

FABRICATORS QUALITY INSPECTION

Staron carries out rigorous quality inspections. However it is the fabricators responsibility to visually inspect each sheet for any defects (such as warpage) and colour matching before fabrication work begins.

As soon as a defect or colour matching problem has been discovered, all fabrication work must stop and the defects or colour matching problem must be reported to Blackheath Products Ltd. Staron replacement policy does not allow for any labour charges incurred for the fabrication of defective materials. Colour matching cannot be guaranteed.

PLEASE ALSO CARRY OUT THE FOLLOWING INSPECTION:

Staron sheet inspection:

- Ensure that the batch numbers for each sheet are consistent for colour matching purposes. The batch numbers are printed on one side of the sheet along the thickness.

Cast sink inspection:

- Check that the correct colour and model type has been supplied
- Check for correct dimensions
- Check for any crack especially near drainage
- Check for any joint lines inside the bowls

Staron adhesive inspection:

- Check the adhesive is the correct colour match for the sheet
- Check for any leaks
- Check the shelf life
- Check the mixer tip is working correctly with good blending
- The adhesive is ideally stored at 12°C – 15°C

STARON[®] FABRICATION GUIDE BOOK

Please read the Staron fabrication guide book for health and safety instructions and fabrication procedures for all Staron products. The fabrication guide book is available on request.

STARON[®] 10 YEAR DOMESTIC AND COMMERCIAL WARRANTY

Each Staron installation will have a limited warranty, provided the following conditions and those noted on the Staron website (www.staron.com) are met.

1. The Staron surfaces must be fabricated and installed by a certified Staron installer.
2. The fabricator must inspect the Staron sheets, adhesives and shapes for colour matching and general quality and if necessary arrange for satisfactory replacement material before starting the fabrication process.
3. Décors that contain metallic flakes have reflective properties, which may cause the colour to alter depending on the angle of view.
4. Material will be replaced if it is found to be faulty, but labour charges will not be covered either during or after fabrication.
5. Fabrications must comply with the Staron fabrication manual.
6. Use only approved adhesives.
7. The warranty will not cover the use of Staron dark colours if used in high traffic areas where scratching may occur.
8. Dark colours and high gloss finishes will potentially show scratches if a worktop saver has not been used. Scratches or abrasions are not covered under the Staron limited warranty regardless of the décor.
9. Although Staron shall make its best effort to repair or replace with the best possible colour match to the original as possible, Staron cannot guarantee the exact colour in the event of repair or replacement.
10. The warranty will not cover the use of Staron 6mm material for horizontal worksurfaces.

The 10 year domestic warranty is transferable, so the home owner will be able to pass it along when they sell their home, provided the new owner notifies Staron in writing.

A limited warranty (which is not transferable) is available for commercial solid surface projects.

For further details of the limited warranty terms please contact Blackheath Products.

SALES TO DOMESTIC USERS

To enhance the domestic customer's experience of Staron surfaces and to reduce the risk of time consuming claims, we have produced a comprehensive 'How to Care for your Solid Surfaces' leaflet.

Our maintenance kit includes this guide which shows domestic customers how to keep their Staron surfaces in tip top condition. We would therefore encourage you to provide your domestic customers with a copy of the guide and also an off cut of Staron solid surfacing taken from their project for storage in case of the need for future repairs.