

QUARTZIA® RESIDENTIAL 10 YEAR LIMITED WARRANTY FOR NORTH AMERICA

Levantina USA, Inc. (herein after referred to as Levantina) warrants to the original owners of installed QUARTZIA® products for a period of ten (10) years from the date of installation of the QUARTZIA® products in your residence that the QUARTZIA® material will be free from manufacturing defects. If a manufacturing defect occurs during the warranty period, Levantina will at its option, repair or replace the defective QUARTZIA® products.

Terms and conditions

1. This warranty applies only to QUARTZIA® products.
2. This warranty applies only to installations that are permanently installed in residences and that have not been moved from original location.
3. This warranty covers only to the owners of a single family residence.
4. This 10-year warranty covers products that have been registered with Levantina within sixty (60) days of installation. You must take contact with Levantina to obtain a Installation registration form:

Levantina USA, Inc.
11180 Zodiac Lane
Dallas, TX 75229
(1-972-488-2800)
hqsales@levantinausa.com

5. To obtain the best service under this warranty you must contact the source where you buy the product or directly Levantina.
6. This warranty is non-transferable following permanent installation of the QUARTZIA® products
7. This warranty applies to material that has been maintained according to QUARTZIA® Use & Care guide.
8. The beneficiary of this warranty must permit Levantina to inspect the defective product.

Exclusions

1. This warranty does not cover products that have not been paid for in full.
2. This warranty does not cover commercial uses of the material. Commercial use included but is not limited to use in a store, hotel, or other place of business.
3. This warranty does not cover uses of products for products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from improper use and care.
4. This warranty does not cover failures due to improper fabrication and installation procedures. This will be responsibility of the fabricator/installer.
5. This warranty does not cover seam performance and appearance.
6. This warranty does not cover any cut to size, installation, repairs or modifications such as, for example, any installation labor or material changes, any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the QUARTZIA® product covered under this limited warranty. Levantina's sole responsibility and liability under this limited warranty shall be to replace defective QUARTZIA® products.
7. This warranty does not cover products installed with known or visible manufacturing defects at the time of installation, including but not limited to color variance.
8. Levantina is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism or accidents.
9. Levantina shall not be responsible in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or the inability to use the products covered in this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.
10. This limited warranty does not cover transportation of freight costs.

Levantina makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated here in. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province. This is the only warranty offered by Levantina for QUARTZIA® products. No one other than Levantina is authorized to make any warranty compromise with respect to QUARTZIA® products.



QUARTZIA® COMMERCIAL 10 YEAR LIMITED WARRANTY FOR NORTH AMERICA

Levantina USA, Inc. (herein after referred to as Levantina) warrants to the owners of installed QUARTZIA® products for a period of ten (10) years from the date of installation that the QUARTZIA® material will be free from manufacturing defects. If a manufacturing defect occurs during the warranty period, Levantina will replace the defective QUARTZIA® products.

Terms and conditions

1. This warranty applies only to QUARTZIA® products.
2. To obtain service under this warranty you must contact the source where you buy the product or directly to:

Levantina USA, Inc.
11180 Zodiac Lane
Dallas, TX 75229
(1-972-488-2800)
hqsales@levantinausa.com

3. This warranty applies to material that has been maintained according to QUARTZIA® Use & Care guide.
4. The beneficiary of this warranty must permit Levantina to inspect the defective product.
5. This warranty covers only the replacement of the defective product in slab form

Exclusions

1. This warranty does not cover products that have not been paid for in full.
2. This warranty does not cover uses of products for products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from improper use and care.
3. This warranty does not cover failures due to improper fabrication and installation procedures. This will be responsibility of the fabricator / installer.
4. This warranty does not cover any cut to size, installation, repairs or modifications such as, for example, any installation labor or material changes, any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the QUARTZIA® product covered under this warranty. Levantina's sole responsibility and liability under this warranty shall be to replace defective QUARTZIA® products.
5. This warranty does not cover products installed with known or visible manufacturing defects at the time of installation, including but not limited to color variance.
6. Levantina is not responsible for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism or accidents.
7. Levantina shall not be responsible in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or the inability to use the products covered in this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.
8. This warranty is not transferable.
9. This warranty does not cover transportation or air freight.

