



STONETECH[®] Countertop Warranty Program

Frequently Asked Questions

Question	Answer
What slabs are covered?	All new granite, marble, quartzite and basalt.
Does it cover etching on marble?	No - it is a penetrating sealer that doesn't change the look. Etching cannot be covered.
How long is the warranty?	25 year residential, 15 year commercial, and 1 year outdoor.
What is the process for a claim?	The customer calls Protect Plus Surfaces (the program administrator). PPS will work with the customer to remove the stain. If the stain cannot be removed, the replacement product, the labor to remove the old and the labor to install the new product are all covered by the warranty.
What is the maximum total sqft allowable per warranty kit?	200 ft ² for 1 coat material, 140 ft ² for 2 coat material, and 100 ft ² for 3 coat material. Follow these requirements to be in compliance with warranty. Your actual coverage may vary based on porosity of stone.
Is it a requirement to purchase multiple warranty kits for larger projects?	Yes - residential projects which exceed the above maximum total ft ² per kit, must purchase and assign the proper number of kits based on the total ft ² and the number of coats required for the material installed.
Can edges of stones be aged or enhanced?	Yes - the edges can be done before sealing.
Is sealing resined slabs OK and warranty covered?	Yes - resined slabs need to be sealed as normal.
Is the backsplash included in the warranty?	Yes - If it is cut from the same slab as the countertop. Tile backsplash is not covered.
Are man-made quartz products covered by the program?	No - man-made resined products are not covered.
Can stone be honed by fabricator and the warranty is covered?	Yes, resurfacing slabs is acceptable.
Will acetone clean-up remove sealer when cleaning grout?	Although an acetone clean-up is typical after install, be sure sealer has had ample dry time. Use extreme caution when cleaning Absolute Black which may contain dyes, and use care when working with other delicate materials. Test in an inconspicuous area before cleaning.
How long do I wait before caulking; will caulking adhere to the sealer?	Wait the minimum 30 to 45 minute dry time and tape off edges to avoid any contact with the countertop. Caulking not cleaned up immediately may damage the finish.
Can we use remnants left from a job on a new project?	Yes, but each new job must have a new kit. The same sales ticket number can be used for multiple jobs, based on the amount of stone that was included in that sale.
Does the warranty cover massage oils for spa use?	Yes - these are covered.
Will it cover tile when used as countertop material?	It is a great sealer for this application - but not covered under the warranty.

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Will it cover slabs when used for flooring?	It is a great sealer for this application - but not covered under the warranty.
Will it cover shower walls and other vertical applications?	It is a great sealer for this application - but not covered under the warranty.
Can stone be enhanced prior to sealing with STONETECH® BulletProof® Sealer?	This is not covered under the warranty.
Can we re-apply sealer after warranty expires, and renew warranty?	Warranty applies to initial application only.
Is there anything which will void the warranty?	Stains that are not from common food & beverage items. We will still attempt to remove the stain, but we cannot replace the counter.
Are we endorsed by the Marble Institute of America (MIA)?	MIA doesn't endorse specific programs.
On a commercial project, can I register the job on line for my customer?	If the customer doesn't register, it is ok for the fabricator to do it if the customer agrees.
Customer selects slabs from more than one supplier for their home - will the warranty cover all of the product for the job?	Yes; all granite, marble, basalt or quartzite slabs purchased from any distributor.
How often is resealing necessary?	For warranty purposes, resealing is not required for the lifetime of the warranty. However, we do recommend resealing every 2 - 3 years depending on use/wear.
Are we going to warranty medical facilities, given Iodine will stain?	Stain warranty is for common food and beverage items only - Iodine and Betadyne will not be covered.
Can the sealer be purchased and used for non-warranty applications?	Yes, purchase at any LATICRETE® STONETECH® authorized distributor.
We need marketing materials, who do we contact?	Brochures and other marketing collateral are available. Please contact your LATICRETE® STONETECH Sales Representative for details.
Can I link my website to the program site?	Yes. Please contact your LATICRETE STONETECH Sales Representative for details.
Can I get SDS sheets for the products in the kit?	http://www.stonetech.com .
What is the proper procedure for stripping old sealer before applying STONETECH BulletProof® Sealer?	Use STONETECH® KlenzAll™ Cleaner, and refer to 10-Year Back guidelines for details.
How do we dispose of sealer properly?	Treatment, storage, transportation, and disposal must be in accordance with applicable Federal, State/Provincial, and Local regulations. Avoid disposing of product in sinks, toilets, or natural waterways. Product may adversely impact waste water treatment systems, septic systems, and aquatic organisms. For disposal guidance for unused product, contact a household hazardous waste program or your local or state government environmental control agency.
Do we endorse the program and warranty in Canada?	Yes, the program is actively endorsed throughout Canada and the U.S.

