



# HERITAGE STONE



## **OPERATION AND MAINTENANCE MANUAL**

### **STONE BENCHTOPS**

December 2023

### **LORIENT**

88 Duporth Avenue, Maroochydore QLD 4558

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# Section 1

## Company Information

### Subcontractor Details

#### ***Heritage Stone QLD Pty Ltd***

Company Address: Unit 4/33 Grice Street, Clontarf QLD 4019

Phone: 07 3284 1011

Email Address: [estimating@heritageqld.com.au](mailto:estimating@heritageqld.com.au)

Website: [www.heritagestoneqld.com.au](http://www.heritagestoneqld.com.au)

### Supplier Details

#### ***SNB Stone***

Company Address: 33 Orsova Street, Pinkenba QLD 4008

Phone: 07 3630 0001

Email Address: [info@snb-stone.com](mailto:info@snb-stone.com)

Website: [www.snb-stone.com](http://www.snb-stone.com)

#### ***Caesarstone***

Company Address: 86-90 Union Circuit, Yatala QLD 4207

Phone: 1300 119 119

Email Address: [sales@caesarstone.com.au](mailto:sales@caesarstone.com.au)

Website: [www.caesarstone.com.au](http://www.caesarstone.com.au)

## Section 2

### Description of the Works

#### General description of the completed works

Installation of the stone benchtops:

- SNB – Carrara Marble 20mm Honed
- SNB – Super White 20mm Honed
- Caesarstone – Supernatural Cloudburst Concrete 20mm reconstituted stone.
- Caesarstone – Supernatural Outdoor Clearskies 20mm reconstituted stone.

#### Schedule of products / materials used / Finishes Schedules

Refer Supplier Documents

## Section 3

### Maintenance Procedures

#### Detailed instruction of the required maintenance of the system / works

Refer Supplier Care and Maintenance Guides

#### Detailed maintenance schedules (frequency of inspections / preventative maintenance)

Refer Supplier Care and Maintenance Guides

## Care Guide & Maintenance for STAIN PROOF® Sealed Stone

This cleaning procedure is to be used as a guide only in maintaining and cleaning natural stone.

SNB Stone advises that natural stones such as Marble, Limestone, Dolomite and Travertine are subject to wear, etching and weathering. Granite and many Quartzites do not etch from acids and therefore are highly resistant to food acids. This care guide provides a few tips on how to maintain correctly sealed natural stone and help extend its performance and beauty.

We recommend sealing every natural stone as they will absorb liquids and make it harder to remove stains if unsealed. The sealer is designed to prevent permanent staining. Stain Proof® Premium Impregnating Sealer is used on all surfaces, internally and externally. Stains other than etching (caused from acids) on Marble, Limestone, Dolomite and Travertine can be removed using simple household products such as bleach or a poultice depending on the type of stain it has absorbed. Stain Proof® Premium Impregnating Sealer is a once-off application that does not require continued maintenance with special products to maintain its performance. Follow the maintenance procedures recommended by STAIN PROOF® for the particular sealer used. Professional advice by stone cleaning contractors is also recommended.

NOTE: Natural stones do not come with any warranties nor guarantees due to the nature of these materials. Accredited sealing applicators can provide warranties for the sealer that the stone has been sealed with based on the sealing product's terms and conditions. Stone fabricators and tilers can provide a warranty for their workmanship and installation.

### General Care

With all natural stones, wash with a clean, soft cloth and fresh warm water. Then as an additional safeguard, wash your natural stone surfaces periodically with warm water and a mild neutral detergent.

PH neutral spray/cleaners can be used for daily cleaning. Many can be found stating 'Stone safe' at many supermarkets.

Use chopping boards and avoid directly cutting on any type of surface.

Use a coaster under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the surface of Marble, Limestone, Dolomite and Travertine.

Avoid placing hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under porcelain, ceramics, metallic or other objects that can scratch the surface.

The use of steam mop is recommended. Dust mop interior floors frequently using a clean non-treated dry dust mop. When using a conventional mop, change the water frequently.

Mats or area rugs inside and outside an entrance will help to minimize the sand, dirt and grit that may scratch the stone floor.

In the bath or other wet areas, soap scum can be minimized by using a squeegee after each use. Use a mild bleach solution to remove mold build up.

