

MarmiFuterno

WARRANTY CONDITIONS

1. GENERAL

1.1. Stone quality. Only first quality stones are produced in Marmi Futerno stone factory.

We guarantee high quality of stone material, which means that our natural stone materials are not painted and will not bleach in time. Stones that require resined surface are processed with highest quality standards and resins do not deteriorate in time.

1.2. Processing quality. Stones are processed with modern CNC machinery and by skilled workforce. Highest processing quality is guaranteed.

1.3. Installation quality. If installation is made by Marmi Futerno team, we guarantee that stones are installed in level; silicone is correctly applied; sinks and hobs are correctly installed. If stone breakages happen during transport, carrying in or installation process, Marmi Futerno delivers new stone to customer as soon as possible fully at company's cost. Marmi Futerno does not offer additional financial compensation to Customer if such situations happen.

1.4. The lifetime of stone surfaces is eternal if correctly used. Please read Stone Care manual to improve longevity of your stone.

1.5. Stone care. All natural stones need occasional sealing (twice a year) and sealers can be bought from Marmi Futerno. If customer uses sealers not approved by Marmi Futerno, we are not responsible for the effect of substance on stone.

1.6. Silicone. Silicone joints may require renovation. Frequency of renovation depends on how the surface is used - normally silicone joints stay fresh for at least two years. Marmi Futerno does not give warranty on silicone joints as longevity depends on practice of use. If customer is not satisfied with silicone joints right after installation, please immediately contact Marmi Futerno project manager.

1.7. Color variation. Natural stone varies in color, patterns, veins etc. Each block of natural stone is unique. Samples represent the idea how stone looks, but there can be significant differences. We provide slab photos to help customers understand stone characteristics.

Summary

Marmi Futerno provides standard general warranty for two years after installation.

Please read below summary about stone material characteristics and situations that are not under warranty.

If a Customer faces a problem that is not under warranty, Marmi Futerno team can still be contacted. Our professional advice for solving the problem is free of charge.

If our service is required for fixing the problem, service charge will be discussed and maintenance time booked in our schedule.

2. SPECIFIC INFORMATION ON STONES

2.1. LIMESTONE and MARBLE

What is Limestone: a sedimentary rock composed of calcium carbonate (calcite) and magnesium (dolomite). It is commonly composed of tiny fossils, shell fragments and other fossilized debris. Limestone is a soft and porous material.

What is marble: a metamorphic rock converted from limestone

* Marble is stronger, more durable and scratch resistant than limestone through recrystallization process.

Where to use: Limestone can be used indoors as floor and wall covering; as window boards and fireplace surrounding. Limestone can also be used on indoor stairs and worktops, but the surface is easily scratchable and absorbing. It is not recommended to use limestone outdoors if the climate conditions are such where temperature varies and there is much precipitation.

Risks and warranty:

- **Cracking.** Limestone is relatively fragile material, therefore for worktops with cut-outs, material thickness 30 mm should be used. Length of one detail is recommended shorter than 3 meters. Before stone installation make sure that cabinets are evenly levelled and strong enough to hold stone surface. If cabinets are out of level or too weak, stone can crack due to insufficient support.

Do not step or sit on stone, especially near sink and hob cut-outs.

Marmi Futerno covers warranty for all stones damaged or cracked before installation.

Marmi Futerno does not cover warranty for cracked natural stones after installation. The reasons for such cracking are: furniture sagging under stone pressure leaving insufficient support for stone; stepping or sitting on stone's weak points. Above mentioned situations are not under warranty.

- **Scratchable surface.**

Marmi Futerno does not cover warranty for stone scratches caused as a result of using the stone.

- **Porous material.** Limestone needs regular treating with stone sealer. Avoid acids on the surface. Quickly clean off if something has spilled on the surface so it does not absorb into stone. Marmi Futerno does not cover warranty for stains caused by spilling acids on stone surface or leaving products on stone surface that have absorbed into surface.

- **Weathering.** Rain, wind and temperature changes have a degrading effect on the appearance and structural soundness of limestone. Marmi Futerno does not cover warranty if limestone deteriorates in time due to rain, snow and temperature changes.

