

# What to Expect

---

In order to ensure a quality installation, we are asking that you review, agree, and sign this checklist and statement of our policies. PLEASE READ the following CAREFULLY and place your initials next to the items below. In this document, "Accent" means Accent Countertops dealers their resellers, their homebuilders, etc.

## GENERAL INFORMATION:

Solid surface countertops are fabricated from man-made acrylic sheets. Samples may vary in shading, color, and sheen from your finished countertops.

## WARRANTY:

Material comes with a minimum 15-year non-transferable warranty against staining, the terms of which may vary by supplier. Please visit our website for detailed warranty information. Fabrication and Installation comes with a 1-year warranty which includes sink mounting and seam integrity and does not include cracks, chips, or scratches caused by customer neglect or abuse.

## SEAMS:

Seams and joints may be noticeable in countertops with veining or pattern variability. Placement of factory or field seams is at the discretion of the fabricator. Seams in Private Collection colors will be visible, and an inconspicuous seaming method will be used.

## CARE & MAINTENANCE:

Solid surface countertops are composed of non-porous acrylic material and are highly resistant to stains. Warm, soapy water and mild household cleaners are suitable for cleaning your countertops. Rinse & wipe dry to avoid hard water spots. Please avoid cleaning agents such as paint thinner, nail polish remover, and oil soaps.

## STRENGTH:

Always use a cutting board to protect your solid surface countertops. To remove minor scratches or scuff marks on a matte finish, use a mildly abrasive sponge. For deeper scratches, visit the manufacturer's website for instructions. DO NOT place heat sources directly on the countertops. High degrees of heat can crack the countertop. Use trivets or hot pads under any heated cookware such as pots, pans, griddles, or other portable heat generated appliances. Your countertops will not be warranted if they crack due to exposure to heat.

## SINKS:

The joint between a solid surface integral bowl and a solid surface countertop will be visible but cannot be felt. Cut outs for under mount and top mount sinks will be cut per the sink manufacturer's template and recommendations. Allow cookware to cool before placing it into a solid surface integral sink. Run lukewarm water from the faucet while pouring boiling water into the sink.

## BACKSPLASH:

A standard backsplash is a separate ½" piece of material, sealed to the countertop with a thin bead of silicone in a complimentary color. A coved backsplash is rounded at the joint, appears seamless in most colors, and varies in thickness. Coving is an additional charge and is not recommended in Private Collections colors due to the visible seams. Latex caulking will be used on the backsplash at the wall. Variations are to be expected along the back of the splash if walls are bowed. Trapped or full height splashes may require retemplating after the countertops are installed. Outlet receptacles & plates will need to be removed and reinstalled after the backsplash is installed. If electrical wires do not allow enough excess, it will be the homeowner's responsibility to replace wiring, reinstall receptacles, and attach covers.

## Initials

### PREPARATION

- \_\_\_\_\_ All items to be installed on or adjacent to the countertop (sinks, faucets, dishwashers, ranges, cooktops, refrigerators, etc.) must be on-site at the time of the in-home template.
- \_\_\_\_\_ Your existing countertop must be clear of all items for the in-home template.
- \_\_\_\_\_ PLUMBING: We do not recommend reusing old plumbing fixtures due to possible damage upon removal. This includes but is not limited to sink, faucet, valves, water lines and disposal.
- \_\_\_\_\_ PLUMBING: Accent will not warranty installation if you elect to reuse old plumbing fixtures.
- \_\_\_\_\_ PLUMBING: If you elect to have Accent do your plumbing disconnect/reconnect, changes to existing plumbing locations are not part of the scope.
- \_\_\_\_\_ SINKS: Farm-style or Apron Front sinks must be permanently set in place in the cabinet prior to the in-home template.
- \_\_\_\_\_ Verify that your sink fits in your sink base cabinet.

\_\_\_\_\_ UNDERMOUNT SINKS: Review the choices for sink reveal versus overhang and ensure that your paperwork reflects the sink reveal that you elect. The standard reveal is an overhang.

\_\_\_\_\_ CABINETS: All cabinetry and end panels must be completely and permanently installed prior to the in-home template. Cabinets must be structurally sound, plumb, level, and secured to the wall and/or floor. Level is defined as within 1/8" over a 10-foot span. Installing countertops on cabinets that are out of level may result in cracks and will void all warranties.

\_\_\_\_\_ BACKSPLASHES: Walls should be flat to minimize gaps between the backsplash and the wall. Flat is within 1/8" of a true plane over 10 feet. Gaps may be filled in with caulk. Any drywall repair will be the responsibility of the homeowner and must be done before the installation of the new countertops to avoid an additional trip charge.

\_\_\_\_\_ OVERHANGS: Supports are required for overhangs over 6" for 2cm material and 10" for 3cm material. If you elect to install your own supports, you must install them prior to the template. Supports must be level within 1/8" over 10 feet. Accent will not alter window & door casings. The countertop will be notched to fit.

\_\_\_\_\_ SEAMS: Seam placement is dependent on color, stability, site accessibility, and size of material. Final seam placement is at the discretion of Accent. Seam location may be able to be moved but additional charges may apply if unnecessary waste is created or a single piece is over 20 sq ft.

\_\_\_\_\_ Accent may take customer supplied sinks to cut out the sink opening in the shop.

\_\_\_\_\_ Accent will try to leave your existing countertop in place until installation; however, there are rare instances when removal of your existing countertop is necessary to create the template.