Clean up spills immediately and thoroughly rinse and dry the surface after washing. Repeat if necessary.

Do not use vacuum cleaners that are worn, as the metal attached to plastic heads may scratch the surface.

Do not use vinegar, lemon juice or other cleaners containing acids on natural stone surfaces.

Do not use cleaners containing grit or abrasives on natural stone surfaces.

Do not use cleaners that contain acid such as bathroom cleaners, grout cleaners or bath & tile cleaners.

## **Commercial Environments**

We recommend consulting with a professional Cleaning Contractor onsite to assess a suitable schedule and determine general procedures based on the areas specific service and requirements.

## **General Care**

Adequate Signage must be used to warn people not to walk on wet surfaces. All cleaning residues (detergents, chemicals, cleaners) must be thoroughly removed from the surface before allowing pedestrians to walk on it.

Clean up spills as soon as possible with water and a neutral pH detergent.

Sweep the surface daily. Surfaces should be kept free of dirt by regular sweeping or vacuuming. This helps protect the finish of the tile by eliminating much of the abrasive grit that will wear the surface.

Mop daily using clear, fresh water and a pH neutral detergent. The mop water should be changed frequently.

High traffic areas/areas with food products should be scrubbed every 2 days to 1 week.

An auto scrubber/scrubbing machine with a suitable cleaning pad may be used with a suitable non-acidic cleaning agent/detergent.

Alternatively, the areas can be steam cleaned every 2 days to 1 week. Low traffic areas can be scrubbed or steamed less frequently.

For spot cleaning, acid free, diluted bleach may be used with a Doodlebug™ Pad Holder.

Always test stone to be cleaned for suitability prior to treating on large scale.

## **Contact a local Stone Restorer for the removal of the following:**

- Rust stains and other mineral stains
- Paint and Graffiti
- Efflorescence



# Care & Maintenance Guide

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Intense White™ 6011



# Everyday Cleaning

Caesarstone® surfaces require very little maintenance to keep them looking like new. For everyday, routine cleaning of Caesarstone® we recommend wiping the surface with warm soapy water (a mild detergent) and a clean damp cloth, or use our convenient Caesarstone® Spray Cleaner. Do not use the cloth you use to wash the dishes, as it may transfer oils and other contaminants to the Caesarstone® surface.

As Caesarstone® is virtually non-porous, it will never require polishing or sealing. Never attempt to polish the surface and avoid prolonged rubbing in one spot when cleaning.

## Caesarstone® Cleaning Products

Caesarstone® has developed a range of specially formulated cleaning products designed to keep your quartz surfaces looking their best. Caesarstone® Cream Cleanser and Spray Cleaner are available to purchase through our online store.



## Cleaning Reference Guide

Substance	Caesarstone® Cream Cleanser	Methylated Spirits	Caesarstone® Spray Cleaner
Red Wine	✓		✓
Beetroot	✓		✓
Coffee / Tea	✓		✓
Cordial	✓		✓
Spices	✓		
Food Oils			✓
Glue / Silicone / Paint		✓	
Tougher, More Stubborn Stains	✓		



To remove adhered materials like food, gum and nail polish, first scrape away the excess with a sharp blade. If there are any grey metal marks on the surface, use a small amount of Caesarstone® Cream Cleanser on the light blue sponge side of 3M™ scrubber, gently rub over the mark and thoroughly rinse with warm water to remove it. Household bleach can generally be used as an effective cleaner to remove stubborn marks, but care should be taken as some products are considerably stronger than others.

If you have stubborn marks which still can't be removed, view our online Frequently Asked Questions or contact us on 1300 119 119 for further advice.

## Tough? Yes. Indestructible? No.

As with any surface, Caesarstone® can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Do not use products that contain trichlorethane or methylene chloride, such as paint removers or stripper. Avoid all contact with highly aggressive cleaning agents like oven cleaners that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect.

## Do Concrete Finish designs require extra maintenance?

Caesarstone® Concrete Finish designs carry the same stain and scratch resistance as our polished surfaces, never require sealing and are simple to clean.

