



Arenon Surfaces Care & Maintenance

Congratulations on the purchase of your **Arenon Surfaces** countertop. **Arenon Surfaces** is an elegant, durable and resilient countertop surface that will provide you with many years of comfort and satisfaction. Maintaining your **Arenon Surfaces** is simple and easy.

- For every day cleaning use a soft sponge or dishcloth with warm water.
- For stubborn or greasy clean-ups use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc. or ordinary dish washing detergent e.g. Palmolive with warm water and a “White Scotch Brite”.
- Never use red or green Scotch Brite on **Arenon Surfaces** as they contain aluminum oxide (the same abrasive in sandpaper) and may dull **Arenon Surfaces** finish.
- Do not use abrasive cleaning agents such as regular Comet and Ajax. If needed, Bon Ami and Bar keepers’ friend are both approved nonabrasive cleaning powders that will clean without affecting **Arenon Surfaces** finish.
- Though most common household cleaners have no effect on **Arenon Surfaces**, never allow your **Arenon Surfaces** countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride, Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of **Arenon Surfaces**.
- There is no need to seal your **Arenon Surfaces** countertop. Sealers cannot penetrate **Arenon Surfaces** and remain on the surface. Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.
- **Arenon Surfaces** is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between **Arenon Surfaces** and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the **Arenon Surfaces** warranty.

Follow this simple care and use guidelines and your **Arenon Surfaces** countertop will provide you with many years of trouble-free use.



Residential Lifetime Warranty

Arenon Surfaces warrants **Arenon Surfaces** to be free of manufacturing defects from the date of installation when fabricated and installed in private single-family residences by an authorized Arenon Surfaces Quartz Fabricator.

This Residential Lifetime warranty is limited to the original purchaser of the **Arenon Surfaces** installation. In newly constructed single-family residences where **Arenon Surfaces** has been installed, the warranty is available to the original owner and resident and is non-transferable.

All decisions regarding this warranty are at the sole discretion of **Arenon Surfaces**. No representative, dealer, salesperson, distributor, fabricator or other persons are authorized to make any warranty or promises on behalf of Arenon Surfaces with respect to Arenon Surfaces products. If it is determined by **Arenon Surfaces** that **Arenon Surfaces** materials failed due to a manufacturing defect, Arenon Surfaces will, at its sole discretion, repair or replace such materials. **Arenon Surfaces** will strive to obtain the best possible resolution. The decision to repair or replace is at Arenon Surfaces sole discretion and an exact color match is not guaranteed.

Terms and Conditions

- This warranty applies only to **Arenon Surfaces** materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation.
- This warranty applies only to materials that have been maintained according to the **Arenon Surfaces** Care & Maintenance guidelines. Care & Maintenance guidelines are available at www.arenon.com. To request service under this warranty you must contact the company who sold you your **Arenon Surfaces** surfacing or contact **Arenon Surfaces** directly at (718) 495-7072 within thirty (30) days of failure. Please also have your proof of purchase available.

What is not covered under this warranty?

- Any residence where the owner is not the occupant.
- Materials and/or services that have not been paid for in full.
- Use in any commercial application. Commercial use includes but is not limited to, use in stores, rental properties, offices or any other place of business.
- Product installed in any outdoors application.
- Product used as flooring material.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage



Residential Lifetime Warranty

- Routine maintenance including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Arenon Surfaces Quartz Care & Maintenance Guidelines.
- Failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by **Arenon Surfaces**. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- Seam appearance and performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Chemical damage.
- Creative use of the material such as thermal bending or curving.
- Material that has been reduced in thickness.
- Securing mechanical fasteners directly into the material.
- Failures due to inadequate support for the installation.
- Any other cost incurred including but not limited to painting, plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to modify, remove and or replace in the process rectifying a **Arenon Surfaces** manufacturing defect covered under this warranty.
- Transportation, freight, tear out, demolition in any form, disposal and re-installation, fabrication or associated cost beyond the cost of the product.
- Natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These are inherent characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.
- Spots or blemishes on mono colors smaller than a U.S. ten (10) cent coin and on multi colored materials smaller than a U.S. Quarter (25) cent coin. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect **Arenon Surfaces**'s structural integrity or performance therein.
- **Arenon Surfaces** materials contain important product information on the back of each slab. Removing this product information will void the warranty.
- **Arenon Surfaces** is not responsible for damage or injury caused in whole or in part