\_\_\_\_\_ Your countertop is manufactured based on the in-home template. Changes after the template may require another template appointment; additional charges may apply.

Initials

### INSTALLATION

\_\_\_\_\_ Cover living areas or doors to adjacent living areas to contain dust. Countertop installation is a construction process and some residual dust can be expected.

\_\_\_\_\_ In-home cutting of sinks and cooktops may be necessary and will create dust. We require you to leave the room during this process.

\_\_\_\_\_ Remove all base cabinet contents (pots, pans, dishes, etc.) prior to your install.

\_\_\_\_\_ Remove all cabinet drawers and locate them to an area away from the install site.

\_\_\_\_\_ Remove all breakables from the installation areas (lamps, vases, mirrors, wall hangings, etc.).

\_\_\_\_\_ Ensure that your installation does not conflict with other work being done in your home.

\_\_\_\_\_ Countertops are heavy! Create a clear path from your driveway through your home.

\_\_\_\_\_ If you remove your old countertop it must be done before the install date of your new countertop. Do not remove your old countertop until your Project Coordinator has notified you that your new countertop is ready to be installed.

\_\_\_\_\_ Plumbing, gas and/or electrical connections must be disconnected prior to the install date.

\_\_\_\_\_ All appliances must be on-site but NOT installed. Failure to remove appliances from the work area could result in incidental damages which are your responsibility to repair.

\_\_\_\_\_ You must provide power, and, if applicable, climate control at the installation site.

\_\_\_\_\_ The installation process takes an average of 1-3 days. A typical countertop installation is 3-6 hours.

\_\_\_\_\_ There may be loud noises and the use of basic power tools outside your home.

\_\_\_\_\_ Some cutouts may be partially or completely created in your home.

\_\_\_\_\_ Plastic or wood shims are commonly used to level the countertop. In some situations, trim molding may be required to cover exposed shims. This is your responsibility.

\_\_\_\_\_ Your countertop is secured to the substrate using common construction adhesives like caulk or silicone. There may be odor from the caulk and solvents used during installation.

\_\_\_\_\_ Joint width at seams typically 1/8". The joint between a full height backsplash and the underside of the upper cabinets may be 1/4".

\_\_\_\_\_ Due to the unevenness of finished walls, gaps between the countertop surface and backsplash may not be consistent and may exceed 1/2". Additional seams in a full height backsplash may be required where the wall is not straight.

\_\_\_\_\_ If you elect for Accent to remove and haul away your old countertops, this is a demolition process. Some damage to walls, existing tile backsplashes, flooring, and/or cabinets may occur. This is your responsibility to repair.

\_\_\_\_\_ Upon completion, Accent will remove all installation-related debris and return the installation area to broom-clean condition.

\_\_\_\_\_ Your installer will conduct a final inspection with you. You will be asked to sign an approval form, confirming your satisfaction with the quality, fit, and condition of the countertop. This is the best time to ask any questions and/or resolve any concerns.

Initials

### INCIDENTAL DAMAGE

Care will be exercised during the installation; however, scrapes, punctures, and/or dings to wall surfaces, cabinetry, and existing backsplash may occur. This is incidental to the countertop installation and will be the customer's responsibility to repair.

Final wall preparation (i.e. painting, wall papering, etc.) should not be completed prior to installation if at all possible.

Damages to such surfaces are incidental and are your responsibility to repair.

If you elect for Accent to remove and haul away your old countertops, this is a demolition process. Some damage to walls, existing tile backsplashes, flooring, and/or cabinets may occur. This is your responsibility to repair.

**Initials POST INSTALLATION**

You will receive an email, text, or phone call asking you to review Accent and your installers. Any rating other than an "Extremely Satisfied" is considered a failure to us. Please let your Project Coordinator, Install Manager, or Installer know at any time if we are in jeopardy of receiving a rating other than "Extremely Satisfied" and we will remedy the issue.

Do not use the sink for a minimum of 24 hours after the installation to allow the sink glue to set.

Cabinets that will rest on top of the countertop must be installed AFTER the installation.

Cabinets may need to have additional stain or paint applied after install. This is your responsibility.

Additional trim or molding may be required for a fully finished look. This is your responsibility.

Full-height backsplash is measured after the countertop installation and installed approximately one week later. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-height backsplash in order to secure the best fit.

**Initials ALL APPOINTMENTS**

A decision maker (over age 18) must be present during the entire template and installation process and must sign all required documents.

Allow a 2-hour window for arrival time.

Keep children and pets out of the work area for the template and the installation.

In-home template cancellations require two (2) business days' prior notice during normal business hours. Installation cancellations require three (3) business days' prior notice.

Trip charges may be assessed if appointments must be rescheduled due to: 1) failure to give required cancellation notice; 2) failure to meet all job site conditions required for the template/installation appointment; 3) missed appointments.

**Initials SOLID SURFACE (E.G., CORIAN, HI-MACS)**

Dark colors may show scratches and/or wear and tear more than lighter colors and matte finishes.

Solid Surface countertops have inconspicuous seams.

Matte finish is standard.

EDGES: Edge profiles with narrow projections or sharp corners are more susceptible to chipping than those with a larger, curved silhouette

OVERHANGS: Supports are required for overhangs greater than 6". Accent can install brackets or corbels for an additional charge. If Accent does not install brackets or corbels, you must install brackets or corbels prior to the in-home template appointment

Customer's Name

Customer's Signature

Date