

ADH STONE INSTALLATION CHECKLIST



WHAT TO EXPECT: Being an informed customer is an important part of the countertop process. We have prepared this important information for your benefit and reference. To ensure we meet your expectations, please read this policies statement. It is intended to guide you through the process and set the right expectations to ensure your satisfaction (*America's Dream HomeWorks hereafter collectively and individually referred to as "ADH"*)

➤ **SCHEDULING**

Once your order has been processed an ADH Customer Service Representative will call you to schedule your template and installation appointments. Appointments are scheduled Monday — Friday 8am - 4pm. Confirmation calls are made 1 day prior to your scheduled date with a 2-hour arrival window. To avoid trip charges, please give your Customer Service Representative a 72 hours' notice to change or cancel appointments. To contact Customer Service please call (916) 739-0998. Depending on the products & services purchased, your completed project can take up to 2-3 weeks to complete. Material and fixture lead times will determine the start date of your project.

➤ **TEMPLATE/FIELD MEASURE**

The majority of jobs can be measured over existing countertops. Please clear the countertop surface and adjacent walls. A decision maker over the age of 18 must be on site to confirm job details. All fixtures need to be on site including sinks, faucets, soap dispensers, air gaps, hot/cold water filters, cooktops, ranges, etc. Manufactures templates cannot be accepted, if the necessary items are not on site. Templating will be rescheduled, and a trip fee will be applied to your order. Any changes after templating will require new templating and additional costs may apply. All decisions regarding edge profile, thickness, color and countertop design must be made prior to the date of measure. The ADH measuring team cannot make design decisions. Removal of the backsplash will result in wall damage. Plan for the new backsplash to cover the tear-out line. Countertop overhangs can be increased to extend maximum coverage.

➤ **CUSTOMER MUST BE PRESENT AT TEMPLATE/MEASURE APPOINTMENT**

The customer (or designated decision-maker) must be present at the time of field measure, and is responsible for reviewing and approving all the details of the countertop with the Measure Tech. Without the customer or decision-maker approval present, ADH will not be able to proceed and there may be delays in installation scheduling. All decisions regarding countertop design, edge selection or any other design-related items must be made prior to the date of measure. **The field measure and final project layout drawing overrides all previous drawings.**

➤ **FINAL PRICING**

Your initial purchase order is the estimated price of your project. The final price will be determined after the field template has been completed and we have final dimensions, square footage and confirmation of selections and services. Changes can be made up until the time of template. All change orders need to be verified and paid in full within 24 hours of templating or your installation could be delayed. A trip charge will be assessed if a job site is not ready for templating or installation.

➤ **CUSTOMER APPROVAL**

At the template/field measure appointment, customer will be presented with the final project layout drawing to review, approve and sign. Our green light to proceed with production and installation schedule is when we receive the signed final drawing and slab material.

➤ **CABINETS MUST BE FLAT & SECURE**

Countertops need to lie flat and level within 1/8 inch over 8 feet to eliminate stress on corners, cutouts, and seams. It is the responsibility of the contractor/homeowner to ensure that cabinets are flat. All cabinets must be permanently secured to walls and/or floors prior to templating. Cabinets that will rest on top of the countertop (i.e. appliance garages, tambour doors, etc.) need to be removed prior to templating and reinstalled after the installation of the countertop. America's Dream HomeWorks does not remove these items that are integral to your casework. Every effort is made to achieve flat and level countertops. Countertops can be shimmed up to 1/4" to make the best fit. If the cabinets are over 1/4" out of level ADH will have to shim the countertops which will create visible gaps under the finished countertops. Wood trim may be required after the installation is complete. All cabinetry, including panels, doors, and end panels must be completely and permanently installed prior to the date that is scheduled to be field measured. Never move, add, or adjust the cabinets after our Measure Tech has done the measure. The new countertops will not fit and can result in delays and costly remakes for you. If the cabinets are incomplete or not ready at the time of measure, we will not be able to complete it, we will need to return to re-measure and a trip charge will apply.

➤ **INSTALLATION**

We require a decision maker over the age of 18 be on site. Our installers are moving heavy countertops and working with potentially dangerous tools. Please clear countertops, empty lower cabinets, remove top drawers, provide unobstructed access, and avoid the work area. Old countertops, sinks, appliances, etc. should be removed prior to installation unless you have contracted with us to remove them. At the end of the installation, we request you are present to inspect and approve. The garbage disposal can be connected at least 12 hours after installation. After 12 hours, you can wipe, clean and use your new countertops (not before).

