

# Prime Stone

## Warranty

Congratulations on the purchase of your new Prime Stone benchtop. Your warranty requires that your benchtop is cared for using the instructions provided in the Prime Stone Cleaning & Care Guide on the back of this warranty.

## The official Warranty Registration for your benchtop is sent to us by your Prime Stone benchtop fabricator or kitchen manufacturer. They are your first point of contact should any issue arise.

We urge you to keep your invoice from your Prime Stone fabricator or kitchen manufacturer as proof of purchase.

We ask that you familiarise yourself with the Prime Stone Cleaning & Care Guide at the end of this document to ensure the best care of your benchtop and your ongoing satisfaction.

### 1. Warranty

Subject to the conditions of this warranty set out overleaf, Prime Panels New Zealand Limited (the "Company"), a business unit of New Zealand Panels Group Limited, warrants to the initial purchaser only (the "customer") that for a period of 10 years from the date of installation of the benchtop(s), the sheets of Prime Stone used to manufacture the benchtop(s) and sold by the Company (the "Product"), will be free from defects in manufacture. This warranty does not apply to any other product.

This warranty is provided in addition to any statutory guarantees that apply under the Consumer Guarantees Act 1993 and does not limit or exclude any rights that you have under that Act or any other applicable law that cannot be excluded.

### 2. Conditions of Warranty

This warranty is strictly subject to the following conditions. The customer acknowledges that failure to adhere to these conditions shall void this warranty.

**a.** In order to claim under this warranty, the customer must provide proof of purchase of the Product alleged to be defective and submit a written claim to The Company within 30 days after the defect would have become apparent to a reasonably diligent person (or, if the defect was apparent, or would have been apparent to a reasonably diligent person prior to installation, the claim must be made prior to installation). Before making such a claim, the customer must have advised the fabricator or kitchen manufacturer of the defect immediately, and allowed them and the Company to promptly inspect the Product to verify the defect.

**b.** This warranty is for the sole benefit of the customer (being the original purchaser of the product) and is not transferable.

**c.** The Product must be installed and maintained strictly in accordance with the Prime Stone Cleaning and Care Guide, and any other relevant Company technical literature current at the time of installation (the "Literature") and must be installed using the components or products specified in the Literature. All other products, including coating and jointing systems, applied to or used in conjunction with the Product must be applied or installed and maintained strictly in accordance with the relevant manufacturer's instructions and by qualified trade people using good trade practice.

**d.** The project must be designed and constructed in strict compliance with the current New Zealand Building Code and all other relevant laws, regulations and standards.

**e.** The customer's sole remedy for breach of this warranty shall be that the Company will either (at the Company's discretion):

i. Supply a replacement for the affected Product;

ii. Repair or rectify the defective Product;

iii. Pay the cost of replacing, repairing or rectifying the affected Product. For the avoidance of doubt, this warranty covers the cost of all reasonable delivery and labour charges that are necessary for the repair or replacement of the affected Product.

**f.** The Company will not have any other liability for breach of this warranty (regardless of whether liability would arise in contract, tort including negligence, or otherwise). Without limiting the previous sentence and for the avoidance of

doubt, the Company will not be liable under this warranty for any economic loss, loss of profits, income, business or revenue, or any indirect or consequential loss;

**g.** Without limiting paragraph f. (above), the customer agrees that the Company will not be liable for any claims, damages or defects arising from or in any way attributable to:

i. Poor workmanship (by any person other than the Company, including but not limited to) by a third party fabricator or kitchen manufacturer;

ii. Poor design or detailing;

iii. Settlement or structural movement and/or movement of materials to which the Product is attached. Cracking caused by changes to the level of the building where the benchtop(s) are installed (the use of L shape components is prohibited), or cracking caused by excessive point loading (Prime Stone benchtops are not suitable for standing, walking or sitting on);

iv. Physical abuse, misuse, accidents, exposure to excessive moisture, improper maintenance, scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, or normal wear and tear;

v. Exposure to high heat sources including pots, pans, cooking appliances such as kettles, electric frying pans, crock pots and cooktop ovens (heat shields or trivets must always be used under such items to prevent damage);

vi. The use of solvents or inappropriate cleaning products and non-pH neutral chemicals which may include but are not limited to, bleach, Jif, caustic soda, Draino, oven cleaners, and petroleum based products;

vii. General fading and discolouration or damage due to direct and indirect light (exposure to sunlight should be avoided);

viii. Variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations;

ix. Installation of the Product in any situation which involves exposure to excessive ultraviolet radiation, heat, flames or chemicals (Prime Stone is not recommended for exterior applications or fireplace installations);

x. Any act of God, including earthquakes, cyclones, floods or inclement weather, or acts of war (whether declared or not), insurrection, civil disobedience or terrorism, or any other materer which is beyond the Company's reasonable control.

