



globaltopz

Warranty Information
Care & Maintenance

design from around the world

Warranty

The warranty covers that have been supplied installed by Globaltopz UK Ltd in the customer's home for domestic purposes only.

The warranty is subject to strict observance by the customer of the Care and Maintenance Guidelines for the upkeep of Product that are included in this document.

Our warranty covers any defects affecting the materials used in the manufacturing of these products, whereby any defective material in the worktop would be replaced or repaired.

- This warranty is for 10 years after the date of installation
- The warranty is only applicable to defects affecting materials used to in the manufacturing process of GT Quartz worktops installed in private homes.
- To obtain assistance during the warranty please contact Globaltopz UK Ltd

The warranty does not cover:

- Products that are used by the customer as flooring, external or internal cladding, vanities, for any commercial use or for any domestic use other than as a kitchen worktop.
- Any fault, defect, or damage arising from the fabrication, installation, fitting, modification or manipulation of the Product by Globaltopz UK Ltd or any third party.
- Any fault, defect or damage resulting from thermal impact or chemical treatment not recommended in the Care and Maintenance Guidelines or any aggressive or improper treatment of the Product that may result in chipping, cracking or impact damage (this is a non-exhaustive list).
- Any faults or defects in the product arising as a result of fair wear and tear or neglect.
- Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for, using the Product in a way that does not benefit its technical specifications
- Any other loss, cost, claim or damages that are suffered by the customer except for those losses which arise as a foreseeable consequence of the defect in the Product.
- Any differences between promotional material including samples, photographs, displays etc and the Product purchased.

Any claim made more than 30 days after a defect in the material has become apparent to the customer.

Nothing in this warranty will reduce the customer's statutory rights relating to faulty or misdescribed goods. Further information can be found at Trading Standards or the Citizen's Advice Bureau.

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Quartz Worktops:

Quartz worktops are man-made engineered stone consisting mainly of raw quartz mixed with other materials such as resins, polymers and dyes which combine to produce a durable and non-scratch surface with uniform colour and consistency.

Globaltopz UK Ltd provides Quartz worktops and surfaces from a variety of suppliers or manufacturers each with its own unique properties, care instructions and warranty terms.

Globaltopz UK Ltd provides a 1 year warranty covering installation and workmanship.

Other aspects of the warranty associated with the Quartz work surfaces are covered under the manufacturers warranty so it is important that all customers register for their warranty with the relevant manufacturer.

- For more information regarding the 25 year warranty offered by Caesarstone please visit **www.caesarstone.co.uk**
- For more information regarding the lifetime* warranty offered by Compac please visit **www.compac.co.uk**
- For more information regarding the 25 year warranty offered by CRL Quartz please visit **www.crlquartz.co.uk**
- For more information regarding the 15 year warranty offered by Okite please visit **www.okite.co.uk**
- For more information regarding the 25 year warranty offered by Silestone please visit **www.silestone.co.uk**
- For more information regarding the 10 year warranty offered by Unistone please visit **www.unistone.co.uk**

Like all stone worktops they require suitable care and maintenance to keep them as good as new

Quartz: Care & Maintenance Guidelines

With proper care and maintenance, your Quartz worksurface can, and will last a lifetime. Follow these basic guidelines to keep the appearance of your worksurface in perfect condition and avoid any damaging effects.

Routine Cleaning:

It is highly recommended that you remain vigilant when it comes to cleaning up spillages of common household items such as tea, coffee, wine, vinegar, fruit juice, cooking sauces etc. It is far easier to clean up these spills when they happen, before they become dried in and stubborn.

Quartz: Care & Maintenance Guidelines

To clean, use the Globaltopz cleaner or alternatively a damp cloth, and if necessary, a small amount of non-bleach, non-abrasive liquid cleanser. For more stubborn items use a household vinegar cleanser with a non-abrasive cleaning pad. Rinse thoroughly with water and dry with paper or cloth towels.