Residential Lifetime Warranty

by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

• **Arenon Surfaces** shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR Arenon Surfaces QUARTZ AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO Arenon Surfaces QUARTZ SURFACING AND Arenon Surfaces, EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

Care & Use

Congratulations on the purchase of your **Arenon Surfaces** countertop.

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- For stubborn or greasy clean-ups use a gentle liquid cleaner like Mr. Clean, 409, Simple Green, Fantastic etc. or ordinary dish washing detergent e.g. Palmolive with warm water and a "White Scotch Brite".
- Never use red or green Scotch Brite on **Arenon Surfaces** as they contain aluminum oxide (the same abrasive in sand paper) and may dull **Arenon Surfaces**'s finish.
- Do not use abrasive cleaning agents such as regular Comet and Ajax. If needed, Bon Ami and Bar keepers friend are both approved nonabrasive cleaning powders that will clean without affecting Arenon Surfaces Quartz's finish.
- Though most common household cleaners have no effect on Arenon Surfaces Quartz, never allow your **Arenon Surfaces** countertop to come in contact with drain cleaners, paint strippers or products containing Hydrofluoric acid, Methylene chloride,



Residential Lifetime Warranty

Trichloroethylene or any product with a very high or very low PH. These types of chemicals may etch or discolor the surface of Arenon Surfaces Quartz.

- There is no need to seal your **Arenon Surfaces** countertop. Sealers cannot penetrate Arenon Surfaces Quartz and remain on the surface.

Eventually the sealer will start to wear off unevenly in high use areas causing the polish to appear inconsistent.

- **Arenon Surfaces** is scorch resistant and under normal conditions is not affected. Always use a trivet or hot pad between **Arenon Surfaces** and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets. Sudden or rapid change of temperature or sustained heating, especially near edges and cut outs, may create enough thermal expansion energy to cause your countertop to crack. Damage caused by thermal expansion is not covered under the **Arenon Surfaces** warranty.

Follow these simple care and use guidelines and your **Arenon Surfaces** countertop will provide you with many years of trouble free use.



COMMERCIAL WARRANTY

Arenon Surfaces warrants **Arenon Surfaces** to be free from material defects in manufacturing for a period of ten (10) years from the date of completion of the installation. Arenon Surfaces makes no express or implied warranty including, without limitation, the warranties of merchantability, fitness for a particular purpose, or from any other course of dealing or trade usage regarding the product. No warranty whatsoever is made in regards to materials produced or provided by other manufacturers.

Arenon Surfaces's sole responsibility and liability under this warranty shall be to repair or replace, at **Arenon Surfaces's** option, the products shown to be defective, during the warranty period. **Arenon Surfaces** shall have no liability for any other loss, expense or damage, as a result of the installation of **Arenon Surfaces**. Under no circumstances shall **Arenon Surfaces** be liable for indirect, punitive, consequential, special or any other similar damages, including but not limited to, loss of profits, business interruption or any other loss.

The original owner must provide **Arenon Surfaces** with prompt notice of any alleged defects that appear. **Arenon Surfaces** or its authorized agents must be permitted to inspect the product and to follow the warranty procedures. All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Arenon Surfaces and shall be final and binding on all parties.

Terms and Conditions

This warranty applies only to **Arenon Surfaces** surfacing materials that have been permanently installed in commercial structures and that have not been moved from the original installation.

