



DuPont™ Zodiacq® Use and Care

GUIDELINES



zodiacq.

DuPont™ Zodiaq® Warranty

Du Pont de Nemours International SA, CH-1218 Le Grand Saconnex, Switzerland (hereafter called 'DuPont') warrants hereby, subject to the time limitations described under point 3, the following:

DuPont warrants to you, the owner of the original interior worktop or decorative Zodiaq® solid surface installation, that DuPont will, at its discretion, replace or repair, your installation of DuPont™ Zodiaq® installed and fabricated by a Zodiaq® Quality Network installer/fabricator, if the product fails due to any product defect during the first ten (10) years from the date of completion of installation of Zodiaq®. This warranty does not cover products made by other suppliers.

General terms and conditions of the ten (10) year limited warranty

1. This warranty applies exclusively to interior decorative Zodiaq® solid surface installations that are installed and fabricated by Zodiaq® Quality Network Installers/Fabricators and in accordance with the installation procedure in force at the time of installation.
2. This warranty does not cover any damage(s) caused by:
 - A. Improper or inadequate residential or commercial use, care or maintenance
 - B. Any Zodiaq® material modification or misuse, i.e. non-use of cutting boards, hot pads.
 - C. Installation and/or operation outside the materials interior environment specifications, i.e. outdoor use.
 - D. Physical, chemical or mechanical abuse.
 - E. Damage from exposure to excessive heat (e.g. direct heat) due to non-use of hot pads or damage due to heat transmission (e.g. hobs) resulting from non-compliance with the Zodiaq® installation procedures
 - F. Improper installation site preparation or site maintenance.
 - G. Any other improper use of Zodiaq® as stated in the Use & Care guidelines.
 - H. Acts of God.
3. The DuPont™ Zodiaq® ten (10) year limited installed warranty coverage is ruled by the following set timing:
 - Year 1-3 included after installation, in case of DuPont responsibility: 100% of material and labour (at cost) will be covered.
 - Year 4-6 included after installation, in case of DuPont responsibility: 75% of material and 50% of labour (at cost) will be covered.
 - Year 7-9 included after installation, in case of DuPont responsibility: 50% of material and 25% of labour (at cost) will be covered.
 - Year 10 after installation, in case of DuPont responsibility: 25% of material and 0% of labour (at cost) will be covered.
4. To receive coverage under the DuPont™ Zodiaq® 10 Year Limited Installed warranty, proof of purchase in the form of an invoice needs to be submitted with the claim (no proof – no coverage).
5. This limited warranty is transferable within the ten (10) year warranty period.
6. Any Zodiaq® solid surface replacement or repair need to be first authorised in writing by DuPont or its duly appointed representative and is only to be executed by a duly authorised Zodiaq® Quality Network Installer/Fabricator or Service Centre.
7. This Limited Warranty applies only for installations done:
 - A. After March 1, 2001 in Europe, the Middle-East and Africa; and
 - B. Installations which have not been moved from their original place of installation; and
 - C. Installations fabricated/installed by a DuPont Authorised Fabricator/Installer or a Zodiaq® Service Centre; and
 - D. Installations which are maintained according to the use and care instructions in the Zodiaq® Use & Care leaflet, handed over with the acceptance of this installation and attached to these warranty rules. A free of charge Zodiaq® Use & Care Instructions/Guidelines leaflet may be obtained from your local Zodiaq® supplier or by writing to DuPont™ Zodiaq® solid surfaces (for address please refer to paragraph 13).
8. If DuPont is unable to repair or replace, as applicable, a defective product which is covered by this Zodiaq® warranty, DuPont shall, within a reasonable time after being notified of the defect, refund the purchase price of the Zodiaq® material only, as per limitations in point 3, provided the customer hands over the Zodiaq® material to DuPont or its appointed representative.
9. Limitations of warranty:

Neither DuPont nor any of its third party suppliers makes any other warranty of any kind, whether express or implied, with respect to Zodiaq® solid surface. DuPont and its third party suppliers specifically disclaim the implied warranties of merchantability and fitness for a particular purpose other than interior or decorative surface use.
10. Except as provided herein, DuPont shall not be liable in either tort or contract for any loss or direct, consequential or incidental damages arising out of the use or inability to use Zodiaq® solid surfaces in interior or decorative surface application(s).
11. Some countries preclude the disclaimers and limitations in the warranty terms from limiting the statutory rights of a consumer, so the above limitations or exclusions may not apply to you.
12. Limitations of liability:

