

Care & Maintenance

Taking Care of Your ALTA Ceramica Surface

ALTA Ceramica sintered stone surfaces are engineered for endurance. Unlike natural stone, the surface requires no sealing, is non-porous, and resists virtually all household chemicals. Routine upkeep is minimal — the surface is designed to look exceptional with very little effort.

For everyday cleaning, warm water and a few drops of mild dish soap with a soft microfibre cloth is all that is needed. Wipe dry with a clean cloth to prevent water spots in hard-water areas.

Daily Cleaning

1. Wipe with a damp microfibre cloth and a mild, pH-neutral soap or detergent.
2. Rinse thoroughly and dry with a clean cloth to prevent streaking.
3. For added shine, buff the surface dry after wiping.
4. Clean up spills promptly — although highly stain resistant, some pigmented substances left for extended periods may mark the surface.

Stubborn Stains & Dried Spills

For stuck-on food or dried residue, pre-soak with a warm, damp cloth for a few minutes to loosen the substance. A non-abrasive cleaning pad may then be used with a pH-neutral cleaner.

If residue remains, carefully use a plastic putty knife or scraper to lift it — avoid metal scrapers which can leave transfer marks. Follow with warm soapy water and rinse clean.

Stain Removal by Type

1. **Food, coffee, wine:** Clean with warm water and dish soap or a diluted general-purpose household cleaner.
2. **Grease & oil:** Apply a degreasing cleaner or dish soap solution; leave for two minutes, scrub gently and rinse.
3. **Limescale & hard water marks:** Use a diluted anti-limescale product or a 50/50 water-and-white-vinegar solution. Wipe promptly and rinse well.
4. **Ink or marker:** Apply a small amount of rubbing alcohol or acetone (nail-polish remover) on a soft cloth; wipe gently and rinse.
5. **Dried paint, adhesive or gum:** Gently scrape with a plastic putty knife, then clean the area with a pH-neutral degreaser.
6. **Rust marks:** Apply a paste of baking soda and water; leave for 5 minutes, then wipe and rinse thoroughly.
7. **Metal transfer marks (from pans/tools):** Dampen a non-abrasive scouring pad with a diluted metal cleaner and clean in a circular motion; rinse well.

Heat Tolerance

ALTA Ceramica sintered stone is manufactured at temperatures exceeding 1,200°C, making it among the most heat-resistant surfaces available. It will not warp, discolour, or melt under the heat of normal cooking activity.

While the surface can withstand brief contact with very hot objects, we recommend always using a trivet or heat pad under cast iron cookware, baking trays, or any appliance that generates sustained direct heat (such as an electric frying pan or slow cooker). This protects the surface over the long term and prevents any risk of thermal shock at edges or joints.

No Sealing Required

Unlike natural stone, ALTA Ceramica sintered stone does not require sealing, impregnating agents, or any protective coating. Its ultra-compact, non-porous structure permanently repels liquids, stains, and bacteria without any additional treatment. Do not apply wax, oil-based soaps, or polishing agents — these will leave a residue film and attract dirt.

Preventing Damage

ALTA Ceramica is highly scratch-resistant, but it is not scratch-proof. We recommend:

1. Always use a cutting board. Cutting directly on the surface is not recommended and may dull knives or leave metal transfer marks.
2. Avoid high-impact exposure at edges and corners. Chips from heavy direct impact (hammers, dropped cast iron, sharp-edged tools) are not covered under warranty.
3. Do not stand or sit on the surface. Although extremely durable, concentrated point-load pressure, particularly at joints or unsupported spans, can cause cracking.
4. Use ceramic or porcelain cookware with caution — ceramic knives and unglazed ceramic bases can scratch sintered stone finishes.

Cleaning Agents to Avoid

ALTA Ceramica is resistant to the vast majority of household and commercial cleaning agents. However, the following must be avoided:

1. **Hydrofluoric Acid (HF):** This compound and its derivatives will permanently corrode sintered and porcelain surfaces. It is the only chemical that can damage ALTA Ceramica at a structural level. Found in some specialist tile and rust removers.
2. **Wax, oil-based soaps, or polishing additives:** These are unnecessary and will leave a dull film that accumulates over time.
3. **High-alkaline cleaners (pH above 8.5):** Oven cleaners, heavy industrial degreasers, and similar products can affect the finish with repeated use.
4. **Abrasives & solvent strippers:** Steel wool and abrasive powders scratch the surface finish. Solvent strippers containing Methylene Chloride or Trichlorethane cause structural damage.

Limited Warranty

Applicability of South African Law

Nothing in this warranty is intended to limit the rights of the purchaser or the liability of Pinnacle Stone (Pty) Ltd in any way that would contravene the provisions of any applicable South African law, including the Consumer Protection Act, 2008 ("CPA"). Where the CPA applies, the purchaser retains all rights and remedies afforded by law, including the implied warranty of quality under Section 56 of the CPA for the first six months after delivery. The terms of this document govern the extended warranty period that applies thereafter.

Warranty Coverage

Pinnacle Stone (Pty) Ltd ("the Distributor") warrants to the purchaser that ALTA Ceramica sintered stone surfaces ("the Product") will be free from manufacturing defects for the periods set out below, from the date of installation:

Application	Warranty Period
Residential Use	25 Years
Commercial Use	25 Years

This warranty applies to the Product when permanently installed in interior or exterior applications (including cladding, flooring, and countertops), provided it has been fabricated and installed in accordance with the manufacturer's instructions and utilised for its intended purpose.

The Distributor warrants that the Product is resistant to thermal shock and extreme temperatures; resistant to frost and UV rays (will not fade or discolour due to sunlight exposure); and resistant to chemicals, stains, and scratches under normal use conditions.

