

EVO

CARE • MAINTENANCE • WARRANTY



EVOSTONE CARE AND MAINTENANCE

Inspired by the natural elegance of stone and the versatility of a solid surface.

Evostone is waterproof, hygienic and silica free. Evostone can be repaired or refurbished unlike virtually every other work surface material. General daily cleaning can be done by wiping the surface with a non-scratch cloth and warm soapy water and then using a dry cloth to prevent watermarks.

Preventing Damage

Minor accidental damage to Evostone benchtops is usually repairable by an authorised Evostone fabricator/installer at an hourly service rate. However, by following the guidelines below these simple steps can help keep your Evostone looking amazing.

HEAT

Evostone Solid Surfaces have excellent heat resistant properties compared to other surfaces, however, avoid placing very hot pans straight from your hob and/or heat generating appliances such as slow cookers, portable stoves, combo-microwaves and deep fryers directly on the Evostone benchtop and keep at least 300mm from joins. Use of a heat resistant product between your heat source and the work top will prevent any damage occurring to your Evostone surface.

STAINS

For spills, simply blot the area with a paper towel or cloth. Do not let liquids sit on the surface.

CHEMICALS

Avoid placing strong chemicals such as paint removers, cleansers, oven cleaners, acetone or stove top and toilet cleaning products on the Evostone top. If your surface is accidentally exposed to a strong chemical product, immediately rinse the surface with water.

SCRATCHES

Never cut or chop directly on an Evostone benchtop, always use a chopping board. Do not drop heavy objects on the surface. Lift objects instead of dragging them across the surface, especially heavy items like ceramic plates, pots and pans. Place felt or rubber pads under small appliances, such as air-fryers and slow cookers to prevent them from scratching the benchtop if they move during use. Use trivets or hot pads under hot pots and pans to protect the surface from heat stress as well as potential scratches.



Everyday Surface Cleaning

Depending on the finish (matte, satin or gloss) and colour (light or dark) of your Evostone, the surface may require more care and maintenance.

Damage to Surface

In the event that your Evostone surface has been damaged, your product can be repaired. Damage such as chips, large scratches and even cracks can be repaired on site. In the instance that this occurs, contact your supplier of Evostone for assistance.

Revitalising Surface

After years of using and enjoying the benefits of your Evostone product, it may require a face lift. The surface can be completely restored to look like it was brand new again without the price of replacing the entire product. Contact your original supplier for assistance.

10 YEAR WARRANTY

Evostone offers a 10 year limited warranty on all permanently installed solid surface products. For further information read the warranty terms and conditions.



Warranty

Permanently installed Evostone Solid Surface products are warranted by Evostone to the original owner. All materials must be fabricated, installed, used and maintained in accordance with standard fabrication techniques for the solid surface materials.

Evostone is warranted if failure is due to any manufacturing defects of the sheet product during the first ten years after the date of initial installation unless the damage is caused by physical or chemical abuse, damage from excessive heat, or force majeure.

Evostone at its discretion will replace any faulty materials without charge if such products fail due to any manufacture defects during the first 10 years. Although Evostone shall make in its best effort to replace with the best possible colour match to the original, Evostone cannot guarantee the exact colour in the event of replacement.

For coverage under this warranty Evostone will require proof of the date of initial installation (retain copy of purchase invoice).

Warranty Exclusions

- Minor conditions such as stains, scratches, water spots and burns that due to the unique properties of the solid surface may be corrected by techniques specified in 'Care & Maintenance' instructions
- Products moved from original place of installation
- Failure or dissatisfaction with appearance of joints, seams, adhesive or other accessory items
- Colour variation from the sample
- Misuse and abuse (including chemical or physical)
- Damage caused by heat
- Modification/repairs made by uncertified fabricators
- Removal or installation of the replacement
- Exceed limitations outlined in 'Manufacture Guidelines'
- External use where the product is subject to any sun or weather conditions

Evostone obligation is limited solely to the replacement of the products purchased hereunder. No implied or expressed warranty merchantability or fitness for a particular use of any other warranty except those specially stated in this warranty or required by law is granted. Except for the remedies described in this warranty, Evostone has no liability for any loss or damages, whether it be direct, consequential or incidental arising from the use or inability to use the solid surface products.

Warranty Claim

In the event the customer needs to submit a claim, the customer must provide a proof of purchase for the Evostone product. Approval for repair or replacement must be obtained from Evostone in writing.

A replacement product colour identical to the original product covered by the warranty may not be available. Evostone reserves the right to replace the warranty covered product with a similar or close matching colour from its current date range.

If Evostone is unable to repair or replace the warranty covered product it (at its own discretion) may refund the purchase price of the Evostone materials.





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