

Care & Maintenance

Taking Care of Your Caesarstone Porcelain Surface

Caesarstone Porcelain surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The porcelain 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 Caesarstone spray 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 is 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. Never use harsh chemicals, ammonia or bleach to remove stubborn marks.

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 and thinners. Caesarstone outdoor surfaces that have been cleaned or exposed to Acetone, Methylates Spirits or Lacquer thinners will automatically be void of warranty. Alcohol may only be used briefly as a cleaning agent by a professional installer during installation. 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.

10-year Limited Warranty (Porcelain Indoor Residential)

International Slab Sales (Pty) Ltd. Reg No. 1996/011537/07 ("the Distributor") hereby furnishes a 10-year limited residential warranty ("the Warranty") to any purchaser of installed Caesarstone Porcelain Range Slabs ("the products"), subject to the terms and conditions set out below.

This warranty applies only to Caesarstone Porcelain surfaces and does not apply to any other products, including other quartz or porcelain surfacing products manufactured or supplied by any other party. To request service under this warranty you must contact the company that sold you Caesarstone or visit the Caesarstone website (www.caesarstone.co.za) to contact us directly within twenty-eight (28) days of the failure of Caesarstone Porcelain surfaces.

Following installation, you must register your product to activate your warranty. Simply complete the online form at <https://www.caesarstone.co.za/warranty/register-warranty/>. Laws and building safety regulations governing the design, engineering, and construction of installations vary widely. Caesarstone assumes no responsibility or obligation with respect to the selection of products for the installation or the design, engineering, and construction of the installation.

For the avoidance of doubt:

1. This Warranty is available only to the original owner of the domestic residence ("a/the residence") in which the Product was originally installed ("Purchaser").
2. In the case of a newly constructed domestic residence, this Warranty is available to the "first" owner who purchased the residence from a builder or developer with the product permanently installed therein.
3. A domestic residence shall relate to any location which is a private residence used for familial habitation and for no commercial purpose whatsoever.
4. Subject to the terms and conditions herein, Caesarstone guarantees You, that the Product will, in all material respects, remain free from defects arising from the manufacture of the Product, for a period of 10 years from the date of installation.

Terms and Conditions

This warranty shall:

1. Apply from the date of installation (subject to You registering the Warranty as per below). This Warranty applies only to Caesarstone Products supplied by Caesarstone SA, and installed within South Africa, which contain Product information on the back and were installed by a qualified and certified fabricator of Caesarstone and paid in full.
2. Expire upon transfer of ownership of the residence to any third party of after a period of ten years from date of installation has elapsed, whichever the earlier.
3. 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 and permanently installed and has not been moved from the original installation.
2. Maintained in accordance with The Guidelines for Care and Maintenance (which are available on request or online at www.caesarstone.co.za) and which forms part of this warranty.
3. In the event that Caesarstone Porcelain surfaces fail due to a manufacturing defect, Caesarstone will, at its sole discretion, repair or replace such materials. Caesarstone will seek to obtain the best possible result, whether we decide to repair or replace your installation. Replacement does not guarantee an exact colour match. All decisions regarding this warranty are at the sole discretion of Caesarstone. No representative, dealer, salesperson, distributor, fabricator, or any other person is authorised to make any warranty or promises on behalf of Caesarstone with respect to Caesarstone quartz surfacing products. If during or after installation you decide you want a different colour or finish, this decision is not covered under warranty.

This warranty excludes/does not cover:

Applications:

1. Use of the product for any commercial purposes, Commercial usage includes but is not limited to, use of the Product in high traffic areas such as in a store, rental property, offices or any other places of business.
2. Products used as flooring, facades and cladding material. This includes any defect in, or damage to, the Product that results from it being used for flooring, swimming pools, or any other application involving exposure of the slab to chemicals, flames, or excessive heat (including fireplaces or braai surrounds).
3. Products used in creative applications such as furniture and/or the bending or curving of the material.
4. Products used in exterior applications.
5. Any defect in, or damage to, the Product which results from not being cleaned or maintained strictly in accordance with the Caesarstone online Care & Maintenance Guide; and minor conditions such as stains and water spots that may be corrected by following the techniques specified in the Guide. Please refer to the full Caesarstone Care & Maintenance recommendations at www.caesarstone.co.za.
6. Damage caused in whole or in part by natural disasters, fire, site conditions, fault of architectural/engineering design, structural movement, acts of vandalism, or accidents.
7. Instances where the product is/was used improperly or abused or otherwise has suffered impact damage.
8. Scratches, routine maintenance, or improper installation.
9. Any defect in, or damage to, the Product that results from: mishandling or misuse of the Product (including without limitation using the Product for purposes other than its intended purposes); placing hot items including, but not limited to hot pans, electric frying pans or oven trays directly on the slab; using materials on the Products which contain Acetone, Trichlorethane or methylene chloride or cleaning agents which have high alkaline/pH levels.
10. Marks such as metal marks, fingerprints, or other signs of daily living. This includes, but is not limited to, marks that are common to finishes other than Polished finishes. Finishes other than Polished, such as Honed, Concrete, Natural and Rough Concrete, are more susceptible to showing everyday marks and spills, and therefore may require more routine cleaning.
11. Natural variations in the colour, size, shape, and distribution of the pattern of the natural-looking porcelain or the natural variations in background tone.
12. Spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material.
13. Any instance where the Purchaser is not the occupier of the residence.
14. Any changes requested by You to change the colour and finish of the Product, or seam appearance or seam performance, adhesives, caulk, or other installation materials.