**h.** This warranty also does not cover:

i. Defects that are trivial and/or insubstantial;

ii. Anything that has been disclosed as a feature or limitation of the Product in any literature published by the Company;

iii. Products that are sold as seconds, or end-of-line products

iv. Damage caused by the use of any unauthorised 3rd party sealer products. Sealing is not required for this product.

**i.** This warranty only applies where the Product has remained installed at the same location at which it was first installed after its sale by the Company.

**j.** All warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded to the fullest extent allowed by law.

**i.** A replacement product may not reasonably be available from the Company in the same design or colour as the original Product covered by this warranty. If a replacement Product of the same shape, type, design or colour is not reasonably available, then the Company may satisfy its obligations under this warranty by providing a replacement Product of a shape, type, design or colour as close to the original Product as is reasonably practicable, from the Company's then-current stock at the time of replacement.

### 3. Privacy

The Company complies with the New Zealand Privacy Act 1993 (the Act) when dealing with personal information. In order for the Company to provide this warranty we need to gather information about you which we will keep on file and may use for the purpose of responding to enquiries and warranty claims, checking eligibility for claims under this warranty, and record keeping and audit. This is the information on the Warranty Registration provided by your Prime Stone benchtop fabricator or kitchen manufacturer on your behalf, and includes your name, address, installation date, details of your purchase and your fabricator or kitchen manufacturer. We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

Under the Act, individuals have rights of access to and correction of personal information about them held by the Company. To request access to or correction of your personal information, please contact us on the details set out overleaf.

# PrimePanels<sup>NZ</sup>

For all enquiries:

Phone 0800 477 463

Email [sales@primepanels.co.nz](mailto:sales@primepanels.co.nz)

Visit [primepanels.co.nz](http://primepanels.co.nz)

AUGUST  
2021

## Cleaning and Care Guide

Prime Stone is a high quality, engineered quartz stone that is extremely durable and easy to clean.

Prime Stone is made from 93% natural quartz mixed with 7% pigment and resin to form a smooth, high density surface with an excellent ability to resist stains and bacteria.

Our engineered stone comes in three surface finishes – polished, honed (matt) and leather. Honed and leather finishes will require more regular cleaning but are still a very durable and practical choice.

To ensure your Prime Stone benchtop retains its good looks for longer, please follow these guidelines:

**1. Everyday cleaning for all finishes:** Wipe down with a clean damp cloth. Wipe dry to remove moisture.

**2. For spills, splashes, greasy marks and general grime for all finishes:** Wipe down with warm water and detergent or a Stone Safe Spray & Wipe cleaner, then rinse by wiping down with a clean damp cloth. Wipe dry to remove moisture.

**3. Removing more stubborn stains and marks from polished finish:** Use a crème cleanser diluted with water (one part crème cleanser to three parts water) with a damp sponge and use a circular motion to remove the stain. Then rinse with a damp cloth and wipe with a soft dry cloth.

**4. Removing more stubborn stains and marks from honed (matt) finish:** Dampen a white melamine foam sponge e.g. 3M Magic sponge, Glitz Wipe-out sponge or Filta Wonder Sponge. Do not over-rub in one patch but use a wide circular motion. Then rinse with a damp cloth and wipe with a soft dry cloth. This is not recommended for everyday cleaning.

**5. Removing more stubborn stain and marks from leather finish:** Use a soft brush with warm water and detergent and work gently into the surface in a wide circular motion. Then rinse with a damp cloth and wipe with a soft dry cloth.

**6. Removing food, chewing gum or paint:** Carefully scrape off with a shape blade. Any residual metal marks can be easily removed by following Step 3.

**7. The use of non pH neutral chemicals is prohibited:** Do not use or spill bleach, caustic soda, Draino, oven cleaners, paint strippers or petroleum based products on your Prime Stone benchtop.

**8. Don't expose to high heat:** Prime Stone surfaces can tolerate moderate heat but sudden temperature changes can permanently damage them. Always place a heat pad or trivet underneath pot and pans, cooking appliances such as kettles, electric frying pans, cooktop ovens and crock pots.

**9. Chips and damage:** Remember your benchtop is highly impact resistant, however not impact proof! Knocks to surface edges with steel pots, frying pans or even wine bottles could lead to chips in the surfaces. If this happens contact your kitchen manufacturer or benchtop fabricator for advice. The surface can often be repaired.

Our cleaning video for Prime Stone can be found on the Technical Resources page of our website at [www.primepanels.co.nz](http://www.primepanels.co.nz)



10 Year  
Warranty



Easy to  
Clean



Hygienic  
Surface



Scan to View Our  
Cleaning Video