This warranty applies only to materials that have been maintained according to the Arenon Surfaces Quartz Care & Maintenance Guidelines which is available at www.arenonsurfaces.com

This warranty does not apply to products with "honed" finishes. Honed finishes require more daily maintenance and may not be appropriate for high traffic areas.

This warranty does not apply to materials used in flooring applications.

This warranty is not transferable. Under no circumstances shall this warranty exceed ten (10) years from the date of installation. This warranty is issued to the original owner of the structure in which the **Arenon Surfaces** was installed and expires upon transfer of the ownership of the structure to a third party.

To request service under this warranty you must contact the company who sold you your **Arenon Surfaces** Surfacing or contact **Arenon Surfaces** directly at 1-718-495-7072
Laws and building safety codes governing the design, engineering and construction of



COMMERCIAL WARRANTY

installations vary widely. **Arenon Surfaces** assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation.

Commercial property shall consist of any location open to the general public for business use, private properties subject to residential or commercial rental or lease, or properties designated as hotels, motels or other temporary residence applications.

What is not covered under this warranty?

Routine maintenance and minor conditions such as surface stains and water spots that may be corrected by following the techniques specified in the Use & Care Guide are not covered.

Products installed in outdoor applications. Flooring applications.

Improper use or abuse.

Failures due to fabricators failing to follow the prescribed fabrication and installation procedures as outlined by **Arenon Surfaces**. Improper fabrication and installation is the sole responsibility of the fabricator/installer.

Labor to remove, fabricate and/or reinstall **Arenon Surfaces**, or other similar activities necessary to complete the replacement or removal of the defective material.

Cover seam appearance or seam performance.

“Honed” finishes or finishes that have been altered.

Cover additional modifications such as plumbing, electrical, tile, cabinets, etc. that may be necessary to repair or replace the **Arenon Surfaces** product covered under this warranty.

Products installed with a known or visible manufacturing defect at the time of installation, including but not limited to color variance.

Damage caused by mishandling, misuse, and damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, or uses of products exposed to outside weather or climate conditions.

Arenon Surfaces shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.



Installation Guidelines

It is strongly recommended that **Arenon Surfaces** slabs are stored indoors and allowed to acclimate for a minimum of 48 hours before fabrication. There is a higher risk of breakage during winter months if slabs are not acclimated and exposed to the stresses from cutting.

Inspection

Remove the plastic sheet from the slab before cutting. Clean and examine the slab in direct light for:

- Chips, cracks, and voids
- Variance in Gloss levels
- Manufacturing flaws/defects
- Color match/Shade Variation
- Foreign objects such as metals, wood, etc.

DO NOT CUT THE MATERIAL if you cannot cut around the problematic area. Instead, return the slab to your distributor or save it for a future project.

Color Consistency

Arenon Surfaces is made from pure, natural Quartz. Variation in quartz, color, shape, shade, pattern and size are unique attributes of **Arenon Surfaces**. Although **Arenon Surfaces** colors may be more consistent than granite, color variance is an inherent trait expected of **Arenon Surfaces**. In addition, small botches or random distribution of particulates are an inherent part of the overall design and composition and are not considered to be defects or product non-conformity. Our Residential lifetime warranty and Commercial 10-year warranty does not cover color variance and **Arenon Surfaces** will not be replaced for the unique, inherent traits of **Arenon Surfaces**.

Further design samples are a small select cut from the slab and they do not full exhibit all the design characteristics of the final installed product.

In addition to this **Arenon Surfaces** is not a seamless product; seams are visible. Where there are seams the product pattern and shade will change.

To avoid color inconsistency, it is essential to check for color match during visual slab inspection. It is very normal for Quartz slabs to have slight color variation between production cycles due to the complex blending of natural minerals. **Arenon Surfaces** recommends following the strict guidelines below to ensure color consistency.