➤ **INCIDENTAL DAMAGE**

We will clean the immediate surface areas and leave the job site in "broom swept" condition. Advanced tools are used for dust collection; however, residual dust should be expected. Final wall painting or other preparation should not be completed prior to installation, if at all possible. Care will be exercised during the countertop installation, however, scrapes, punctures, or digs to wall surfaces or cabinetry are possible and sometimes unavoidable in the work area and occur from time to time. These items are considered incidental damage and are the customer's responsibility to repair. Be assured, our installers will always exercise considerable effort to prevent incidental and minimize incidental damage at all times.

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➤ **GARBAGE DISPOSALS**

ADH does not recommend preserving existing garbage disposal and recommends that a new one be purchased with any countertop installation project. Customer understands ADH will not be responsible for any damage occurred if customer chooses to save and use existing garbage disposal.

➤ **KEEPING EXISTING BACKSPLASH**

ADH does not recommend homeowners keeping existing backsplash. If you choose to do this, you understand the following. If you are contracting ADH to remove the countertops customer understands that there may be damage to existing tile and ADH is not responsible for repair or replacement of damage of existing tile. The new countertops will not be the same height as the old countertops and therefore the existing splash may not line up properly to the new countertop. Customer understands there may be a gap between the new countertops and existing splash. Customer is responsible for filling the gap

➤ **SEAM LOCATIONS**

Most stone countertops will have seams and they should be seen as integral part of your project. Our installers will attempt to make the seam as tight as possible, but all **seams are visible to the naked eye and can be felt**. Seam width will vary from stone to stone. The acceptable industry standard for seams is up to 1/8" wide and 1/32" rise for every 12" of seam. Our Measure Tech will recommend seam location and will review with you at measure, but we reserve the right to change placement at fabrication, if necessary. During fabrication, great care is taken to lay out the slab to minimize waste, blend the color and pattern, and place the seams in the best location for structural integrity and visual aesthetics. The natural variations of granite make it impossible to guarantee a match or blend in pattern or color from one piece of counter to the next. Seam location factors include job layout, slab size, crew safety, and jobsite accessibility. Stone with a defined veining direction may require additional seams to ensure vein direction for all pieces is consistent. Our goal is to please you and fulfill your specific requests at the best of our abilities with the limitations at hand.

➤ **MATERIAL VIEWING, APPROVAL & LAYOUT**

ADH offers our customers with the option to approve the slab that will be used for the installation. We understand that natural stone can vary in color from the sample that you saw in the showroom, or at the supplier's location. After completion of the template, ADH will provide an actual photo of your slab on our program **at customer's request**. The intent of the software is to demonstrate the grain flow and color variation throughout the countertop with the specific slab you picked out. During the cutting process, ADH will consider the vein direction and will attempt to produce the finished product with vein patterns running in one direction, when possible.

➤ **SINKS**

Sinks Size (and shape) matters! Some sinks may result too big for your cabinet, so consider the cabinet clearance when selecting a new sink, especially for undermount installation. Get the sink specs provided by the manufacturer prior to purchasing to verify if it works for you. Check that the cabinet is at least 3" wider than the overall sink dimensions (including the rim) and that the depth of the sink does not interfere with the plumbing pipes. Some sinks like banjo style or 'D' shape may not fit and will not allow for multiple faucet holes. Tip out trays and recessed door cabinets may also interfere with the size and shape of the sink. All sinks must be on the job site prior to the date of field measure, unpacked and inspected, except for sinks provided by ADH. Farm and apron sink should be dry-fit prior to field measure into correct position, plumb and level with the sink cabinet, but not yet siliconed or glued to the cabinet below. All cut out information, digital and paper templates must be available at the time of field measure. Our Measure Tech will be unable to finalize the measure if sinks and templates are not on site and a return trip may be required resulting in additional trip charges and delayed installation.

➤ **SINK CUT OUTS AND REVEALS**

Some sinks offer multiple cut out template options, like Reveal, Negative Reveal or Flush, while other sinks offer only one option. A reveal cut out will be slightly wider than the sink opening, 'revealing' the rounded rim of the sink. A negative reveal cut out will be slightly smaller than the sink opening and it will have a slight overhang. A flush cut out is the same size of the sink opening. However, we have found that what flush means for one supplier, it may mean differently to another, and some flush cut outs still show a little bit of the rim. If you are very specific about the type of reveal you want, look for sinks that provide a manufacturer template with that type of cut out. Check with the supplier or directly with the manufacturer prior to purchasing and look for photos of an installed sink. It is also very important that you are present at the measure and that your sink, with paper and digital template, is available at that time, so our Measure Tech reviews the options with you. ADH will not alter any template recommended by the manufacturer, and we will not be responsible for the way the cut-out fits when opened according to the template provided. Cheap sinks will usually bring problems with cut out templates and uneven rims, so we recommend you purchase from a known manufacturer.

