



## Preparing for Template - Laminate

First, we would like to thank you for choosing to have your new countertops installed by Counter Solutions. Our teams of employee owners look forward to serving you!

Before we arrive to template your new countertops, there are a few items that we ask you to take care of to help make this new addition to your home as stress-free and smooth as possible.

We do require that a decision maker is on site for the template to ensure we answer all questions regarding how you want your new countertops to look. This will help to make sure that you are getting the tops that you'll love but also helps get the process underway once the template is complete. We will request a signature of the decision maker for the final selections. If no one is present we will be in contact to answer any remaining questions which may delay the start of the drawings for your tops.

Please make sure that all items are removed from existing countertops so we have a clear and unobstructed surface to template. If you have new cabinetry please make sure everything is in place and is flush and plumb. Make sure openings for appliances are the proper dimensions and all panels, trim etc that need to be factored into the countertop dimensions are in place.

Please also make sure that if any sinks are involved with the job that they are onsite for the template technician to measure or bring them back to our shop for plotting to ensure the hole cut for the sink is accurate. A drop in sink specification can also be used to ensure a proper cutout for laminate tops. Faucets and other plumbing items do not need to be on site for template. These holes are often part of the drop in sink configuration, however, for an undermount Karran sink the holes will be drilled at install so please be sure to have them available for your installer. Any other items that will require a hole (i.e. pop up outlets, grommets etc) should be discussed and dimensioned at template to ensure the hole is cut in fabrication or that the install crew is warned of any special size bits that are required to complete the hole.

If we are removing your old countertops, please make the template technician aware of this at template so they can take into consideration any added work that the installers may need to be aware of. Also, if any support is needed for the overhangs of the top this will also be discussed at template. The template technician will walk you through the template and cover any other miscellaneous items that may need to be addressed as well.

The completion of these items is greatly appreciated by your professional template technician. For details regarding lead times please consult your dealer.

Thank you in advance for your help!



## Preparing for Install - Laminate

Before we arrive to install your new countertops, there are a few items that we ask you to take care of to help make this new addition to your home as stress-free and smooth as possible.

Please make sure that we have safe, unobstructed access from the install truck to the install location (kitchen, bathroom, etc.).

- This includes (but is not limited to): removal of snow/ice, construction debris, shoes, pets, children, furniture, pictures on the wall, and major appliances (if possible).
- These tops are heavy and fragile until installed. Any tripping hazard could potentially be dangerous.

Please also make sure that you have your new faucet on site for any undermount sinks, as well as any other items that will need a hole drilled in the countertop (soap dispenser, water purifier, etc.). These holes will be drilled on site at the time of install.

If we are removing your old countertops, please empty all the contents of the lower cabinets and place in a safe place in another room. This will allow the installers access to any screws for removal of the tops, help to limit damage or contamination of any cabinet contents, and make clean-up of any debris easier. All plumbing/electrical hookups will also need to be disconnected by others before we can remove the old countertops.

Finally, we will need someone on site with the authority to make decisions on any faucet hole layouts if necessary and to sign the final approval sheet when the installation is complete.

The completion of these items is greatly appreciated by your professional installation crew.

For details regarding lead times please consult your dealer.

Thank you in advance for your help!



## Laminate Care and Maintenance

Everyday cleaning of laminate countertops is as simple as a quick wipe with a damp cloth. All laminate materials resist finger prints, coffee spills and so much more.

### **Routine Care**

To clean the surface use a damp cloth or sponge and a mild soap or detergent. Do not use hard abrasives such as comet or steel wool.

### **Residue**

Difficult residue such as dried coffee or tea can be removed using mild household cleaner or detergent and a soft bristled brush, repeating as necessary. If a residue persists, use a paste of baking soda and water. Apply with a soft bristled brush. Lightly scrubbing for 10 to 20 strokes should remove most residue. Excessive scrubbing or exerting too much force could cause damage to the laminate. This procedure should not be the normal general cleaning method or used on gloss finish laminates.

### **Stubborn Residue or Stains**

Residue or staining that resists the above cleaning method may require the use of undiluted household bleach or nail polish remover. Apply the bleach or nail polish remover to the stain and let stand no longer than two minutes. Rinse thoroughly with warm water and wipe dry. You may repeat this but prolonged exposure to the laminate surface will cause discoloration.

### **Avoid Exposure to heat**

Hot pans and electrical appliances should never come in contact with your laminate countertop. Never place pots or dishes directly from the oven or stove onto your countertop. Always use hot pads or trivets. Laminate exposed to heat can and will mar or burn.

### **Harsh Chemicals**

Avoid exposing your laminate to harsh chemicals such as oven cleaners, toilet bowl cleaners, hair or food dyes, drain cleaners or products containing any kind of acid.

### **Products Web Site**

View a complete care and maintenance at the products website.



## Laminate Limited Warranty

Counter Solutions by Lumbermen's warrants the purchaser that our fabricated products will be free of manufacturing defects for one (1) year from the date of purchase by the original purchaser.

Counter Solutions by Lumbermen's warranty obligation is limited solely to the repair or replacement of the fabricated product and excludes labor charges.

Counter Solutions by Lumbermen's warranty does not include the following:

- A) Scratches
- B) Heat related damage
- C) Improper use or abuse after delivery or installation.
- D) Improper installations by anyone other than a Counter Solutions installer.
- E) Delamination, swelling or other water damage, including seams by sink areas
- F) Abrasive or chemical damage, including household cleaners or other substances not meant for use on laminate.

Laminate countertops that are ordered "furnished only" are inspected and boxed before shipping. It is the purchaser's responsibility to inspect all materials at the time of delivery. All damage claims on "furnished only" tops are to be reported immediately.

Laminate countertops that are ordered "furnished only" should be installed immediately to prevent warping. Laminate tops should be stored flat in a dry area.

Some laminates are directional or have random patterns; therefore, Counter Solutions by Lumbermen's will not guarantee color match at seams, miters, or other joints.

Please note specific brand warranty information on each product's individual website. Counter Solutions by Lumbermen's does not warrant the laminate materials.