

COMPAC TECHNOLOGICAL QUARTZ COUNTERTOPS.

ALL YOUR LIFE
WITH YOU.



TECHNOLOGICAL QUARTZ

COMPAC
THE SURFACES COMPANY

TECHNOLOGICAL QUARTZ COMPAC

For those looking for design without compromising functionality, COMPAC Technological Quartz brings together these two qualities in a unique and innovative product, perfect for interior decoration.

Countertops created with the latest technology that turns natural quartz, one of the hardest minerals in nature, in a superior product with exceptional resistance and stunning beauty.

A very versatile material with high hardness, abrasion resistance and easy cleaning, combining innumerable decorative possibilities full of beauty and elegance, with a high quality and perfect finishes. An ideal choice for kitchen countertops, flooring, tiling and all types of surfaces that have to withstand heavy use.



TECHNOLOGICAL QUARTZ

COMPAC WARRANTY

COMPAC, THE SURFACES COMPANY, provides a lifetime* warranty for all registered owners of installed TECHNOLOGICAL QUARTZ countertops that covers any manufacturing defects affecting the materials used in the fabrication process of this product, whereby any defective material in the countertop would be replaced or repaired.

This warranty is valid in the European Union, the United States of America, and the Arab Emirates.

The warranty does not impair consumer and user rights provided for under the legal warranty in the event the products are not in keeping with the contract.

We are so convinced of our countertops' quality that we guarantee them for life *

WARRANTY TERMS AND CONDITIONS

1. This warranty is valid for 33 years after the registration date.
2. This warranty is only applicable to any manufacturing defects affecting materials used in the fabrication process of COMPAC technological quartz countertops installed in private homes.
3. To obtain assistance during the warranty period, you must contact the sales outlet where you purchased the product or contact COMPAC directly.
4. This warranty is applicable to material that has been used and maintained following COMPAC's Maintenance and Upkeep Instructions and Precautions for Use, as given in the corresponding sections.
5. The holder of this warranty must at any given time allow COMPAC authorized personnel access to the home where the supposed defective product is located for inspection purposes and permit them to take photos if necessary.
6. Only registered purchasers qualify for this warranty, as specified in this document, and the original invoice must be presented when making a claim under this warranty. In case of purchasing a new house, we consider the purchasing agreement of the property as an invoice. To register the COMPAC Lifetime guarantee, you have six months from the invoice date.
7. Any products that have not been paid for in their entirety are excluded from this warranty.
8. This warranty does not cover products fitted outdoors, or damage resulting from improper use, exposure to excessive heat, exposure to the elements, excess exposure to ultraviolet light, physical or chemical misuse, or damages caused by inappropriate care and maintenance.

*This warranty is 33 years limited.



9. This warranty does not cover defects resulting from inappropriate handling, cutting or improper installation. In such cases installation personnel or independent professionals shall be liable.

10. This warranty does not cover any cut-to-measure or installation costs. Similarly, this warranty does not cover additional costs derived from other repairs or modifications to fixtures, such as plumbing, wall repairs, etc.

11. COMPAC shall not be liable for transportation costs of replacement material to the purchaser's home.

12. This warranty does not cover products that were installed with known or visible manufacturing defects at the time of installation, including but not limited to, differences in colour or tone.

13. This warranty expressly excludes products used for flooring, wall covering or similar products, and products for commercial use.

14. COMPAC shall not be liable for personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, and structural movements, acts of vandalism, accidents or force majeure.

15. This limited warranty is personal and non-transferrable, and is only applicable to the person registering their personal data in accordance with the terms and conditions of the warranty.

16. This is the only warranty provided by COMPAC for its technological quartz countertops. Only COMPAC is authorized to make any warranty commitment in relation to COMPAC technological quartz products.

17. COMPAC reserves the right to replace defective material with other similar materials in the event that the product protected under this warranty has been discontinued.

HOW TO USE THE WARRANTY

In case you find a fault in the product and you want to make a claim under this warranty you must notify by e-mail or letter to our Customer Service including a copy of the warranty and the invoice.

COMPACSTONE USA, INC. Miami, FL
1666 NW 82 Avenue, Miami, FL 33126
Phone: 305-406-3600
lifetimewarranty@compac.es
www.compac.us



MAINTENANCE AND CONSERVATION

Periodic maintenance is very simple, due to its unique physical and chemical characteristics, and its zero porosity, quartz technology products COMPAC, it requires only regular cleaning using a product / soap pH neutral, rinsing with water and dry with a cloth or paper towel. Following this guideline will maintain its natural luster and appearance for lifespan.