➤ **FAUCETS**

As with sinks, not all faucets may work with your countertop design. Some faucets may be too tall when there is a snack bar or ledge behind, they may have a lever too angled, or have a handle that will not turn properly all the way back because it hits the backsplash. Some faucet may have multiple holes that will not work with your sink, so please check if the faucet will work with your sink prior to purchasing. All items to be mounted in the countertops must be on the job site prior to the date of field template, so our Measure Tech is able to check and verify that they work and fit in your countertop: faucets, soap dispensers, air gap, water dispensers, etc. (except for items provided by ADH). All cut out information, templates and specifications must be at the job site prior to field measure as well. Changes in specifications after field template will result in additional trip charges and delayed installation. If the customer is providing his/her own faucet, ADH requests that cheap faucets be avoided as they will usually bring problems and have poor warranty, so we recommend you purchase from a known manufacturer. ADH will not be responsible for any damages caused by the faucet leaks.

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- **PLUMBING & ELECTRICAL**

ADH is not responsible and cannot be held liable for the functionality of existing plumbing and electrical lines, fixtures, or equipment. Also, it is important to know that if the plumbing reconnect is done too early and it results in a dropped sink, this would cause a void in the installation warranty.
- **CANCELLATION AND RETURNS**

Your countertops are custom made and are not returnable and the purchase price cannot be refunded. Cancellations are not accepted after your approval has been received after measure.
- **RESEALING NATURAL GRANITE**

Sealing granite is no guarantee against staining. ADH recommends resealing granite countertops once or twice each year to minimize staining. Resealing granite is the customer's responsibility. Stone sealer can be purchased at home improvement centers and tile shops. The whole process takes just minutes.
- **SAFETY**

For safety reasons, children and pets must be kept out of work area, or leave the residence for the duration of the install. Heavy items, odors, dust and fumes are part of the installation.
- **DELAYS**

Delays During transportation, a top can break sometimes. If this were to occur, ADH will remake the top and prioritize the installation of the new top within a few days. Delays may occur in order to have additional stone supplied to remake the pieces. Customers planning parties or events in their home should be cautioned to provide several weeks of cushion before hosting an event in their home as delays on major construction projects are common and occur for unforeseen reasons. No compensation or reimbursement will be provided for delays occurring due to a broken top or splash.
- **MANUFACTURER WARRANTY**

Your countertops are covered against manufacturing defects according to each specific brand. Any work required under the terms of the product warranty, will be performed by us in accordance with the manufacturer procedure. We will also administrate any necessary claim on your behalf. Some manufacturers provide replacement of material only in which case, ADH will charge for fabrication, installation and any other labor required. Please refer to the specific warranty for exact coverage and exclusions. Chips, fissures, crevices and cracks are not defects, but natural characteristics of the stones. Sometimes we fill them up in the shop, depending on the size. If caused at transportation and handling, they will be repaired at installation.
- **INSTALLATION WARRANTY**

Your installation is guaranteed for one year (unless stated otherwise on the contract) from the date it is completed for the components of the job, which includes initial fit and hard seams. Our installation warranty does not include:

 - Chips, dents, damage by impact
 - Separation of seams or damage caused by house or cabinet settlement or movement, lack of adequate support or uneven cabinets or flooring
 - Cracks
 - Normal Wear and Tear
 - Heat Damage
 - Regular maintenance such as cleaning
 - Renewal of caulk, silicones and resins
 - Physical damage or abuse
 - Fallen or shifted sinks by hooking plumbing too soon after installation
 - Replacement of caulk and silicones smeared or not turning clear due to cleaning too soon after installation
- **CARE AND MAINTENANCE**

You will receive a warranty and care instructions packet for your specific countertop brand or material. Quartz requires simple cleaning with soap and water or regular household cleaner such as Windex or Formula 409. A magic eraser pad removes some of the metal marks that pans, and pots leave on the countertop. Occasional scrubbing with a no-scratch pad and a little SoftScrub is ok to remove hard water residues or for a deep cleaning. Granite and natural stone may be cleaned with a cloth and warm water or with a granite cleaner such as Granite Gold Daily Cleaner.