QUANTUMzero
RECYCLED SURFACES

10 Year Limited Warranty

Warranty Terms & Conditions

Congratulations on your recent purchase of **Quantum Zero**... thank you for choosing us for your project!

Quantum Zero supplies material to your stonemason in slab format. Your stonemason of choice will cut, polish and install your bench top. All Quantum Zero material is checked when it arrives in our warehouse & before it leaves. After it leaves our warehouse, Quantum Zero has no control with transportation, manufacturing or installation.

Please take the time to read our care and maintenance recommendations. By following the proper installation, care and maintenance of Quantum Zero you should have many years of enjoyment from our Product.

Listed below are the terms and conditions applicable to Quantum Zero recycled surfaces.

What is included in the warranty:

1. Quantum Zero offers a 10-year limited warranty to the original customer for a period of 10 years from the date of installation.
2. The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty.
3. The Warranty is limited to a) replacing the material b) refunding the value of the material. c) repairing the material. The warranty does not include fabrication and installation of the material.

What is not included in the warranty:

1. Any defect or damage to the Product arising from work done by anyone other than Quantum Zero.
2. The fabrication and installation of the Product by other parties.
3. The use of the Product as flooring or outdoors (including BBQ areas) or in areas near swimming pools.
4. Changes in colour in different light conditions and discolouration or fading due to exposure to natural or artificial UV, sunlight or silicon (or similar).
5. Any modification or alteration (including the use of sealers or colour enhancers) to the surface of Quantum Zero.
6. Damage to the Product due to prolonged exposure to chemicals or solvents; such as (but not limited to) acetone, thinners, paint stripper, cleaners that have high alkaline/pH levels.
7. Damage by:
    a. Placing hot pots / pans (including electric fry pans) on the surface
    b. Applying excessive weight to the surface
8. Any defect or damage as a result of the Product not being cleaned in accordance with the Quantum Zero Care and Maintenance Guide.
9. Variations in colour, pattern or shade of the material against sample material, displayed or illustrated. Quantum Zero is made from recycled glass and pigments & some colour variation will occur between batches.
10. Failure of adhesives, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams.
11. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the Fabricators and/or Customers.
12. Damage as a result of sitting, climbing or standing on the Product.
13. Any defect or damage as a result of mishandling or abuse.
14. Bowing less than 1.5mm per 1000mm of material.
15. Cracks are not a material fault. They are not covered in the warranty and are usually a result of:
    a. Mechanical stress on the material after installation
    b. Settlement or movement in joinery or house as a whole
    c. Sitting, standing or climbing on your bench top
    d. Excessive heat
    e. Sink or cook top cut out (not covered)
    f. “L” shaped cut out / improper installation
16. Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface. Chips are not covered by this warranty.
17. Fireplaces are not covered as a result of variations in design and heat output.
18. The warranty only applies if the Product was installed by a qualified and licensed stonemason.
19. Very infrequent ‘greyish’ or ‘reddish’ dots in ‘Galaxy Black’ or ‘Reflections’ are normal. These dots are the reverse side of a mirror and are an expected result of the manufacturing process. Other very inconsistent small dots are part of the material used in the manufacturing process and are an accepted part of the material.

20. 'Galaxy Black' and 'Reflections' may show minor pitting on the surface due to the manufacturing processes of the mirror (glass). This is unavoidable and not considered a fault in the Product. We suggest inspection of slabs prior to purchase or cutting as no claims will be considered relating to pitting in the 'Galaxy Black' or 'Reflections'.
21. Small infrequent dots may appear in the material. These can be darker or lighter pieces of coloured glass in relation to the base colour and are not considered a fault of the material. Infrequent small white dots present in Midnight Black for example are particles of recycled glass used in the manufacturing process and are accepted as part of the material.
22. On 'Ultra Natural' colours, some black/greyish dots may appear both large or small. There may also be inconsistencies in the veining pattern or background. This is not a defect; the inconsistencies are designed to mirror the look of natural stone.
23. 'Character' colours such as Ash Grey, Dolce, Alabaster Matte and Graphite Matte and others include sporadic small circles and darker spots. These inclusions are not faults but are added intentionally and add to the unique & inconsistent character of the stone.
24. Concrete Matte is a unique and inconsistent colour. Due to the raw material mix used to make this colour and the unique polishing methods you may see small areas/spots of the stone that seem to be slightly more/less polished than others. This effect may be more noticeable when the bench is viewed under intense artificial or natural light. This is not a defect in the stone.
25. Concrete colours, Naturale Concrete and Metro Concrete have an uneven finish which may show inconsistent spots, mineral glitter and pits. These features, although sporadic, are part of the 'rough matte' finish production process and are not considered a defect.

Statutory Rights

The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions or warranties implied by the Trade Practices Act 1974 or any other equivalent or corresponding legislation.

Registering your Warranty

Please register your warranty online at www.wk.com.au. This will enable us to offer you better customer service.

Making a Claim

Please address any claim in writing within 28 days of the occurrence to:

WK Trading Services P/L Trading
as Quantum Zero
129 Fairford Road Padstow NSW 2211
Tel: +612 9772 9888
Email: marketing@wk.com.au

Care and Maintenance Guide

Quantum Zero is a durable material but you should avoid:

- Sitting, standing or climbing on your bench top
- Direct exposure to hot pots, pans or other hot items
- Cutting food directly on the surface
- Knocking, dropping or bumping the Product with heavy items
- Exposure to strong chemicals and solvents

Matte finish products are as durable as our polished range however they are prone to oil marks from 'oily' based products and even our own natural skin. These are not permanent stains however extra care is required in order to maintain your matte finish product.

Note: all silicon or similar based products may leave a shiny film on the surface, causing a shiny appearance which cannot be removed. This is an unavoidable part of the installation and should be restricted to the necessary (splashback and joint sealing) areas of the benchtop.

Quantum Zero is low maintenance.



- For every day cleaning use a neutral pH cleaner or our Spray Cleaner*
  Absorb spills immediately and wipe with a soft cloth or sponge. Ensure you remove all cleaner residue with damp cloth or sponge.
- For stubborn stains use our Cream Cleanser*
- Quantum Zero is virtually non-porous and does not require sealing or polishing to maintain its semi-gloss, smooth finish.

NOTE: When cleaning with our Cream Cleanser, **please dilute with water first**, then apply with a non-scratch scourer or soft cloth.

When unsure, test the Cream Cleanser on a small piece of your bench that is out of view.

Quantum Zero is not a full gloss finish, it is a semi-gloss. If your bench top looks too shiny or blotchy please review your cleaning methods.

TO VIEW THE QUANTUM ZERO CARE & MAINTENANCE VIDEO VISIT www.wk.com.au

*Cream Cleanser is available at select kitchen companies and fabricators as well as online at **wk.com.au**