Installation Guidelines

Slab Size

Every **Arenon Surfaces** slab comes with the Block# and Slab# sticker applied on the slab edge at the time of shipment to the fabricator. Color consistency will be most accurate for slabs with both the same Block #. Typically, a bundle has approximately 10 slabs. While **Arenon Surfaces** is manufactured using modern technology, given natural variation in both quartz and the pigments mixed within the resin, there is no guarantee that slabs with both the same lot and bundle # will match in color. For jobs that require multiple slabs or have seams we highly recommend the fabricator conduct a visual inspection of the slabs to confirm color consistency prior to fabrication. Absolutely no credits, warranty, or liability will be accepted for slabs not matching, even if they are from the same lot and bundle.

Fabrication

- All corners on the countertop must be rounded to a minimum 3/8" radius. This includes sinks, cooktops, L-shaped counters, window ledges, etc. It is not necessary to round on L-Shaped counters where the seams fall at the corners.
- Include an allowance of an extra 1/8" between the cooktop/sink and the edge of the cutout for expansion.
- Avoid cross-cutting. Use a core bit when preparing a cutout. Avoid damaging the drilled area with a cutting disk
- Damage to the drilled area can result in stress points that may lead to hairline cracks
- Avoid generating excessive heat, all cuts should be done using only wet diamond cutting tools.

Lamination

Grind away any waves or indentations to an even finish on lamination areas for edge detail. Then make grooves and notches on each piece of the build-up. The notches give space for the glue. (**Arenon Surfaces** is non-porous and will not absorb the glue)

Clean the material with alcohol and air compressors before gluing it together.

To achieve a minimally visible seam, the adhesive being used must be pigmented to a color that is similar to that of the material that is being installed. When using color paste pigments mixed with the adhesive, add extra colors/pigments to the glue to avoid dark seam lines in limestone and other lighter colors. The higher concentrations of pigments will keep the glue from changing colors once it is completely dry.

Polishing

- Use diamond pads only
- **Arenon Surfaces** is made with polymer resins, so you can only wet polish. If you dry polish, the material will burn.
- Only polish the edge details, not the top surface.



Installation Guidelines

Profile Polishing

Any quartz edge profile should be done in a progressive manner using granite or marble diamond polishing pads. The quality of the pads being used will affect the time required to complete polishing and the quality of the finish. Polishing quartz should be done by starting with a surface that is smooth, clean and free from any residual adhesive.

NOTE: Care must be taken not to over polish edges in excess of the factory surface polish. Recommended polishing process for quartz:

- Honed finish 100, 200, 400-grit diamond pad
- Polished finish 100, 200, 400, 500–800, 1500–2000, 2000–3000-grit diamond pad.

These recommendations are a guideline for achieving a polish equal to the factory surface polish. The type of tools, diamond pads, and fabrication techniques will affect actual polishing results. When polishing the edge profile, use water-cooled tools. Dry-polishing the edge profile may cause overheating, leaving the edge prone to chipping. Excessive heat undermines the physical structure of the slab, and although not visible to the naked eye, micro-fissures are formed, leading to chipping upon impact, discoloration and an uneven polish.

- Use lower RPM to be used on polishers when using 1000-grit or higher diamond polishing pads.
- Do not use stone “buff” pads on quartz. Installation

• Mandatory procedures:

- Tops of cabinets must be flat and true to within 1/16” per 18” length prior to installation.
- Allow a minimum clearance of 1/8” between walls and Arenon Surfaces Quartz.
- Never insert mechanical fasteners, such as nails and screws, into Arenon Surfaces Quartz.
- Provide perimeter support of full deck. Front to back support must be given every 24”. Use only dabs of flexible 100% silicone 8-12” apart to fasten tops of Arenon Surfaces Quartz to the perimeter support.
- Grooves must be made on the edges of seams in order to provide space for the adhesive.
- Radius all inside corners for U-shaped and L-shaped tops in order to lessen corner stresses to a minimum diameter of 3/8”.
- The recommended minimum edge profile is a 1/8” bevel. The preferred minimum edge profile is a 1/8” Pencil Round edge.
- Extra adhesive should be placed on all corners along all joints.
- Support is needed for overhangs of Arenon Surfaces that extend more than 3/4” material, 16” in 1-1/4” material.