Removal of Dried-in Spills:

- Some items harden as they dry and become more difficult to remove from your worksurface. To tackle these kind of spillages, firstly remove any excess with a blunt plastic scraper, then clean the surface with a damp cloth and if necessary a small amount of non-bleach, non-abrasive liquid cleanser. Rinse thoroughly and dry with paper or cloth towels.

Avoiding Oils, Chemicals, Dyes and Solvents:

- Oils, chemicals, dyes, and solvents can permanently damage your worksurface. If you do spill any of these types of product on your worksurface, blot up IMMEDIATELY and rinse with plenty of clean water, repeating if necessary. Dry with paper or cloth towels. Avoid using stripping agents, grease removers, caustic soda or products that have a PH value above 10 Quartz. Do not use solvents that contain dichloromethane, chloromethane or methylene chloride.
- Please note that oils and dyes capable of staining can be found in common food items. For example Chinese or Indian take-aways. Therefore, please do not allow spillages from these types of products to remain on worksurfaces for any prolonged amount of time.

Heat:

- Whilst your worksurfaces will withstand moderate degrees of heat we recommend the use of pan stands where possible. Do not place objects recently removed from heat directly onto Quartz worksurfaces

Direct Sunlight Exposure:

- Avoid leaving your Quartz directly exposed to ultraviolet rays for any prolonged length of time as this can be responsible for fading the colour.

Chipping and Cracking:

- Avoid dropping, knocking or rubbing objects on the edges of Quartz worksurfaces.

More detailed cleaning and maintenance information can be found on the relevant websites as mentioned.

Granite Worktops:

The Granite for your worktop has been carefully selected from premium quality stone slabs from the same block or batch to be free from defects and has been machined, prepared, polished, treated and approved by our craftsmen to ensure your worktop is a quality item to be proud of for many years to come with the right care and attention to maintenance.

Granite will include natural imperfections. These imperfections are not defects in the material. Colours and patterns will vary from one piece of stone to another. No two pieces will be exactly the same. So we cannot guarantee the colour or character of Granite delivered and/or fitting will be an exact match to any sample previously offered.

The surface of a Granite worktop is not totally smooth - there are pits, fissures, eyes, chips and gaps. These cannot be polished out, as it is the natural state of the stone. We reserve the right to use chemical or resinous fillers, some of which may already be present in the stone worktop to affect any repairs.

Granite worktops do sometimes incur slight variations in thickness so a 2mm tolerance either side of the ordered thickness of the worktop is required. This tolerance is industry standard and is usually not noticeable in the final product.

The stone itself, being a natural product, is not as such covered by this or any other warranty.

All natural stone is porous and must be sealed regularly. Some Granites are more porous than others. This is not a defect of the stone, it is a natural characteristic.

Your Granite worktops are sealed where appropriate prior to installation to resist staining. You will need to ensure a suitable sealer is re-applied regularly as appropriate.

However this does not mean they are guaranteed not to stain.

Granite: Care & Maintenance Guidelines

Granite worktops provide a durable, hygienic worksurface which when used with care will last a lifetime. It should be appreciated however that granite is a natural material which does need proper care and attention to ensure maximum serviceability. The following care and maintenance guidelines should therefore be observed.

Care should be taken to ensure that materials likely to cause staining (such as acidic fruit like lemon, lime, vinegar based sauces, abrasive cleaning products, bleach etc) are kept away from direct contact with the stone worktop.

Your granite worksurface has been treated with a proprietary sealer in the workshop as the final part of the production process, prior to delivery and installation. This sealer impregnates deep into the surface of the stone to prevent staining problems occurring.

Granite: Care & Maintenance Guidelines

Routine Cleaning:

- On a day to day basis granite simply use the Globaltopz cleaner or just wipe down with a warm soapy water, then buff dry with a soft, clean cloth to restore its natural beauty.
- Contrary to popular belief all granite is porous to some degree and whilst it has been sealed it is still important to wipe up all spills immediately. Cooking oils, red wine, lemon juice, dark fruit juice, beetroot etc. can all cause staining if left on the worksurface for any length of time – so be diligent and wipe up quickly should spills occur.