However the Concrete matte finish doesn't disguise marks as well as the polished designs, meaning more regular cleaning may be required using the Caesarstone® Spray Cleaner for daily use and Caesarstone® Cream Cleanser and 3M™ Scotch-Brite™ Non-Scratch Foam Scrub to provide a thorough all over surface clean as per the instructions. Most importantly, thoroughly rinse the Cream Cleanser off after cleaning.

It is extremely important that a Caesarstone® Concrete finish surface is only ever wiped down using a clean cloth solely for that purpose. Don't use a cloth used to wash dishes as it may impart oils and other contaminants on to the concrete finish surface.

## Heat Resistance

Caesarstone® is heat resistant, however like all stone materials; Caesarstone® can be damaged by sudden and rapid surface temperature changes. A good rule of thumb is that if your hand cannot tolerate the level of heat of an item to be placed on the surface for



more than a few seconds, then the heat source is too high. Therefore we always recommend placing hot pots, oven trays and frypans directly from the oven or hot plate onto a wooden chopping board or cork mat. We also recommend that all electrical cooking appliances such as electric frying pans and slow cookers are also placed on a wooden chopping board.

## Food Preparation

We always recommend cutting on an appropriate cutting board and never directly on the Caesarstone® surface to avoid blunting kitchen knives or damaging the surface of your bench top.

## Warranty Registration

Have you registered your Caesarstone® 10 Year Limited Warranty yet? Register online [www.caesarstone.com.au/warranty](http://www.caesarstone.com.au/warranty) to receive a complimentary Caesarstone® Cleaning Kit to help maintain your surface for years to come.



# A VISUAL GUIDE

## The Three Ways to Clean Your Caesarstone® Surface

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### FOR LIGHT, EVERYDAY CLEANING:

Wipe surface with warm  
soapy water and a clean,  
damp cloth



### FOR EVERYDAY MARKS AND SPILLS:

Caesarstone® Spray Cleaner



### FOR REMOVAL OF STUBBORN MARKS AND DRIED SPILLS:

Caesarstone® Cream Cleanser

# CAESARSTONE® SPRAY CLEANER USAGE GUIDE

For everyday marks and spills

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First, wipe away any residue.



Simply spray and wipe your surface clean.



Once finished, buff with a clean, dry cloth.

# CAESARSTONE® CREAM CLEANSER USAGE GUIDE

## For removal of stubborn marks & dried spills

To give your Caesarstone® surface a thorough clean or for removal of extra stubborn marks or spills, we recommend using Caesarstone® Cream Cleanser and a 3M™ Scotch-Brite™ Non-Scratch Foam Scrub which can be used without damaging the stone. We suggest using this cleaning process regularly depending on the amount of traffic, use and surface application.



1

Drench the 3M™ Foam Scrub with warm water.



2

Apply 1-2 teaspoons of Caesarstone® Cream Cleanser directly to the foam scrub, on the scrubber side.



3

Gently squeeze to create a thick foam lather.



4

Gently clean in a circular motion



5

Use a flat, open hand.



6

Be cautious not to apply excessive pressure or rub in one spot for too long.



7

Leave the lathered soap mix on the surface for up to two minutes.



8

Remove all excess suds, rinsing the surface with warm water and a microfibre cloth or soft clean towel.



9

Rinse and repeat several times to ensure all excess suds are removed.



10

Once finished, buff with a clean dry cloth.

The 3M™ Scotch-Brite Non-Scratch Foam Scrub can be squeezed & rinsed out, dried and used again for cleaning the Caesarstone® surface.



# FOOD PREPARATION

## Cutting

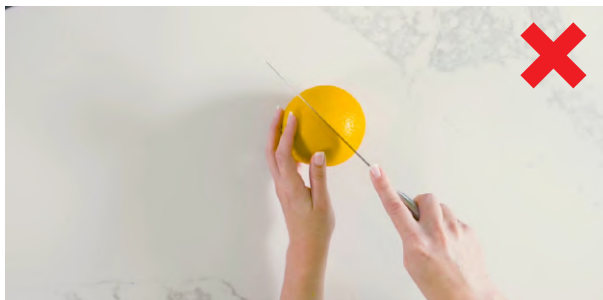
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To avoid blunting kitchen knives or damaging your Caesarstone® surface:



Always cut on an appropriate cutting board.



Never cut food directly on your benchtop.