Fireplace application

Arenon Surfaces Quartz under the Standard Test Method for Surface Burning Characteristics of



Installation Guidelines

Building Materials (is classified as Class A). A detail test report is available on our website at www.arenonsurfaces.com

Fireplace Installation Guidelines

- 1) Quartz surfaces can be affected and damaged by sudden and rapid change of temperature and may not withstand the transfer of heat.
- 2) Quartz material should never be used as structural support in an installation. Installer must confirm that adequate structural support exists.
- 3) All the designs must allow for thermal expansion and contraction.
- 4) Applicable local building code requirements for all applications should be followed for building materials and surface finish.
- 5) Check fireplace manufacturer requirements for all applications to verify any specific or special requirements.
- 6) Appropriate clearance between quartz and surrounding walls, cabinets and structure should be maintained; Minimum of 1/8" clearance.
- 7) Quartz should never be in direct contact with the firebox or any surface that may exceed 250° F.
- 8) Overhangs As a general guideline, support is required for overhangs. The following guidelines are for standard cabinets 24" in depth:

MATERIAL SUPPORT REQUIRED	2CM (¾")	2CM (¾") 5/8" sub-top	with	3CM (1¼")
No additional support required.	Under 8"	Under 12"		Under 16"
Brackets required at 24" (600mm) intervals.	Between 8–16"	Between 12–20"		Between 16–24"
Legs, Columns or Panels required at 24" (600mm) intervals.	Over 16"	Over 24"		Over 24"

Sinks and Basins

- For under mount installations, follow the minimum edge profile recommendations around the cutout to reduce risk of chipping.
- It is recommended that all sink installations be fully supported, independent of the Arenon Surfaces Quartz top. Be sure to use a professional sink setter or support rail system. All sinks must be sealed to the countertop using 100% silicone.

Disclaimer: This information is intended to be used by qualified individuals who have a working knowledge and skill of a technical application and well versed with fabrication and are responsible for Quality, workmanship, safety and reliability of their work. Arenon Surfaces does not assume any responsibility for design, safety or workmanship of the installation.



Natural Quartz Test Data

METHOD	PROPERTY	RESULTS
ASTM C97-09	Water Absorption	0.02%
ASTM C97-09	Specific Gravity	148.3lbs/ft ³
ASTM C99-09	Modulus of Rupture	9,300 psi
ASTM C170-14	Compressive Strength	
	Dry	23,700 psi
	Wet	22,100 psi
ASTM C880-09	Flexural Strength	8,700 psi
ASTM C1353-15	Abrasion Resistance	31.9 lw
ASTM C217	Weather Resistance	No Damage
ASTM C373	Density	2.38 g/cm ³
ASTM C482	Bond Strength	237 psi
ASTM C484	Thermal Shock	No Damage Passed 25 cycles
ASTM C501	Wear Resistance	139 lw
ASTM C531	Thermal Expansion	2.61x10 ⁻⁵ in/in F
ASTM C648	Breaking Strength	480 lbs
ASTM C650	Chemical Resistance	No Damage
ASTM C672	De-icing Resistance	No Damage
ASTM C1028	Static Coefficient of Friction	
	Dry	0.78
	Wet	0.61
ASTM D256	Izod Impact	0.363 ft lbs/in
ASTM D543	Chemical Reagents Resistance	No Damage
ASTM D6329	Mold Resistance	No Microbial Growth
ASTM E84	Flame Spread	
	Index	
	Smoke Development Index	
MOS	MOH'S Hardness	

Premium Natural Quartz testing is performed by Testing Services – an US Independent Laboratory. Testing represents average results. For more details, please visit www.arenonsurfaces.com