Stubborn Marks:

- In the event of any stubborn marks appearing, firstly wipe the granite surface clean with warm soapy water and then try the triple action refresher spray. For hardened substances, such as food etc. remove by gently scraping the material off the granite with a blunt plastic blade, then wash off with warm water.

Heat Resistance:

- Granite is extremely resistant to heat and can withstand moderately high temperatures for a brief period of time without causing surface damage. Do not however put very hot objects directly onto the worksurface, as extreme sudden heat changes can damage the granite beyond repair. Always use a pan trivet to protect your surfaces from extreme heat of this kind.

Chemicals to avoid:

- Avoid exposing your granite to strong chemicals, solvents and aggressive / abrasive oven cleaners e.g. neat bleach, caustic soda, scouring powders, paint stripper, nail polish remover, concentrated disinfectants and any chlorine based products. If any of these solutions are spilt on the granite, rinse off immediately with plenty of clean water to minimise their effect.

General Precautions:

Although your granite worksurfaces are extremely scratch and heat resistant, we recommend that you protect them by using chopping boards at all times during food preparation / cutting operations.

Do not use grease removers on your granite as these can dull the polish and cause staining.

It is possible to chip granite, particularly on the more vulnerable edges, so avoid any hammering operations and try not to let heavy or pointed objects strike the top of your granite worksurface.



Solid Surface Worktops:

Corian® is the original solid surface material. Created to last a lifetime it is a unique blend of minerals and acrylic which creates a stone-hard surface that can be shaped to meet any design or dimension.

Corian® is an advanced composite of natural minerals and pure acrylic polymer and is backed by DuPont™ with a 10 year Limited Installed Warranty

The inherent resilience of Corian® comes from the fine qualities of minerals and acrylics. It is non-porous surface prevents dirt and stains from penetrating the material. Marks and stains stay on the surface and can easily be removed with a Scotchbrite® pad and household cleaner.

For more information regarding the 15 year warranty offered by Corian please visit www.dupont.co.uk

Corian: Care & Maintenance Guidelines

Although liquids cannot penetrate Corian®, it is best to wipe up spills as they occur. Generally, a damp microfiber cloth used with a standard household kitchen spray, such as Cif or Mr. Muscle should remove most stains. Always clean using a circular motion. All Globaltopz Corian work surfaces come with a cleaning/ maintenance kit.

Sinks:

Once or twice a week, give your sink a beauty treatment: Remove all the fat and oil residues of normal food preparation from the sink, using a detergent or a hard-surface cleaner. Use a spray with 3/4 of liquid household bleach and 1/4 water to spray the sink and leave a few hours or overnight. The exposure time should be limited to 16hrs. In the morning, rinse or clean with a damp cloth. The sink should then be beautifully clean, with very little effort.

Worktops and sinks

Generally, a damp microfiber cloth used with a standard household kitchen spray should remove most stains.

Dealing with resistant stains:

Common household spills, such as vinegar, coffee, tea, lemon juice, dyes, ketchup, red wine or vegetable spills: Refer to the table in our use and care guidelines on specific stains.

Hard water can be a problem in many areas, and can build up over time. If you live in a hard water area, and are experiencing problems with stain removal, apply "Viakal" gel over the area, leave for 2-4 minutes, then remove with a damp microfiber cloth. Using a second clean microfiber cloth, rinse the area thoroughly with water.

Solid Surface: Care & Maintenance Guidelines

Heat Marks & Scorching:

- Always use a heat protection pad, trivet (with rubber feet) or protective sink mat for hot cookware, or leave cookware to cool on the hob first. Never put hot pans, particularly cast iron, directly on a Corian® top or in a sink. Such heat can damage any surface
- Pouring boiling liquids directly into sinks without turning on the cold tap may damage your Corian®. Always use the correct size pan on the burner and place it centrally. An overhanging pan scorches surrounding surfaces.