Surfaces/Finishes:

1. Any chemical damage or creative use of the material including bending or curving.
2. Additional cost to remove, fabricate and/or reinstall Caesarstone, labour, or other similar activities necessary to complete the replacement or removal of the defective material.
3. Fabrication of the Product, workmanship and any defect or damage resulted thereof or any defect in, or damage to the Product arising from any work done by any person other than Caesarstone.
4. Defects in the installed Product that were visible by the fabricator at the time of fabrication and/or installation. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
5. Cracks in the Product, including cracks emanating from a sink cut-out, hob cut-out or "L" shaped cut-out, are not a manufacturing defect and therefore not covered under this Warranty. Please note that cracking is usually the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, heat, or excessive weight being placed on the tops, such as standing or sitting on them.
6. Material that has been milled or reduced in thickness.
7. Damage caused by securing mechanical fasteners directly into the Product.
8. Failures due to inadequate support for the installation, including overhangs in excess of the recommendations provided by Caesarstone.
9. Chipping is not a material fault; it is normally the direct result of an impact to the edge of the countertop surface; as such it is not covered by this Warranty.
10. Mitered edges where the joint is not cut correctly.
11. The altering of any of Caesarstone's factory-applied finishes: Only colours listed as available in the Caesarstone brochure, sample book or website as "honed" are eligible as "honed" finishing, are covered under this Warranty. Any issues arising from "in-shop" honing are the sole responsibility of the fabricator.
12. Costs relating to additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc., that may be necessary to repair or replace the Caesarstone product.
13. Instances where the product information on the back of each slab has been removed. Removing this product information will void the warranty.
14. Damage caused by appliances or additional products brought into contact with Caesarstone products; and damage caused by installation of ancillary products such as sinks, sink brackets, cabinets, water bars, cooktops, and dishwashers.
15. Caesarstone will not cover any damages, costs, or expenses caused to appliances or additional products brought into contact with Caesarstone products and/or any ancillary products as a result of installing, amending, or replacing Caesarstone products.
16. Caesarstone is not responsible for damage or injury caused in whole or in part by natural disasters (such as extreme weather conditions, earthquake, etc.), job site conditions, architectural/engineering design, structural movement, acts of vandalism or accidents and/or damages that were caused by storing and/or loading and/or shipping Caesarstone products in an unreasonable manner and/or not according to Caesarstone's recommendations.
17. Caesarstone shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty.
18. Material that has had a natural deterioration of colour over time, due to normal but extreme environmental conditions.
19. Given that Caesarstone slabs are manufactured from natural materials, each slab is unique and variations to shading, colour distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, (a) the Product supplied to You may be different from marketing samples, which are indicative only; and (b) there can be variations in appearance dependent on artificial or natural lighting. Therefore, such differences and variations are not considered to be manufacturing defects and are not covered by this Warranty.

How do I Receive Service Under this Warranty?

1. In order to receive service under this Warranty You must provide proof of purchase in the form of a copy of your original receipt or invoice, showing the name of the owner of the residence and the name of the fabricator/installer.
2. To request service under this Warranty You must notify Caesarstone, through the company who sold You the Product or directly to Caesarstone at: +27 (0) 83 608 5810 or caesarstone@interslab.co.za, as soon as reasonably possible of discovering the manufacturing defect.
3. Upon receipt of your Warranty claim, Caesarstone will fully honour this Warranty subject to the terms and conditions set forth herein.
4. You will be required to cooperate with Caesarstone or its authorised agents in the inspection of the Product and assist us in efforts to perform our obligations under this Warranty.
5. All decisions regarding this Warranty are at the sole discretion of Caesarstone and shall be final and binding on all parties. No representative, dealer, salesperson, distributor, fabricator, installer, or any other person is authorized to make any Warranty or promises on behalf of Caesarstone with respect to Caesarstone Products.

Caesarstone's Liability Under this Warranty:

1. In any event, Caesarstone's total liability under this Warranty is limited to the purchase price of the Product. Without prejudice to the above, Caesarstone reserves its right to only pay for any relative transportation, fabrication, or installation costs or any other associated charges for tradespersons, costs of removal, or replacement of the existing Product (including without limitation any costs related to plumbing, electrics, or other similar activities necessary to complete the replacement or removal of the defective Product or any damage caused as a result thereof to tiling, cabinets, flooring, etc.) whereafter a full investigation it determines it would be appropriate and reasonable to do so.
2. Caesarstone will not be liable under this contract for any loss or damage as a result of your inability to use the Product where (i) there is no breach of a legal duty of care owed to You by us or by any of our employees or agents; or (ii) such loss or damage is not a reasonably foreseeable result of our breach of this Warranty. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and You knew it might happen, for example, if You discussed it with us during the sales process.
3. Laws and building safety codes governing the design, engineering, and construction of installations vary widely. Caesarstone assumes no responsibility or obligations with respect to the selection of Products and/or their fitness for the installation or the design, engineering, and construction of the installation.

Miscellaneous:

This Warranty, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed and construed in accordance with the laws of South Africa. Each party irrevocably agrees that the courts of South Africa shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this Warranty or its subject matter or formation.

PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY

In order for the warranty to be effectual it is essential that the Purchaser ensures the original Residential Warranty headed "10-YEAR LIMITED WARRANTY (CAESARSTONE PORCELAIN INDOOR RESIDENTIAL)" (which can be downloaded from the website) has been read and understood. The warranty registration form needs to be fully and accurately completed online at www.caesarstone.co.za. The distributor will acknowledge receipt of accurately completed warranties via email. This acknowledgement will serve as proof of registration. Prior to registration it is incumbent on the Purchaser to ensure that he/she/it is satisfied with the Product and the installation thereof.

This warranty constitutes the entire warranty given to the First owner and supersedes all other warranties and representations, whether oral or written, except as expressly set out above. No person other than the duly authorised representative of the Distributor is authorised 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.