Designed to endure the everyday.

## Lifetime Warranty



Durable



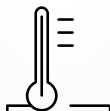
Warranty



Scratch  
Resistance



Stain  
Resistance



Heat  
Resistance



Easy care &  
Maintenance

For design ideas, information and for your nearest showroom,  
visit us on: [www.caesarstone.com.au](http://www.caesarstone.com.au) or call us on **1300 119 119**.

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## **Section 4**

### **Warranties**

#### **Supplier Warranties**

Refer Supplier Warranties





# Caesarstone – Quartz 2022 Lifetime Product Warranty





## Caesarstone® – Quartz Lifetime Product Warranty

Congratulations on your recent purchase of a Caesarstone® brand quartz product ("Product"). Caesarstone® is pleased to confirm the terms and conditions of the Lifetime Product Warranty applicable to our Product as set out in this document ("Warranty Terms").

We encourage you to complete and submit the attached warranty registration form or to register online at [www.caesarstone.com.au](http://www.caesarstone.com.au) to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to visit <https://www.caesarstone.com.au/care-and-maintenance> to view the Care & Maintenance page. On receipt of your warranty registration we will send you a free Caesarstone® cleaning kit.

If you have any questions or in the unlikely event of a problem with your new Caesarstone® product please contact our customer service team on 1300 119 119.

Sincerely,  
The Caesarstone® Team



# Caesarstone® – Quartz

## Lifetime Product Warranty (“Warranty”)

### Warranty Terms

1. Caesarstone® gives the following Warranty to you, subject to these Warranty Terms as set out in this document.
2. Subject to the exclusions in clause 6, Caesarstone® warrants that the Product will remain free from defects arising from the manufacture of the Product for the life of the Product from the date of installation of the Product until the Product is removed, altered or replaced.
3. This Warranty covers defect in the Product associated with the manufacturing of the original slabs of the Product only and does not cover any services provided with for or to the Product including fabrication and installation and any associated workmanship.
4. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
5. This Warranty is available only to the original purchaser of the Product and is not transferable to subsequent property owners or purchasers.

### 6. **Warranty exclusions**

The Warranty does **not** cover any defect in, or damage to the Product, that is attributable to, or is a result of:

- i. a defect arising from the fabrication, installation or any other work done to the Product or the transport of the Product prior to its installation;
- ii. the Product being used as anything other than a benchtop or splashback surface including as flooring, in any outdoor application (including swimming pools) (except if the product is specifically stated as suitable for outdoor application) or any other application involving exposure of the Product to ultraviolet radiation, chemicals, flames or excessive heat;
- iii. the Product not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;
- iv. mishandling or misuse of the Product;
- v. hot items being placed directly on the Product (including, but not limited to, hot pans, electric frying pans or oven trays); and
- vi. the use of other products and substances that contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents that have high alkaline/pH levels.

In addition to the above, the following exclusions also apply to this Warranty:

- vii. this Warranty does not apply to natural quartz surface variations in the colour, background tone, quartz distribution and reflectivity within or on the surface of the Product, as these are inherent in the manufacturing process and are a natural characteristic of the Product;
- viii. cracks and chipping in the Product are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as noted in paragraph 6(v), may also result in cracking. Any cracks emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this warranty, as they are not caused by any fault in the material. Chipping, divots, holes, scrapes, dents or marks in the Product caused by knocking objects against the surface or the edges of the surface or other excessive impact damage is not a material fault, as it is normally the direct result of an impact to the surface, and as such it is not covered by this Warranty;
- ix. The Product is a very hard material and highly scratch resistant however it is not scratch proof and this Warranty does not apply to scratches which appear on the Product where proper care has not been exercised;
- x. this Warranty does not cover the Product if any part of it has been moved from its original place of installation; and
- xi. fireplaces vary in design and construction and in the amount of heat output and this Warranty does not apply to any Product that has been damaged when used in such types of installations.

## **7. Appearance and inspection of the Product**

Given that Caesarstone® Products are manufactured from natural materials, each slab of Product is unique and variations to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, samples and photographs are indicative only and may vary from the final product and naturally occurring variations in the appearance of the Product caused by artificial or natural lighting are not covered by this Warranty. The appearance of the Product may change as a result of reflected light.

