® pad is recommended along with the non-abrasive cleaner recommended by our local Caesarstone® distributor.

Heat Tolerance

Caesarstone is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 100°C. However, like all stone material, Caesarstone can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

Scratch Resistant

Caesarstone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

Cleaning Agents to Avoid

It's important to be aware that like any other surface, Caesarstone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Caesarstone surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Commercial Warranty

International Slab Sales (Pty) Ltd. Reg No. 1996/011537/07 ("the Distributor") hereby furnishes a limited warranty ("the Warranty") to any purchaser of Caesarstone products ("the products") that the products will be free from manufacturing defects for a period of 10 years from the date of installation.

For the avoidance of doubt:

1. The Warranty is available only to a person (natural or juristic) who was the owner of a Commercial property at the time when the Product was originally installed ("the Purchaser");
2. Commercial property shall relate to any location which is open to the general public for business use, private properties subject to residential or commercial rental or lease, or properties designated as restaurants, hotels, motels or other temporary residence applications.
3. Commercial installations shall relate to all surface installations in a Commercial property.

Terms and Conditions

This warranty shall:

1. Only apply to products which were installed in Commercial Property after 1 August 2009;
2. expire upon transfer of ownership of the structure to any third party or after a period of 10 years from date of installation has elapsed, whichever the earlier;
3. not be valid in instances where the product has not been paid in full; and;
4. at all times be subject to the terms and conditions herein contained.

This Warranty shall apply for interior use and only when the product is:

1. Properly installed;
2. Maintained in accordance with The Guidelines for Care and Maintenance (which are available on request or on line at www.caesarstone.co.za) and which forms part of this warranty;
3. Used solely for the specific purpose of countertops and/or wall cladding;
4. Permanently installed and has not been moved from the original installation.
5. The Distributor shall only be responsible for proven manufacturing defects in the product which shall be determined by the distributor in its sole and absolute discretion. The Distributor will have the right at all times to examine purportedly defective product and its installation and maintenance. Any remedy against the Distributor shall be, at the Distributor's sole discretion, to either replace the defective product with the equivalent product or refund the purchase price. The warranty is exclusive and in lieu of any other warranty expressed or implied including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether expressed or implied, and all other liabilities or obligations on the part of the distributor or Caesarstone. Under no circumstances will the distributor be liable for direct, indirect, general, special, incidental, consequential, or other damages of any kind whatsoever, regardless of the cause of such damage.

Exclusions:

This Warranty does not cover:

1. Any cost or expenses incurred or relating to the removal and/or re installation of the product or replacement of the product and/or transportation costs and/or loss of profit and/or any other related expenses.
2. flooring applications.
3. any outdoor application.
4. instances where the product is/was used improperly or abused or otherwise has suffered impact damage.
5. scratches.
6. routine maintenance.
7. improper installation.

8. any chemical damage.
9. any creative use of the material including bending or curving.
10. material that has been milled or reduced in thickness.
11. the altering of any factory applied finish.
12. natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone.
13. spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material.
14. instances where the product information on the back of each slab has been removed. Removing this product information will void the warranty.

PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY

In order for the warranty to be effectual it is essential that the Purchaser ensures that this Warranty is fully and accurately completed by the Purchaser. Prior to doing so it is incumbent on the Purchaser to ensure he/she/it is satisfied with the Product and the installation thereof. Furthermore it is incumbent on the Purchaser to ensure that the original Warranty headed - "10 YEAR LIMITED WARRANTY (COMMERCIAL)", (which can be downloaded from the website) has been read, understood and accepted, and that the completed warranty registration is returned to the Distributor within 28 days of the installation. The completed warranty registration should be returned to the distributor by e mail to the following address technical@interslab.co.za. Upon receipt of the warranty registration by the Distributor, acknowledgment of the registration will be sent back to the email address from which the registration was sent. This acknowledgment will serve as proof of registration.

In order to activate the warranty, all fields must be completed:

Purchasers Name: _____
 Address where installed: _____
 Entity Registration No.: _____
 (in the event of a sole propriety of partnership the identity number/s of the proprietor/partners is required)
 Date of installation: _____
 Caesarstone Fabricator: _____
 Colour: _____
 BatchNo.: _____
 (The batch number can be found printed on the underside of the slab and is the number that follows the date in the configuration)

This Warranty contained herein constitutes the entire warranty given to the Purchaser and supersedes all other warranties and representations, whether oral or written, except as expressly set out above. No person other than the duly authorised representatives of the Distributor is authorized to make any warranty, promise or representation on behalf of the Distributor and any such representations must be reduced to writing and signed prior to being effectual.