Except for the obligations specifically set forth in this warranty statement, in no event shall DuPont be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibility of such damages.
13. This ten (10) Year Limited Installed Warranty coverage for Zodiaq® is your ultimate assurance of lasting quality. If we can answer any further questions regarding this warranty, please contact DuPont by writing to:

Du Pont de Nemours (Belgium) BVBA
Zodiaq® Warranty Centre
Antoon Spinostraat 6
B-2800 Mechelen – Belgium
Fax: +32 24 03 53 44
14. Covering law and jurisdiction: This DuPont™ Zodiaq® 10 year Limited Warranty is governed by Swiss law. The courts of the canton of Geneva, Switzerland shall have exclusive jurisdiction over any dispute arising out or in connection with this limited warranty, including any question regarding its interpretation or its execution.

DUPONT™ ZODIAQ® QUARTZ SURFACES

DuPont™ Zodiaq® is the naturally beautiful, durable and hygienic quartz surface material used for kitchen countertops, bath and shower surrounds, vanity tops, furniture plus many other interior decoration and commercial applications. These guidelines will answer your questions on how to use and care for DuPont™ Zodiaq® quartz surfaces. Like all fine materials, Zodiaq® responds best when handled with due care and attention. We want you to enjoy the natural beauty and special aesthetics of Zodiaq® for years to come.

GETTING ACQUAINTED WITH ZODIAQ®

DuPont™ Zodiaq® quartz surfaces require low maintenance. The natural quartz crystals used in Zodiaq® in combination with stain-resistant polymers, result in a smooth, non-porous, polished surface or honed finish. Because of its almost exclusive quartz crystal content the surface aesthetics of Zodiaq® may vary slightly in colour uniformity as with any natural stone product.

Common household spills – such as wine, vinegar, tea, coffee, lemon juice, soda, fruit, vegetable juice, olive oil or grease spills – are easily removed and the surface restored to its original appearance. Some Zodiaq® colours such as the Concrete Block series with a matt or honed finish are more sensitive to grease or finger-prints and may require extra care during routine cleaning. Quartz is one of the hardest materials in nature, which is your assurance that your Zodiaq® surface can withstand most of the impacts caused by daily use. The use of a cutting board is nevertheless required. To maintain the natural beauty of Zodiaq®, do

not place hot skillets or roasting pans directly onto the surface but use a trivet instead.

Zodiaq® quartz surfaces are generally resistant to most common household chemicals. Should you accidentally spill a household chemical such as iodine solution or an agent for unblocking drains on your Zodiaq® surface, it is good practice to blot it up immediately and rinse it with plenty of clean water, repeat with warm soapy water. If necessary, repeat the steps described.

ROUTINE CLEANING OF ZODIAQ® QUARTZ SURFACES

Polished/glossy surfaces:

Even though Zodiaq® resists permanent staining when exposed to common household liquids such as wine, vinegar, tea, coffee, lemon juice and soda or fruits, vegetables, olive oil and grease, it is recommended that you wipe up food and liquid spills as soon as possible. Remember, it is always easier to wipe up a spill than to have to deal with a dried-on stain. For daily cleaning of your Zodiaq® quartz

surfaces use a damp cloth and, if necessary, a small amount of non-bleach, non-abrasive liquid household cleaner such as hot, soapy water. For more stubborn spills, use household kitchen spray cleaner (chlorine free). Leave for 30-60 secs. Rinse with clean water thoroughly to remove any residue and dry with a clean microfibre cloth. Repeat if necessary. Always follow the manufacturers' dilution instructions and recommendations for use.

Honed/matt surfaces:

For daily cleaning use hot soapy water and wipe dry with a clean microfibre cloth. For any stains, greasy or oily marks use a kitchen spray (chlorine free), leave for 30 seconds then rinse well and dry with a clean microfibre cloth. For more stubborn marks or stains use a mild cream abrasive cleaner on a wet sponge, work in a large circular motion and clean the whole top. Rinse well with hot, soapy water and dry with a clean microfibre cloth.

For any other serious mark that seems as if it can not be removed with regular cleaning, use a wet, white sponge scourer with an abrasive cleaner. This should be used in a large circular motion and the whole top cleaned at the same time. Use with caution, as continued use may eventually change the surface shine of your quartz surface. Rinse well with hot soapy water and dry with a clean microfibre cloth. Always follow the manufacturers' dilution instructions and recommendations for use.