For any purpose associated with this Warranty, all inspections of the surface(s) of the Product must be done in a normal viewing position with the Product being illuminated by "non-critical light". "Non-critical light" means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

## **8. Cleaning Requirements**

Please refer to the Caesarstone® Care & Maintenance instructions which can be found at <https://www.caesarstone.com.au/care-and-maintenance/quartz-surfaces/>

Please note that finishes other than polished such as honed, concrete, natural and rough are more susceptible to showing everyday marks and spills and therefore require more routine cleaning.



## 9. Time and process for claiming under the Warranty

To make a claim against the Warranty, you must do so within twenty eight (28) days after the occurrence of an event which gives rise to your claim, by giving notice in writing to Caesarstone® or by email at [sales@caesarstone.com.au](mailto:sales@caesarstone.com.au).

You must cease using the Product immediately upon any defect to the Product being found or damage occurring and promptly contact Caesarstone® to advise of the defect or damage.

## 10. Remedies available under this Warranty

Subject to clause 12(ii), to the maximum extent permitted by law (including the Australian Consumer Law), Caesarstone's® liability under this Warranty (or any other non-excludable guarantee, condition or warranty) is limited, at Caesarstone's® option, to any one or more of the following:

- i. the replacement of the Products or the supply of equivalent products;
- ii. the repair of the Products;
- iii. the payment of the cost of replacing the Products or of acquiring equivalent products; or
- iv. the payment of the cost of having the Products repaired.

## 11. Costs of making a Warranty claim

You may be able to ask Caesarstone® to reimburse your reasonable costs in making a claim under this Warranty (for instance, where you cannot do so without incurring significant costs). You may not be able to claim some or all of your costs and in that case you are responsible for these costs. Please contact Caesarstone® to determine what costs, if any, you are entitled to claim. All claims for costs under this clause must be notified to Caesarstone® within 30 days of such costs being incurred by you.

## 12. Statutory Rights

- i. These Warranty Terms do not affect your statutory rights and apply in addition to other available rights to you under the Australian Consumer Law as set out in Schedule 2 of the **Competition and Consumer Act 2010** (Cth) or any other provision in that Act (**Australian Consumer Law**) in respect of the Products.
- ii. The exclusions to this Warranty (as set out in clause 6) do not exclude or limit the application of the consumer guarantees that apply under the Australian Consumer Law or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:
  - (a) contravene the Australian Consumer Law;
  - (b) cause any part of this Warranty to be void or unenforceable.
- iii. Subject to paragraph 12(ii), Caesarstone® excludes consequential loss of any kind (including, without limitation, loss of use of the Product) and (other than expressly provided for in these Warranty Terms) all terms, conditions and warranties implied by custom, the general law or statute.

### 13. Privacy

- i. In order to provide this Warranty to you, Caesarstone® requires the information that it requests from you when you purchase the Product and when you make a Warranty claim. For that purpose, it may be necessary to give that information, including information which identifies you personally, to other persons or companies.
- ii. Caesarstone® may also prepare aggregated user statistics or information summaries to describe the services of Caesarstone® and their popularity to business partners of Caesarstone® and prospective advertisers and for other lawful purposes. Such information may be disclosed by Caesarstone® to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.
- iii. **Caesarstone® may also from time to time send you information regarding its range of products. If you do not wish to receive this information, please let Caesarstone® know by calling our customer service team (details further below).**
- iv. Any online activity on the Caesarstone website (such as registration and request for services) is governed by the Caesarstone terms and conditions that appear in the Caesarstone website located at <https://global.caesarstone.com/media/339337/terms-of-use-cs-global-site-02022021-002.pdf>, including with respect to the privacy policy that applies to your personal information provided to us, at <http://global.caesarstone.com/terms-and-conditions/privacy-policy/>.

# Caesarstone® – Quartz

## Lifetime Product Warranty Registration

To register your Lifetime Warranty, complete this form and email to [sales@caesarstone.com.au](mailto:sales@caesarstone.com.au), or complete the online registration form at <https://www.caesarstone.com.au/warranty>.

