

Q Premium Natural Quartz Quality Assurance Agreement

Fabrication and Installation Guidelines and Standards

Q premium natural quartz is sold with a limited installed warranty to residential customers. Under the terms and conditions of the agreement entered into herein between M S International, Inc. and your company, the following fabrication guidelines, specifications and quality standards are to be followed when fabricating and/or installing Q and is the basis upon which M.S.I. offers this limited installed warranty.

Fabricator Requirements

- **Defect Check:** The Fabricator must thoroughly check slabs for any factory defects before manufacturing. Once cut, no claims may be made for pre-existing, visually obvious manufacturing defects
- **Shade Variation Check:** Due to naturally occurring shade variation inherent in all quartz surface (Even within sequentially numbered slabs) the Fabricator is required to inspect the color match on all slabs used in the same application before manufacturing. Special attention to this detail must be taken where slabs meet at a seam. A dry fit in a well-lighted area is to be done before the fabricated slabs leave the fabrication shop. Fabricator takes full and complete responsibility for any claims regarding color match after fabrication is initiated..
- **General Installation Requirements**
 - Cut to size, shape and polish Q with the appropriate water-cooled diamond tooling.
 - Q is not warranted on exterior applications.
 - The tops of the cabinets must be level within 1/8" over a 118" length.
 - A minimum 1/16" gap is recommended between the Q countertop and back wall.
 - Seal and secure the front top edge of the cabinet or rough top to the underside of the Q top with a 1/16" to 1/8" diameter bead of flexible adhesive around the perimeter.
 - Use only flexible adhesive to adhere Q to wood, steel, ceramic, tile, etc. Do not rigidly adhere Q to other products.
 - Apply the backsplash of Q to the deck using flexible adhesive.
 - Apply Q tiles (pieces smaller than 24" x 24") using tile adhesive.
 - Never install mechanical fasteners (screws, nails, etc.) or pressure fit inserts directly into Q. Slip fit and epoxy inserts may be used where inserts are required.
 - Do not install Q over old countertops.
- **Installation Support Requirements:**
 - Acceptable support materials are MDF board, plywood, structural steel, and wood.
 - Particleboard is not approved or to be used as a support material.
 - Q installed on standard 24" cabinets should have vertical support at minimum every 36".
 - Maximum overhang without support is 12" for 2 CM, 15" for 3 CM
 - Maximum overhang before legs or column supports are required is 18" for 2 CM, 21" for 3 CM
 - On overhangs exceeding the maximum overhang length use plywood or MDF sheathing with a minimum 5/8" thickness and corbels evenly spaced at no greater than 36" intervals.
 - On overhangs exceeding 18" for 2 CM, 21" for 3CM use solid substrate along with legs or columns spaced at intervals of no more than 36" apart.
- **L or U-shaped Countertop Areas:**
 - In L or U-shaped countertop configurations, it is recommended to have a seam where the sections meet. Inside edge corners are a vulnerable stress point. Expansion and contraction caused by rapid temperature can cause a thermal shock crack in these vulnerable areas.
 - In situations where the application or customer does not permit a seam, a minimum 3/8" of radius is required to increase inside corner strength to reduce the possibility of stress cracks.
 - Two piece L and 3 piece U-shaped pieces with seams at the inside corner (45° miter or Key Cut) do not need to be radiused.
- **Sink, Stove, Switch and Receptacle Cut Out Requirements:**
 - Stove and sink cut outs are another vulnerable area for stress cracks. 3/8" radius corners are recommended on all cutouts. (Note: The larger the radius, the stronger the corner, and the least chance of stress crack occurrence.) Some designer stoves and sinks do not allow enough trim overhang for inside corners to be radiused. In these cases square corner cut outs are permitted. However, the cut outs must not extend into the material past the cutout perimeter on either the top or bottom side of the slab.
 - Leave at least 1/8" clearance space on all sides to allow stovetop and sink expansion.
 - Support stovetop and sink cutouts on all sides within 3 inches of the edge of the cutout.
 - Support undermount sinks with brackets. Stainless steel and lavatory undermount sinks must be attached with clips attached to the underside of the countertop or with supports attached to the outer perimeter or cabinet. All others sink types must be supported with cradles attached to the outer

- perimeter or cabinet.
 - Cutouts in backsplashes for switches and receptacles etc. that are back cut and the saw cut extends beyond the cutout perimeter must be filled with 2-part epoxy adhesive and a flexible adhesive must be used around the entire cutout to secure the backsplash to the wall.
- **Flat Polished Edge Requirements**
 - Soften all top and bottom edges of straight edge profiles to a minimum of 1/16" with a slight pencil round radius or chamfer.
 - Radius all outside corners of flat edge profile to a minimum of 1/8" radius.
- **Installation Seam Requirements**
 - Seams can make or break an otherwise excellent fabrication and installation. Extra care and attention to detail in this area of installation will make for a quality install and a satisfied customer.
 - All deck and field seams must be filled through the entire seam thickness with color matched 2-part polyester, epoxy, or M.S.I. recommended acrylic adhesives.
 - Field seams must be supported on both sides of the seam in the front and back. In addition, any seams that extend into an overhang should be supported. Wherever possible, seam support on both sides of the seam is recommended.
 - Maximum seam width is 1/16"
 - Maximum seam height variance between the 2 planes is 1/64"
- **Honed Finishes**
 - Honed finishes have become popular and create a very unique effect that many designers utilize. Q is 99.9% solid with or without a honed finish. However, Q sold with a honed finish is not warranted for staining. The same micro scratches that create the honed effect also become a microscopic collection area for topical debris and often cause the countertop to appear dirty or stained. Q sold with a honed finish requires much more maintenance and is much more difficult to keep looking clean. Clearly explain these drawbacks to your customer before letting them choose Q with honed surface.
- **Chemicals To Avoid**
 - Certain chemicals and solvents can harm the surface of Quartz surface materials. Never allow the surface of Q to come in contact with any product that contains Trichlorethane, Methylene Chloride (Often used in paint strippers), Sodium Hydroxide and or Potassium Hydroxide, aggressive cleaning agents like oven/grill cleaner, Cleaners with high alkaline/PH levels, liquid or powder drain cleaners and floor strippers.
 - Should Q quartz accidentally be exposed to any of the aforementioned type chemicals or solvents, rinse immediately with water to neutralize and minimize damage. Damage caused by chemical abuse is not warranted.
- **Q Proof of Purchase label**
 - Upon completion of installation sign and date the Q Proof of Purchase label and affix on the underside of the countertop in the main sink area in an area that is easily visible when looking from underneath. If there is no sink in this installation place the label in an area that will be accessible to seen during an inspection in the future i.e. above a drawer that can be pulled out etc.
- **Care and Use pamphlet**
 - Whenever possible, be sure to go over the care and use instructions with the homeowner. If the installation is going into a unoccupied tract or spec home, upon completion of the installation, tape a care and use pamphlet to the countertop in plain sight or on the inside of one of the cabinet doors for the homeowner to find when they take possession of the home.

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