Scratches:

- Like all materials DuPont™ Corian® will develop slight abrasion marks in normal daily use:
- Never cut or chop on Corian®:
- Corian will score the work surface! Use a chopping board instead. Dark, heavily pigmented colours will show scratches, dust and ordinary wear and tear more readily than lighter, textured colours.

Chemical Spillage:

- Accidental spills of strong chemicals (e.g. paint stripper, brush cleaners, metal cleaners, oven cleaners, cleaners containing methylene chloride, acid drain cleaners, acetone based nail varnish removers etc.) should be flushed promptly with plenty of soapy water to avoid damaging worktops! For nail varnish spills, non-acetone based remover can be used, and then flushed with water. Undetected or prolonged exposure to chemicals may damage the surface.

Instant Boiling Water Taps:

- A container should be used to collect boiling water at all times as boiling water from this type of tap may cause surface damage in and around the Corian® sink. This type of damage is not covered by the DuPont

If the problem persists, please contact Globaltopz UK Ltd for professional advice.

More detailed cleaning and maintenance information can be found on the relevant website as mentioned.

Ultra Compact Worktops:

Dekton, Neolith and Lapitec employ exclusive Sinterized Particle Technology, a high tech process which represents an accelerated version of the metamorphic change that natural stone undergoes when subjected to high temperatures and pressure over thousands of years.

Sinterized particle technology synthesizes truly innovative procedures from the most advanced technology industries. This evolution represents a technological and industrial leap capable of generating a new process, a revolutionary material and a leading product.

Electronic microscopy allows us to fully appreciate the material's zero porosity, a consequence of the sinterization and ultra-compaction process. This zero porosity and lack of the micro-defects that cause tension or weak spots mark the difference as far as these materials are concerned.

Other aspects of the warranty associated with the Ultra Compact work surfaces are covered under the manufacturers warranty so it is important that all customers register for their warranty with the relevant manufacturer.

For more information regarding the 25 year warranty offered by Dekton please visit www.dekton.co.uk

For more information regarding the 10 year warranty offered by Neolith please visit www.neolith.com

For more information regarding the 25 year warranty offered by Lapitec please visit www.lapitec.com

Care & Maintenance Guidelines:

Dekton, Neolith and Lapitec only require little maintenance. We recommend that you clean on a regular basis by using the Globaltopz cleaner or alternatively a non-abrasive sponge, soap and warm water. Majority of pH balanced general-purpose cleaners can also be used.

To remove difficult spills:

The best method is to wipe the surface using a pot and pan soap and scrub and then rinse with warm water.

For stains that harden as they dry:

Some foods such as gum, nail polish, and paint become harder as they dry. To remove, gently scrape off of surface using a blade or a putty/plastic knife. To clean, use warm water and soap. Grey marks left by the knife, can be wiped away with soap and water or glass cooktop cleaner.

Ultra Compact: Care & Maintenance Guidelines

Extreme Heat Protection:

- Dekton is extremely resistant to large fluctuations in heat and cold. It is recommended that you use a trivet to place the hot items. Heat can be transferred from the hot item onto the surface and cause burning.

Chemicals to Avoid:

- Avoid exposing your Ultra Compact surface to strong chemicals and solvents for an extended period of time. The Ultra Compact materials are Stain proof to many household cleaners, but do not leave cleaners exposed to the surface for a lengthy period of time. Ensure that Hydrofluoric acid never comes in contact with the surface.

General Precautions:

- Although Ultra Compact materials are extremely scratch resistant, it is recommend that you use a chopping/cutting board. Cutting with knives will leave marks called "metal transfer" which can be removed using the methods above, but it is easier to use a board instead. Another reason not to use your knives is that the Ultra Compact surface will blunt your knives.

More detailed cleaning and maintenance information can be found on the relevant websites as mentioned.

