

Care & Maintenance

Taking Care of Your Quartz Surface

Pinnacle Quartz surfaces combine modern refinement with supreme strength and durability. The enduring finish requires only simple, routine care to maintain its brilliant finish. To clean Pinnacle Quartz, we recommend using warm water and a mild detergent or quality spray and wipe cleaner to enjoy enduring beauty and unmatched performance for years to come.

Caring for your newly installed countertops is as simple as:

1. Wiping the counters with warm soapy water each day;
2. Avoiding harsh chemicals;
3. Avoiding scouring pads;
4. Tackling stubborn stains with a gentle cleanser.

Whenever food or liquids spill on your countertops, promptly clean them up. Though Pinnacle Quartz countertops are non-porous and stain resistant, few surfaces are 100 percent resistant to stains. Why take a chance when you can quickly wipe your counters clean? With their smooth surface, quartz counters are a dream to clean. Simply wipe and rinse with a soft, absorbent cloth.

Stubborn Stains or Dried Spills

For stubborn, stuck-on food, cosmetics, or other surface stains, pre-soak with a warm, wet rag or paper towel. This will soften the substance and make it easier to remove. If a gentle scrubbing does not lift the substance, carefully use a plastic putty knife to remove it. Avoid excessive force and pressure.

Heat Tolerance

Pinnacle Quartz 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, Pinnacle Quartz 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.

Preventing Other Damage

Pinnacle Quartz is Surfaces are highly resistant to scratches, however, we recommend avoiding high impact exposure like hammers, screw drivers and sharp objects directly onto the surface. Do not cut directly on your countertop, use a cutting board instead.

Cleaning Agents to Avoid

It's important to be aware that like any other surface, Pinnacle Quartz can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your Pinnacle Quartz surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. 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.

Lifetime* Warranty (Residential)

Pinnacle Stone (Pty) Ltd. Reg No. 2018/094941/07 ("the Distributor") hereby furnishes a limited warranty ("the Warranty") to any purchaser of Pinnacle Quartz products ("the products") that the products will be free from manufacturing defects for a lifetime from the date of 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.

Terms and Conditions

This warranty shall:

1. Only apply to products which were installed in a residence after 1 December 2018
2. Expire upon transfer of ownership of the residence to any third party or after a period of a lifetime from date of installation has elapsed, whichever the earlier;
3. Not be valid in instances where the product has not been paid in full; and
4. 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 installed;
2. Maintained in accordance with The Guidelines for Care and Maintenance (which are available on request or on line at www.pinnaclestone.co.za) and which forms part of this warranty;
3. Used solely for the specific purpose of countertops and/or wall cladding;
4. Permanently installed and has not been moved from the original installation.
5. The Distributor shall only be responsible for proven manufacturing defects in the product which shall be determined by the distributor in its sole and absolute discretion. The Distributor will have the right at all times to examine purportedly defective product and its installation and maintenance. Any remedy against the Distributor shall be, at the Distributor's sole discretion, to either replace the defective product with the equivalent product or refund the purchase price. The warranty is exclusive and in lieu of any other warranty expressed or implied including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether expressed or implied, and all other liabilities or obligations on the part of the distributor or Pinnacle Quartz. Under no circumstances will the distributor be liable for direct, indirect, general, special, incidental, consequential, or other damages of any kind whatsoever, regardless of the cause of such damage.

Exclusions:

This Warranty does not cover:

1. Any cost or expenses incurred or relating to the removal and/or re-installation of the product or replacement of the product and/or transportation costs and/or loss of profit and/or any other related expenses
2. Any instance where the Purchaser is not the occupier of the residence
3. 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
4. Any outdoor application
5. Fireplace or braai surrounds
6. Flooring application
7. Instances where the product is/was used improperly or abused or otherwise has suffered impact damage
8. Scratches
9. Routine maintenance
10. Improper installation
 11. Any chemical damage
12. Any creative use of the material including bending or curving
13. Material that has been milled or reduced in thickness
14. The altering of any factory applied finish
15. Natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone
16. Spots or blemishes which are inherent in the manufacturing process and do not affect the structural integrity of the material
17. Instances where the product information on the back of each slab has been removed. Removing this product information will void the warranty.
18. Material that has had a natural deterioration of colour over time, due to normal but extreme environmental conditions.

PROCEDURAL ASPECTS IN RESPECT OF THE WARRANTY

In order for the warranty to be effectual it is essential that the Purchaser ensures that this Warranty is fully and accurately completed. Prior to doing so it is incumbent on the Purchaser to ensure that he/she/it is satisfied with the Product and the installation thereof. Furthermore it is incumbent on the Purchaser to ensure that the original Residential Warranty headed "LIFETIME LIMITED WARRANTY (RESIDENTIAL)" (which can be downloaded from the website) has been read, understood and accepted and that the completed warranty registration is returned to the Distributor within 28 days of the installation. The completed warranty registration should be returned to the distributor by e-mail to the following address info@pinnaclestone.co.za Upon receipt of the warranty registration by the Distributor acknowledgement of the registration will be sent back to the e-mail address from which the registration was sent. This acknowledgement will serve as proof of registration.

In order to activate the warranty, all fields must be completed:

Purchasers Name: _____

Address where installed:

Identity No.: _____

Date of installation: _____

Stone Fabricator: _____

Colour: _____

Batch No.: _____

Client Signature: _____

(Client to sign and send back)

(The batch number can be acquired from your fabricator who receives it with every stone purchase)

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 representatives 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.