REMOVAL OF DRIED-ON SPILLS

Sometimes spills occur and dry-on the worktop. For materials that harden as they dry, such as gum, food containing natural dyes (mustard, curry, tabasco, Worcestershire sauce, etc.), grease (frying fat), water base paint, etc., remove by gently scraping away the residue material with a blunt plastic scraper. Then clean the quartz surface with a non-abrasive cleaning pad and household kitchen spray cleaner (chlorine free) using circular motion with the pad for 30-60 secs. Rinse thoroughly with clean water. Dry the surface with a clean microfibre cloth. Repeat if necessary. Always follow the manufacturers' dilution instructions and recommendations.

AVOID CHEMICALS, SOLVENTS AND DYES

Aggressive chemicals or solvents, especially paint removers, car battery fluid or furniture strippers may cause permanent damage to your Zodiac® surface. Also keep products containing bleach, permanent markers and printing inks away from your DuPont™ quartz surface. If Zodiac® is accidentally exposed to any chemicals, solvents or dyes, blot up material immediately and rinse the surface thoroughly with plenty of clean water. Clean with hot, soapy water to neutralize. Always repeat the steps minimum twice. Dry surface with a clean microfibre cloth.

POLISHING ZODIAQ® QUARTZ SURFACES

Because DuPont™ Zodiaq® is non-porous there is generally no need for extra and time-consuming polishing. Your decorative quartz material will keep its lustrous sheen and ultra-smooth surface for years to come.

ENJOY THE BEAUTY OF ZODIAQ® QUARTZ SURFACES

Most of the above care guidelines, you probably already follow instinctively. But we hope these reminders will be useful to you. We would like you to enjoy the beauty of Zodiaq® quartz surfaces in your home, for a long time to come.

ZODIAQ® CLEANING PRODUCTS

For routine care, use normal, commercially available cleaning products, suitable for Zodiaq® quartz surfaces, as described in the table below. Do not use strong abrasive and/or alkaline cleaning products. A limited, short exposure to alkaline product(s) should not damage your Zodiaq® quartz surfaces though. Use a wet, white sponge scourer in the case of stubborn marks on matt or honed surfaces

only, and use with caution, as continued use may eventually change the surface shine of your quartz surface. Always try the cleaner first on a hidden place of the quartz surface and follow the cleaner manufacturers' use instructions. Cleaning products should be kept out of reach of children and pets! Do exercise proper care when handling and storing cleaning products.

SEALERS

Sealers refer to liquid materials applied to the surface for the purpose of protecting the material from staining or deterioration, enhancing (darkening) the colour, or influencing the coefficient of friction. Sealers may not only affect the original appearance but also the use and care required. Unlike granite, Zodiaq® is non-porous and low in absorption. Sealers will therefore not penetrate but fill crevices, pores and micro-scratches and leave a dull film of unabsorbed sealer on the surface. Especially with darker colours, uneven wear of the surface sealer could result in discoloration and stains that are more difficult to clean as the original surface (without sealer). Polished/glossy and matt/honed Zodiaq® surfaces, treated with a sealer, will not be covered by the warranty.

ZODIAQ® USE & CARE – STAIN REMOVAL GUIDELINES

Spills	Polished / Glossy	Honed / Matt
For everyday cleaning	Use hot, soapy water and dry with a clean microfibre cloth	
Grease, fat and oil residues	Use a kitchen spray, rinse with hot water and dry with a clean microfibre cloth.	Use a damp cloth and mild cream abrasive household cleaner. Rinse with hot water and dry with a clean microfibre cloth.
Hard waterscale, soap and minerals	Use a household lime-scale remover, rinse with hot water and dry with a clean microfibre cloth.	Use a household lime-scale remover together with a wet, white sponge scourer, used in a large circular motion. Rinse with hot water and dry with a clean microfibre cloth.
For more stubborn marks and stains	Use a kitchen spray and leave for 30-60 sec. Rinse with hot water and dry with a clean microfibre cloth. Repeat if necessary.	Use a damp cloth and cream abrasive or powder household cleaner together with a wet, white sponge scourer, used in a large circular motion for 60-120 sec. Rinse with hot water and dry with a clean microfibre cloth. Repeat if necessary.

Always use chlorine free household cleaner, follow the manufacturers' dilution instructions and recommendations

If you have any further questions,
please contact the supplier and/or installer
of your DuPont™ Zodiac® quartz surfaces, or write to us at:

Du Pont de Nemours (Belgium) BVBA
Zodiaq® Quartz Surfaces
Antoon Spinoystraat 6
B-2800 Mechelen, Belgium
E-mail: SurfacesWarranty@dupont.com

for the UK

McD Marketing Ltd
DuPont™ Zodiac®
10 Quarry Court
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