Concrete Worktops:

Globaltopz spends a lot of time on the quality of our products. All concrete products have been treated with a unique coating which enhances the characteristics of the concrete and protects against stains.

The colour of the concrete cannot be predicted 100% beforehand, so please note samples are only an indication and no rights can be derived from them. Colour differences and difference in structure and pattern are normal for concrete worktops.

Warranty:

Concrete comes with lifetime warranty on the construction of the worktops

Globaltopz UK Ltd provides a 1 year warranty covering installation and workmanship.

Due to the identity of Concrete worktops we advise the following:

- Do not stick tape on the concrete surface during or directly after the installation of the worktop
- Do not close in liquids for a long time in the first 2 weeks after installation (underneath cups, glasses, service trays etc)
- Do not close off the surface in the first 2 weeks from install, the coating needs to breathe!
- Do not leave any objects on the surface in the first 2 weeks from install
- Use a chopping board
- Do not use any abrasive materials or liquids to clean the surface
- Use pan coasters
- Do not drag objects across the surface, always lift the objects. Objects can have a sharp or rough underside
- Recover any damages to the coating when found (please call or e-mail our office for advise)

Concrete Worktops: Care & Maintenance

Routine Cleaning:

- On a day to day basis concrete simply requires a wipe down with warm soapy water, then buff dry with a soft, clean cloth to restore its beauty.
- Our unique coating will protect the concrete work surface from staining but it is still important to wipe up all spills immediately. Please be diligent and wipe up quickly should spills occur.
- An environmental friendly alternative is to clean with soapy water made from Green Soap. This will enhance the look and feel of the concrete and will bring some shine to the worktops. As well this soap will hide any small user scratches.

Really Stubborn Marks:

- In the event of any stubborn dried in marks appearing, firstly put a little **Glorix** on the stain, then cover the stain with a damp cloth, leave it for an hour and finally rinse the area with clean water or soapy water.

Stainless Steel Worktops:

Globaltopz manufactures the finest quality bespoke stainless steel worktops to meet individual requirements. Our worktops can be made to any shape or size. A range of sink bowls, drainer units and hob units are available for seamless welding and polishing into the worktops. Manufactured from durable 18/10 – 304 stainless steel and all worktops are bonded on MDF.

Warranty:

Stainless Steel worktops come with a 1 year parts and labour guarantee.

Stainless Steel Worktops: Care and Maintenance

Stainless steel sinks and worktops require regular care.

Routine Cleaning:

- Wash down the surface using water containing soap or mild detergent.
- Always rinse the surface with clean water and dry with a soft cloth.
- A thorough cleaning operation can be completed, by polishing the surface with a stainless steel polish and a soft cloth

Discolouration:

- Any discolouration should be removed immediately using a mild proprietary cleaner such as 'Cif' gently rubbing with the grain of the metal.
- After use rinse thoroughly as above, with clean water and dry with a soft cloth.
- Remove dirt and limescale deposits on a regular basis.
- Do not use cleaning agents containing chlorine (generally sodium hypochlorite) or hydrochloric acid.
- If you use steel wool for cleaning, it must be made of non-rusting stainless steel.
- Avoid lengthy contact with salty liquids
- Avoid direct or prolonged contact with rusting objects (cast -iron pans or iron filings).
- Do not use your sink for dyeing or bleaching fabric or hair.

Stainless Steel Worktops: Care and Maintenance

Avoid:

- Do not cut directly onto stainless steel worktops - Always use a cutting board.
- Do Not place hot pans etc, directly onto the stainless steel work surface - Always use a pan stand.
- Do not use coarse abrasive materials such as harsh scouring pads, wire wool etc, which can scratch the stainless steel surface. In addition metal particles left on the surface can quickly turn to rust and leave rust stains on the surface
- Most common bleaches, toilet cleaners, photographic developing liquids, acids, concentrated disinfectants, chlorine (often present as hypochlorite) and strong alkalies, i.e. caustic soda, can lead to pitting of the stainless steel surface. If any of these solutions in a concentrated form or otherwise, come into contact with the surface, they should be thoroughly rinsed off as described in 'Regular Cleaning'.

