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Care & Maintenance

YDL Stone (Quartz) is designed to offer high performance with very little maintenance to keep the surface looking like new.

For everyday, routine cleaning of YDL Stone (Quartz) we recommend wiping your bench top with warm soapy water (a pH neutral household liquid detergent, or a mild detergent) and a damp cloth. As YDL Stone (Quartz) is non-porous surface without polishing and it never needs sealing or waxing.

YDL Stone (Quartz) does not recommend attempting to polish the surface on your own, and avoid prolonged rubbing in one spot when cleaning. Rinse well with water. Do not use bleach on or near a YDL Stone surface.

Express your interest with YDL Stone

We'd like to hear from you. For more product information or to request a product sample, please visit our website.

ydlstone.com.au

Food & Catering Preparation

YDL Stone (Quartz) always recommend cutting your food on an appropriate chopping board and never directly on the YDL Stone surface to avoid damaging kitchen knives or the surface of your bench top.

How Tough?

YDL Stone (Quartz) can be permanently damaged by exposure to strong chemical reactions and excessive weight. Avoid excessive weight being placed on your bench top, such as trades people standing on the bench top while doing other work. Avoid exposure to products with high alkaline/pH levels such as oven cleaner, paint strippers, paint removers, bleach and nail polish remover. Rinse immediately with clean water to neutralize the effect and then follow usual cleaning procedure.

For Interior Applications Only

YDL Stone (Quartz) should not be used outdoors. YDL Stone (Quartz) 10 Year Limited Warranty does not cover exterior applications (where exposure to direct sunlight may result in a discoloration and it is therefore recommended that exposure to direct sunlight is limited).

Heat Resistance

Although YDL Stone (Quartz) has high heat resistance to tolerate brief exposures to moderately hot temperatures, excessive prolonged direct contact with, or radiated heat may result in damage or discoloration to your YDL Stone (Quartz) due to thermal shock.

We do not recommend placing any hot kitchen wares (hot oven trays, pans, hot pots, electric frying pans etc.) directly from the hotplate or out of the oven onto the surface of YDL Stone. We always recommend the use of a hot pad or trivet to place hot items on.



10 Year Limited Warranty

Warranty Inclusions

YDL Stone (Quartz) offers a 10 year, limited warranty to the original purchaser in respect of the slab, subject to the terms and conditions set out below. The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty. This is a fabrication issue.

What is not included in the warranty?

- 1 Misuse or abuse (including uneven exposure to direct sunlight, outdoor exposure and use, damage caused by impact, discoloring caused by exposure to certain chemical reagents, and damage from exposure to excessive heat and weight).
- 2 The actual and final installed product is not guaranteed to be an exact colour-match to product samples or printed sample facsimiles or displayed or illustrated material. YDL Stone (Quartz) is made from natural material & some colour variation will occur between batches. It is recommended for the customer to view the whole slab before any colour selection.
- 3 Failure or dissatisfaction with the appearance of joints or seams, or of any adhesive, caulking materials, damage resulting due to accessory items installed. Failure caused by inadequate sub-structure support and substrate materials, including joints and seam failure.
- 4 For the products not paid in full.
- 5 Damage caused by an act of nature.
- 6 The installations such as boats, recreational vehicles and flooring.
- 7 The product moved from its original place of installation.
- 8 Any modification or alteration to the surface of YDL Stone (Quartz) including product thickness.
- 9 Any product installed as flooring tiles or outdoors or in areas near swimming pools.
- 10 The warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

- 11 This warranty does not apply if the product is not fabricated/installed by a licensed, qualified stonemason.
- 12 Any product installed or located outdoors, such as BBQ bench top, outdoor kitchens, or in heated areas such as steam rooms, shower pans, and saunas.
- 13 Chips, cracks or any other impact damage; Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface.
Cracks are not a material fault. They are not covered in the warranty and are usually a direct result of:
 - Excessive weight (sitting, climbing or standing on the product)
 - Excessive heat (trivets and hot pads should always be used)
 - Movement in joinery or house as a whole
 - "U" or "L" shaped cut out/improper fabrication and installation; Any crack emanating from a cook top cut-out or sink cut-out is not covered under this warranty, these are not caused by any fault in the product.
- 14 Blemishes, such as blotches or spots, are inherent in the manufacturing process. In the event visual blemishes, blotches, or a concentration of color pigments are larger than 20mm in diameter, the contracted fabricator should report it to YDL Stone prior to fabrication. Warranty claim against color variation is based on the visual inspection of 1.5 meter away from the product. Inspection of the slab is to be in a normal viewing position with the slab being illuminated by "non-critical light". "Non-critical light" is defined as the light that strikes the surface is diffused and is not parallel or glancing to that surface.
- 15 Stains or discoloration is not covered. Although YDL Stone (Quartz) is stain resistant it is not stain proof. The likes of red wine, beetroot, and other strong coloured items should be cleaned off the bench top straight away. It is also recommended to have a UV protecting film placed on windows where direct sunlight comes through onto the bench top. The discoloration of the product if it is exposed to direct sunlight or silicon (or similar) products over prolonged periods.
- 16 The shells in "Spring White" product may have a chemical reaction to alkaline and acids like lemon juice and may dissolve. The shells are not covered by this warranty.
- 17 The use of honed and leathered finishes can cause oil, dust, and metal to be left on the surface. They are marginally more prone to marking from fingerprints, smudges and normal, everyday spills than other polished products. It may require more attention to maintain.
- 18 Fireplaces are not covered as a result of variations in design and heat output.



Fabricator Responsibilities

The fabricator shall at all times be solely responsible for inspecting the material to identify any minor aesthetic variations and it's suitability for the works to be carried out, prior to the fabrication process commencing. The fabricator must remove any protective plastic prior to fabrication.

Time for Claim under the Warranty

Please address any claim in writing within 28 days of the occurrence to info@ydlstone.com.au

Limit of compensation - materials or material value only.

Statutory Rights

The terms and conditions set out in this document do not affect your statutory rights. The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions or warranties implied by the Trade Practices Act 1974 or any other equivalent or corresponding legislation.

Basic Cleaning Requirements

Please refer to the full YDL Stone Care & Maintenance Guide.

Warranty Registration

To register your warranty, please complete this form and mail it to us. Alternatively, you can register online at www.ydlstone.com.au/warranty-registration

Name

Installation Address

City

Home Phone

Post Code

State

Mobile Phone

Email

YDL Stone (Quartz) Supplied By:

Retailer/Builder/Stonemason

Signature (required)

Colour Code

Colour Name

Installation Date

Batch Number

Please enclose the original purchase invoice along with this warranty registration form.

Product Application (Please tick):

- Kitchen bench top Bathroom vanity
- Wall lining Kitchen splashbacks
- Other

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