Name:

Address: (Where the Caesarstone® Quartz Product is installed)

City:

State:

Post Code:

Home Phone:

Mobile Phone:

Email:

Caesarstone® Quartz Supplied By:

1. Retailer or Builder:

2. and/or Stonemason

Installation Date:

Colour Name:

Colour Code:

Batch Number:

Product Use:

- |  |   |                                   |
|--|---|-----------------------------------|
| <input type="checkbox"/> Kitchen Bench Top | <input type="checkbox"/> Kitchen Splashback | <input type="checkbox"/> Bathroom |
| <input type="checkbox"/> Wall Lining       | <input type="checkbox"/> Bathroom Vanity    | <input type="checkbox"/> Other    |

- ☐ If you would prefer not to receive our marketing communications, please indicate your refusal by ticking this box.

## Caesarstone® Genuine Batch Branding

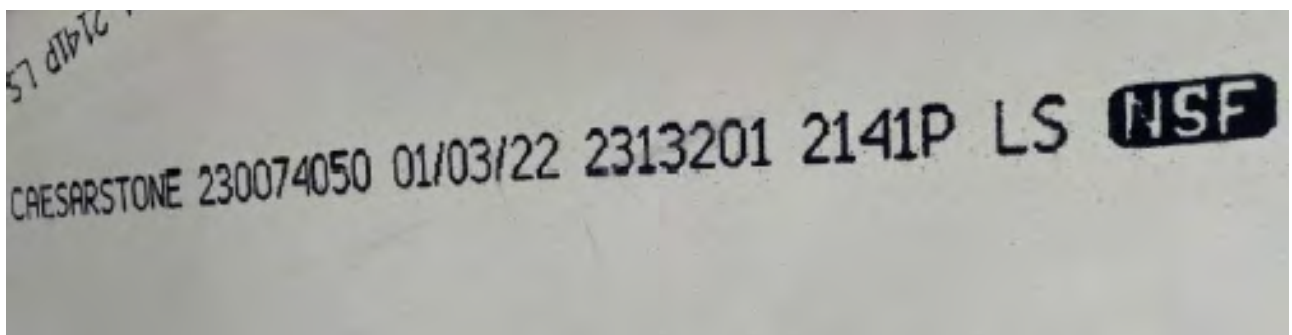
The underside of every genuine Caesarstone® sheet is stamped with a batch code and unique serial number to verify that your Product is authentic ("Caesarstone® Authentication"). Beware of imitations and ensure that a genuine Caesarstone product has been used in your installation.

It is highly recommended that the Caesarstone® Authentication information noted above is included in the adjacent form to help our customer support team in the unlikely event that you need to make a Warranty claim.

In most cases, you may find the Caesarstone® genuine branding (including the Caesarstone® Authentication) by accessing to the underside of the Product slab from inside a kitchen cupboard or bathroom vanity (as applicable).

For reference, below is an example of the Caesarstone® Authentication.

	Slab ID# 9 digits		Batch Number 7 digits		Finish Type	
	↓		↓		↓	
CAESARSTONE	230074050	01/03/22	2313201	2141P	LS	NSF
		↑		↑		
		Inspection Date		Colour Code		



# Caesarstone® Care & Maintenance Guide

## Any Questions?

If you require any advice on caring for your Caesarstone® surface or technical enquiries, please call us on **1300 119 119**.

Distributed by  
Caesarstone® Australia Pty Ltd  
ACN 121 819 976

Warehouse 3a East Moorebank Logistics Park,  
400 Moorebank Ave, Moorebank, 2170

### **New South Wales**

<b>National Head Office</b>	Ph 1300 119 119
<b>Moorebank Showroom</b>	Ph 02 9426 0500
<b>Alexandria Showroom</b>	Ph 02 9091 2900

### **Victoria**

<b>Heatherton Showroom</b>	Ph 03 9549 9000
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### **Queensland**

<b>Yatala Showroom</b>	Ph 07 3441 5400
<b>South Brisbane Showroom</b>	Ph 07 3844 9922

### **South Australia & Northern Territory**

<b>Hindmarsh Showroom</b>	1300 119 119
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### **Western Australia**

<b>Wangara Showroom</b>	Ph 08 9400 6900
<b>Subiaco Showroom</b>	Ph 08 6144 1200

[www.caesarstone.com.au](http://www.caesarstone.com.au)



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