- **Chipping.** Most fragile parts of the stone are edges. Avoid hitting edges with strong objects.

Marmi Futerno does not cover the warranty for chipping caused by hitting the stone edge.

* Chipped edges are fixable.

- **Color variation.** Natural stone varies in color, patterns, veins etc . Each block of natural stone is unique. Samples represent the idea how stone looks, but there can be significant differences. We provide slab photos to help customers understand stone characteristics.

2.2. GRANITE and QUARTZITE

What is Granite: an igneous rock that is formed beneath the Earth's crust when magma cools and solidifies under heavy pressures. Granite consists mainly of quartz and mica.

What is Quartzite: a metamorphic rock converted from sandstone through recrystallization process.

Where to use: Granite and Quartzite are stronger materials and can be used both indoors and outdoors. For outdoor use dark colour granites are recommended as on light-coloured materials staining is still possible. Granite is weather resistant. Materials can be used on floors, walls, fireplaces, worktops, stairs, facades etc.

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- When **impregnation oil** is applied on honed stones, stone can unevenly absorb the oil, causing darker wet-looking areas on stone. In that case stone needs to be sealed until it absorbs the oil evenly. That is not defect and stone is guaranteed to even out. This normally happens with honed and brushed Nero Assoluto granite. Also “dry oils” are available to avoid this effect.

2.3. ENGINEERED STONE (Silestone, Technistone ..)

What is engineered stone: produced from natural quartz (95%) through sophisticated production process, 5% resins added for colouring and other features.

Where to use: in all areas mentioned above, but only indoors. Engineered stone loses its colour features from sunlight (UV):

Engineered stone surface is non-scratchable and non porous. Engineered stone surface does not need sealing.

- **Cracking.** Thicknesses 12mm, 20mm and 30mm can be used also for worktops with cut-outs if minimum distances are considered. The same rules apply for cabinets that must be in level and strong enough to hold the stone surface. Every worktop will crack without sufficient support under or if stepped or sit on. Such cracking are not covered by Marmi Futerno warranty.
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Silestone provides 25 years warranty for stone. Learn more at <https://www.silestone.com>

2.4. DEKTON

What is Deklton: an innovative engineered product that consists of 100% natural quartz, no resins added. Natural metamorphic process of recrystallization under extreme heat and pressure are repeated by technological process. Most strong, durable, scratch, stain and weather resistant material ever produced.

Where to use: all areas including outdoor facades. Available with antislip surface.

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Dekton is a special material and project needs to be thought through very well to avoid material breakages. Dekton material is time consuming and expensive to process.

Dekton provides 10 years warranty for stone. Learn more at <https://www.dekton.com>

Thank you for cooperation!

MarmiFuterno

Maintenance Manual for Marble and Granite

Stone Identification

Siliceous stone is composed mainly of silica or quartz-like particles. Siliceous stone are granite, slate and quartzite. These materials are durable and easy to clean with mild acidic cleaning solutions.

Calcareous stone is composed mainly of calcium carbonate. Calcareous stones are marble, travertine, limestone and onyx. These materials are sensitive to acidic cleaning products and any acidic products spilled on the worktop.

Care and Precautions

- Use coasters under glasses, particularly those containing alcohol. Be aware that acids like vinegar, citrus, lemon juice or tomato juice can harm stone surface.
- Coffee, eggs and red wine – if spilled on the surface, need to be wiped away immediately.
- Do not place objects recently removed from the heat directly on the surface, use a tablemat.
- Use placemats under ceramics, silver or other objects that can scratch the surface. Cutting directly on marble surface will cause scratches.

Cleaning & Sealing Procedures

Natural stone surfaces are always sealed by Marmi Futerno team after installation.

- It is recommended to repeat sealing process from time to time. For home kitchen top, apply a sealer twice a year. In case a stone top is used a lot (e.g. restaurants,), sealer can be applied once a month.
- It takes about 10 minutes to apply sealer.
- Before you apply sealer, make sure stone surface is clean and dry, room temperature. Do not apply excess amount of the sealer - apply only small quantity, rub it gently into the surface and dry with soft clean cloth. Sealer closes the pores of stone and protects it from stains, descaling etc.