Then respond with examples, some simple treatments for common everyday problems that can occur:

- **How do I remove grease stains?**

Dilute a small amount of warm neutral pH soap and rub the stain with a cloth in a circular motion and rinse immediately with clean water.

- **How do I clean dry spots produced by the lime water?**

Pour vinegar (or dilute weak acid) or use non-abrasive cleaners for cleaning specific lime, applied over the surface of the hob and leave for 1 minute, then rinse with water.

- **How to remove the remains attached of household products?**

Take off the residue with a plastic spatula, remove debris from the surface leaving it clean with a damp cloth and apply a mild soap then rinse with water.

Food, fruits and vegetables, soft drinks, sauces, basic cosmetics, gum, makeup and nail polish.

- **How do I remove stains from household products?**

The remains of these products are removed by rubbing with a cloth dampened with a neutral pH cleaner.

Food, fruits and vegetables, soft drinks, sauces, toiletries, bleach, ammonia and nail polish remover.

- **How do I remove traces of silicone?**

Moisten the surface by applying a small amount of solvent (such as ethanol). Scraped with a knife gently to avoid scratching the surface.

- **I have a rust stain, how I can clean it?**

To eliminate metal oxide stains: Pour a small amount of hydrochloric acid (hydrochloric acid etched or in Spain). Leave for a few seconds, rinse thoroughly with water and dry with a cloth or paper towel.

USE PRECAUTIONS AND RECOMMENDATIONS

- **Where should not be placed COMPAC quartz technology?**

Do not place materials outside COMPAC Quartz or any place subject to intense sunlight or in places where the product is exposed to lamps UV output.

- **Is COMPAC resistant to heat?**

Technological quartz COMPAC is a heat resistant product but if placed on the surface recently retired fire objects (pans, pots, pans, etc..) it can damage irreversibly. We therefore recommend you never place them directly on the surface and quartz, using mats and pads



to place these objects. Toasters, fryers and embedded appliances: hob, dishwasher, etc.. generate heat, to protect the surface recommend sufficient separation of ventilation to remove the heat generated.

Always use common sense and assure you that keep the beauty of this natural material.

- **Is it necessary to apply a sealer on the surface of quartz technology COMPAC?**

No, due to its null porosity prevents moisture seeping .It is not recommended under any circumstances to use repellents or sealants to enhance the shine, unlike other natural stones like marble. These products stay on the surface of the material, creating a coating that wears down over time, leaving some areas with more shine than others on the countertop.

- **Can I cut or sharp utensils used on the surfaces of COMPAC?**

Quartz technology is made from a 93/95% natural quartz, one of the hardest rocks and beautiful. But we recommend for proper conservation and avoid brands produced by the cutting knives, utensils or sharp tools to protect them using specific tables for cutting.

- **What chemicals or cleaners are not recommended to use?**

Do not use paint stripper, caustic soda, degreasing, or products with pH above 10 or chlorine-based, oven cleaners, toilet, furniture waxes, oil soaps and products to unclog. Do not under any circumstances use products containing hydrofluoric acid or dichloromethane. If you use bleach or solvent rinse with water and never leave them in contact with the surface permanently.

- **Can I repolish the surfaces of quartz technology?**

Under no circumstances quartz surfaces should not be repolishing, or for use in flooring or countertops.

- **How do I care and clean a quartz surface and Matte finishes Ovo?**

All products and technological quartz finishes: Polished, Ovo and Matt have the same levels of quality and physical-mechanical qualities. Beauty products and decorative capacity, but

the finished products and Mate Ovo require more care and maintenance requirements as they are much more sensitive to everyday brands that can be printed on the material.

- **Do technological quartz surfaces with resins or recycled BIO has the same service?**

COMPAC has several products made from renewable plant-based resins "BIO": Carrara, Perlino, Botticino, Noce, Imperial, Portoro and Pierre Bleue. It also manufactures products with high percentages of recycled materials (crystals): Jet, titanium, Late, Ruby and Venice. All have the same qualities and therefore the same care and maintenance.

- **Is Technological quartz COMPAC safe?**

All our technological quartz products are certified for home use by the relevant official bodies in each of the countries that sell. We have certified GREENGUARD Indoor Air Quality, which certifies their contribution to creating a healthy indoor environment by not producing any polluting emissions volatile, GREENGUARD Children's & Schools, which supports its use in schools or places where they live for long periods of time and NSF certifies and warrants that chemical element does not convey any contaminant to food by direct contact with the surfaces of COMPAC, an area completely safe for you and your family.

- **Do technological quartz products contain chemicals antibacterial COMPAC?**

The null material porosity does not allow the generation of mold and bacteria accordingly. It is therefore not necessary to insert chemicals that inhibit growth. We can say that our technology has the quality of quartz to be antibacterial.