Terms & Conditions

This warranty shall apply for interior and exterior use, and only when the Product is:

1. Paid for in full.
2. Fabricated and installed by a qualified stone professional. Damage caused by improper installation or movement of the supporting structure is not covered.
3. Maintained in accordance with the Care & Maintenance guidelines set out in this document.
4. Used for its intended application (countertops, cladding, flooring, or similar fixed surfaces).
5. Permanently installed and not moved from the original installation site.

The purchaser is responsible for inspecting slabs for visual defects prior to fabrication. Fabrication of a slab with obvious visual defects constitutes acceptance of the material in that condition, and such defects will not be covered after installation.

The Distributor reserves the right to inspect the material and installation at any time to assess a claim. Subject to the CPA and the Savings Clause above, any remedy under this extended warranty shall be at the Distributor's sole discretion. To the extent permitted by applicable law, the Distributor shall not be liable for incidental, consequential, or indirect damages arising from a product defect.

Exclusions

This warranty does not cover:

1. **Labour costs:** During the first six months after delivery, if a defect qualifies under Section 56 of the Consumer Protection Act, 2008, the Distributor will meet reasonable removal and re-installation costs as required by law. After this statutory period, all remedies under this extended warranty cover replacement material only. Labour costs for removal, disposal, and re-installation are excluded and remain the responsibility of the purchaser.
2. **Fabrication & installation damage:** Chipping, cracking, or breakage occurring during fabrication, transport, or installation.
3. **Structural movement:** Cracks or damage caused by the shifting, settling, or movement of the substrate, cabinets, flooring, or building foundation.
4. **Physical abuse:** Damage from high-impact exposure (e.g., striking the surface with heavy objects) or edge chipping caused by impact.
5. **Chemical abuse:** Damage caused by Hydrofluoric Acid (HF) or its derivatives. This is the only compound that can structurally damage sintered stone and is found in certain specialist tile and rust-removal products.
6. **Aesthetic variation:** Natural variations in colour, tone, and particle structure inherent to the sintered stone manufacturing process. These are characteristics of the material, not defects.
7. **Seams and adhesives:** The performance or appearance of seams, joint fillers, or adhesives used during installation.
8. **Secondary costs:** Costs associated with plumbing, electrical, cabinetry, or flooring work required to repair or replace the Product.
9. **Improper care:** Damage resulting from use of cleaning agents excluded under the Care & Maintenance guidelines (e.g., HF-containing products, abrasive pads, or high-alkaline industrial cleaners).
10. **Scratches from misuse:** Marks resulting from cutting directly on the surface or use of ceramic-bladed knives without a cutting board.

Registration & Claims

Activating Your Warranty

To activate your extended warranty, you must register your product within 60 days of installation. Failure to register within this period may void the extended warranty only. Registration is not required to exercise your statutory rights under the Consumer Protection Act, 2008.

Register online at www.pinnaclestone.co.za/warranty-registration, or email warranty@pinnaclestone.co.za. An acknowledgement will be sent to the address provided upon successful submission and serves as proof of registration.

Information Required at Registration

1. Purchaser name and installation address
2. Date of installation
3. Fabricator/installer name
4. Product type, colour, and batch number (the batch number is printed on the side or back of the slab — obtain this from your fabricator before offcuts are discarded)
5. Contact email address

Claiming Against This Warranty

In the unlikely event of a manufacturing defect, the following procedure applies:

- ① Notification. Claims must be submitted in writing within 30 days of discovering the defect.
- ② Submission. Submit your claim online at www.pinnaclestone.co.za/warranty-claim, or by email to warranty@pinnaclestone.co.za.
- ③ Required documentation. Your claim must include: full name and installation address; proof of purchase (invoice) showing payment in full; high-quality photographs of the defect (overall and close-up views); and a written description of the issue. The online claim form will prompt you for each of these items.
- ④ Inspection. Pinnacle Stone (Pty) Ltd reserves the right to inspect the material and installation site prior to processing the claim. Do not repair or replace the material before this inspection, or the warranty will be void.

Remedy

Within the first six months after delivery, if a defect qualifies under Section 56 of the Consumer Protection Act, 2008, you may elect to have the goods repaired, replaced, or to receive a refund of the purchase price. These statutory rights apply regardless of this extended warranty.

For the extended warranty period beyond six months: Pinnacle Stone (Pty) Ltd will, at its discretion, repair the defective area or replace the defective slab. Where a replacement is provided for a discontinued colour or finish, the purchaser retains approval rights over any substitute product offered. If no mutually agreed substitute is available, an equivalent product of similar commercial value will be provided.

Extended warranty remedies cover replacement material only. After the statutory period, labour costs for removal, disposal, and re-installation are excluded (see Exclusion 1 above).

LIMITATION OF LIABILITY

This warranty constitutes the entire contractual warranty given to the purchaser and supersedes all other contractual representations, whether oral or written, except as expressly set out above. Nothing in this warranty excludes or limits any right conferred on a consumer by the Consumer Protection Act, 2008. To the extent permitted by applicable law, Pinnacle Stone (Pty) Ltd's liability under this extended warranty is limited to the material remedies described above. To the extent permitted by applicable law, Pinnacle Stone (Pty) Ltd shall not be liable for indirect, special, consequential, or other damages arising from a product defect beyond the remedies expressly provided in this document. No person other than a duly authorised representative of Pinnacle Stone (Pty) Ltd is authorised to make any warranty promise or representation on behalf of the Distributor, and any such representation must be reduced to writing and signed to be effectual.