The sole responsibility of Levantina under this warranty is to replace the defective product. Levantina has no responsibility for special, indirect, incidental, punitive, consequential, any similar damage (including damages for loss of business profits or business interruption), or any other cost arising out of or in connection with our materials for any other loss.

Levantina makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated here in. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province. This is the only warranty offered by Levantina for QUARTZIA® products. No one other than Levantina is authorized to make any warranty compromise with respect to QUARTZIA® products. Levantina makes no other warranty including the warranties of use of the product for a specific purpose, or from any course of dealing or trade usage regarding the product.

QUARTZIA®: Use & Care guide

Given their exceptional physical and mechanical properties, the regular maintenance of QUARTZIA® materials only requires cleaning with a neutral pH product/detergent. Rinse with water and dry. For the removal of any remains or waste (e.g. oil and grease, wine, vinegar, lemon, fizzy drinks, coffee...) on the surface of QUARTZIA®, all that is required is to wipe with a cloth dipped in a neutral pH detergent. Rinse with water and dry. As an example, below are some solutions to common problems:

Grease stains: dilute a small amount of detergent in water and rub the stain with a cloth. Then rinse with water.

Water lime stains: Pour vinegar (or any weak diluted acid) onto the surface of the worktop and leave it to work for 1 minute. Rinse with water.

Silicon stains: Use a plastic sharp blade and a little solvent (such as acetone).

Precautions

Do not place QUARTZIA® in places subject to strong direct sunlight or expose it to UV lighting.

Do not make a habit of placing very hot items on the QUARTZIA® surface (deep-fryers, etc.).

Do not use water-repellents or sealers to bring out the shine, build-up of these products will actually dull the appearance of the surface.

Do not use stripping agents, caustic soda, degreasing products, or products with a pH over 10 or chlorine-based. If you use bleach or a solvent you must rinse with water and never leave them in permanent contact with the surface.

The surface of the material must not be polished, and this applies to floors and worktops.

RESISTANCE TO STAINS		
TYPICAL STAINS	RESULT AFTER 12h.	RESULT AFTER 24 h.
OILS	NO CHANGES	
FRESH LEMON		
FRESH TOMATO		
SOYA SAUCE		
FRIED TOMATO SAUCE		
MUSTARD		
CHOCOLATE SYRUP		
WINE		
COFFEE		
INSTANT COFFEE		
CHOCOLATE		
COLA DRINK		
TEA		
IODISED SOLUTION		
AFTER SHAVE		
CONTACT LENS LIQUID		
TOOTHPASTE		
PEROXIDE		
AMMONIA		
BLEACH WITH DETERGENT		
NAIL VARNISH REMOVER	No Changes	Possible loss of shine in very dark colors.
MERCUROCHROME	Slight alteration. The stain can be removed by rubbing with a cloth dipped in soapy bleach. Subsequently rinse with water.	

RESISTANCE TO CHEMICAL AGENTS	
BLEACH	Not use in maintenance; when this product remains on the surface for more than 12 hours, the surface may lose its shine.
PH 12 ALKALINE CLEANING PRODUCTS	
HYDROCHLORIC ACID DILUTED TO 2% OR WEAK ACIDS	May be used to remove a specific stain. After rubbing, remove the product by rinsing with clean water.
2 MOLAR SODIUM HYDROXIDE OR WEAK ALKALIS	
TRICHLOROETHYLENE	
ACETONE	
PAINT SOLVENTS	Not to be used under any circumstance
HYDROFLUORIC ACID	
IODOHYDRIC ACID	
DICHLOROMETHANE	
NAOH - CAUSTIC SODA	
PAINT STRIPPER	