Stains on the surface of your sink

- These stains usually involve limescale deposits, which appear depending on the hardness of the drinking water. These limescale deposits retain dirt particles to a greater extent, with the result that unattractive stains form in only a short period of time.
- Small iron and rust particles from the water mains network may also make it appear as though there are rusty marks, particularly in the case of new buildings or when repairs are being carried out to the mains pipelines, and where cast-iron water pipes are involved.
- Overtime the stainless steel surface will superficially scratch and mark to form a 'patina', which becomes a feature of the surface. These marks are purely superficial.

Glass & Mirror Splashbacks:

Globaltopz UK Ltd will use its reasonable endeavours to repair or replace free of charge with replacement glass being as close in hue to the original as is available at the time, any coating which is found to be delaminating or discoloured within a period of five (5) years from the date of installation.

The Globaltopz Mirror & Premium Glass splashbacks are safety tested to conform to the latest BSI and Kite Mark standards for the use of glass/mirror within residential buildings.

The Globaltopz Premium Glass is a toughened product (this excludes all Mirror products) ensuring that it is the most durable glass product available for glass splashbacks. It will withstand normal conventional use but care should be made not to allow a large impactful force to directly contact the surface. If the glass breaks it will break safely but extra care should be taken around any breakages.

The Globaltopz Mirror & Premium Glass is not scratch resistant although normal conventional use will not damage the surface. Whilst it will withstand normal cleaning scourers, more abrasive materials can scratch the glass.

The Globaltopz Mirror & Premium Glass should be installed by one of our trained professionals to ensure that all sealing is carried out to the correct standards. This will ensure that any moisture behind the splashback will not cause any problems or become visible.

The Globaltopz Mirror & Premium Glass needs to be installed on a relatively flat surface with undulations of less than 5mm. The surface needs to be non-porous, dry and dust free e.g. plastered walls, MDF etc. It is the responsibility of the customer's kitchen fitter or tradesman to ensure the surface is suitably prepared for installation.

Pelmets on wall units should only be fitted after the glass splashbacks have been installed.

Thermal expansion joints where necessary will be allowed for, Joints will be filled with silicon.

We advise a gap of at least 100mm from the edge of a gas hob to the glass splashback to avoid thermoshock where the heat/flames from the hob contact the cooler glass surface.

Mirror & Glass Splashbacks above Corian/Acrylic coved upstands are NOT to be recommended. This is because coved upstands are always manufactured straight and there can be varying gaps between wall and upstand.

Mirror & Glass splashbacks need to be fixed back to the wall and so this can leave an uneven look where the upstands come off the wall.

Glass & Mirror Splashes: Care & Maintenance Guidelines

- Globaltopz Premium Glass should normally be cleaned with our Globaltopz cleaner or alternatively with a clean cloth and a clear non-abrasive cleaner, such as clean soapy water or a proprietary window cleaner. For glass with a patterned, etched or sandblasted surface, a stiff bristle or nylon brush can be used to remove dirt from the recesses in the surface.
- If the glass does not become clean using the above methods then the following can be tried.
- Use a mild acid (e.g. vinegar) or a mild solvent (e.g. methylated spirit), taking care not to spill any of these on other surfaces or materials and always following the safety advice that comes with acids, solvents and cleaning materials.
- If neither treatment works then the glass may need to be polished. This is likely to be expensive and best left to experts in this particular field.
- If scratches are the issue rather than dirt, the process may result in some optical distortion where the glass surface has been polished to remove the scratches.

Special Notes on Cleaning:

- Organic solvent cleaners should be avoided on our glass/mirrors since they may attack the backing paint.
- Patterned glass, satin glass and sandblasted glass should only be cleaned with a clear non-abrasive cleaner.
- Any insoluble material in the cleaner may deposit in the recesses of the satin or sandblasting and may be very difficult to remove.



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