

10 YEAR LIMITED WARRANTY

Warranty Terms & Conditions

Congratulations on your recent purchase of QuantumSix+...thank you for choosing us for your project!

QuantumSix+ (Q6+) supplies material to your tiler, stonemason or other fabricator in a large sheet format. Your fabricator of choice will cut and install Q6+ in your desired application. All Q6+ gets quality checked when it arrives in our warehouse & before it leaves. After it leaves our warehouse, Q6+ 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 Q6+ you should have many years of enjoyment from our Product.

Listed below are the terms and conditions applicable to QuantumSix+ Porcelain Sheets.

What is included in the warranty:

1. Q6+ 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.

What is not included in the warranty:

1. Any defect or damage to the Product arising from work done by anyone other than Q6+.
2. The fabrication and installation of the Product by other parties.
3. Acceptable variations include:
 - a. Inconsistent (spots of colour) that do not belong to the graphics and/or that contrast with the background colour - up to 3 mm.
 - b. Small pimples or blisters (of the same colour of the background or graphics) - up to 3mm.
4. Any modification or alteration to the surface of Q6+.
5. All book match or vein match colours will not match exactly from slab to slab. A variance of ±15mm of each vein can be expected and is an acceptable characteristic of the material.
6. Damage to the Product due to exposure to harsh chemicals or solvents.
7. Damage by:
 - a. Placing hot pots / pans (including electric fry pans and other heat generating items) on the surface
 - b. Applying excessive weight to a poorly supported section of the surface
8. Any defect or damage as a result of the Product not being cleaned in accordance with the Q6+ Care and Maintenance Guide.
9. Variations in colour, pattern or shade of the material against sample material, displayed or illustrated material. Q6+ is made from natural material & some minor colour variation will occur between batches.
10. Failure of adhesives or caulking materials.
11. Damage resulting due to the accessories installed.
12. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/or Customers.
13. Any defect or damage as a result of mishandling or abuse.
14. Cracks are not a material fault. They are not covered in the warranty and are usually a result of:
 - a. Improper installation substrate
 - b. Movement in substrate
 - c. Excessive heat
 - d. Excessive weight in under supported areas
 - e. Impact with a heavy object
15. 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.
16. Damage caused by chemical, thermal or physical abuse.
17. Normal 'wear and tear' caused by using the Product. Q6+ is rated ISO 10545-7 category 4 as a product suitable for commercial high traffic areas. Material will still show minor (depending on treatment) scratching over time.

18. The warranty only covers the replacement of the material or refund for material purchased. It does not cover any fabrication or transportation costs.
19. The warranty only applies if the Product was installed by a qualified quality and experienced installer.
20. 6mm product used in benchtop applications. This is because Q6+ has no control of the quality of the substrate supporting the material. Please use 12mm Q6+ options for benchtop applications.

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.quantumsix.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:

Quantum Six+ Pty Ltd
ACN 608 246 831
129 Fairford Road
Padstow NSW 2211
Tel: +612 9772 9888
Fax: +612 9772 9889
Email: marketing@wk.com.au

QuantumSix+ Care and Maintenance Guide

QuantumSix+ is an extremely strong porcelain based material but you should avoid:

- Direct exposure to hot pots, pans or other hot items
- Cutting / chopping food directly on the surface
- Knocking, dropping or bumping the Product with heavy items
- Exposure to strong chemicals and solvents

QuantumSix+ is extremely low maintenance.

- For every day cleaning use **Quantum Quartz/Six+ Spray Cleaner*** or a non citrus cleaner and wipe with a soft cloth or sponge. Ensure you remove all cleaner residue with damp cloth or sponge
- For stubborn stains use **Quantum Quartz Cream Cleanser*** with a non-scratch scourer diluted with water
- When using harsher cleaning chemicals please test first on a small inconspicuous part of your material
- Q6+ is virtually non-porous and does not require sealing or polishing to maintain its finish



*Quantum Quartz Cream Cleanser & Spray Cleaner is available at select kitchen companies and fabricators as well as online.