If you don't feel like sealing your marble, we recommend choosing dark granite, composite stone or Dekton as these surfaces do not stain or scratch easily.

Recommended product for home use (worktops): Tenax Drexly and Tenax Gear.



Bathroom and Wet Areas

After installation of natural stone to bathroom floors and walls, Marmi Futerno seals the surfaces both with in-depth waterproofer and anti-stain products. These strong and efficient products are for professional use only. The effect remains in stone for over 10 years, therefore this product is not sold to customers. It does no harm to apply the normal sealer additionally to bathroom areas. If the product is needed, please contact Marmi Futerno and we will advise the best solution.

Floor Surfaces

Sand, dirt and grit do most damage to natural stone surfaces due to their abrasiveness. Mats or area rugs at the entrance will help to minimise sand, dirt and grit that scratch the stone floor. Be sure that the underside of the mat or rug is a non-slip surface.

Marmi Futerno can provide other cleaning and maintenance products for stone - for example, treatment for antislip floor or descaling solution if marble is already damaged.



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We wish endurance for your stone and may it's beauty rejoice you for long years!

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WHY STONE

A product made by nature - only water, diamond and human skills are used in production process. Each slab is a unique work of art by nature. Timeless beauty and good energy is given to a room with natural stone component.

WHY MARMI FUTERNO

Stone work is an important part of life for every team member in our company. Stone has connected us with most creative designers, the boldest architects, the industrious furniture producers and hard-working constructors. Stone has made possible the world we live in - among great professionals, hi-tech machinery and most beautiful patterns human eye can perceive. We handle each project with care and aggravation - what comes from heart, lives forever.

OUR MISSION

Always walk an extra mile to deliver excellence.

OUR VISION

To spread the beauty of natural stone into homes and public areas. To rise awareness about wide range of possible stone materials. To promote durability and long term use of a natural product.



MarmiFuterno

MAINTENANCE MANUAL FOR **MARBLE GRANITE LIMESTONE**

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marmi_futerno



STONE IDENTIFICATION

Siliceous stones are granite, slate and quartzite. These materials are durable and easy to clean with mild acidic cleaning solutions.

Calcareous stones are marble, travertine, limestone and onyx. These materials are **sensitive to acidic** cleaning products and any acidic products spilled on the worktop.

CARE AND PRECAUTIONS (especially for marble, limestone, onyx and travertine)

- Use coasters under glasses, particularly those containing alcohol. Acidic liquids like vinegar, citrus, tomato juice or wine can harm stone surface.
- Coffee, citrus, eggs and wine – if spilled on the surface, need to be wiped away immediately.
- Do not place objects recently removed from the heat directly on the surface, use a table mat.
- Use placemats under ceramics, silver or other objects that can scratch the surface. Cutting directly on marble surface causes scratches.

CLEANING & SEALING PROCEDURES

- Marble and limestone require regular sealing. For granite sealing is recommended. Sealer closes the pores of stone and protects it from stains, descaling etc.
- Apply sealer first time after stone has been installed. For marble or limestone kitchen top, apply a sealer every month. For granite worktop, apply a sealer twice a year.
- Before you apply sealer, make sure stone surface is clean and dry, room temperature. **Do not apply excess amount of the sealer** - apply small quantity, rub it gently into the surface and dry with soft clean cloth. Make sure excess oil is removed from stone surface before you complete the procedure. Depending on surface size, it takes 10-15 minutes to clean and impregnate the stone.
- For some limestones and dark granites with honed or brushed surface, sealer may absorb unevenly and cause oily stains. Apply more sealer until the stains even out. Always remove excess amount of sealer with soft cloth.

- Use sealers recommended by Marmi Futerno to ensure valid warranty for stone. You are welcome to ask free advice from Marmi Futerno professionals. Stone care products can be bought at your nearest Marmi Futerno representative store.

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MAINTENANCE MANUAL FOR MARBLE AND GRANITE

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