



## BAPTISTA TILE & STONE GALLERY

### *Porcelain/ Sintered Stone Description & Disclaimers*

Although porcelain & sintered stone materials are strong within themselves, it does not mean that they can take abuse without having unwanted reactions.

Porcelain and sintered stone materials are beautiful but must be treated with fragility and care to avoid damage.

We will always attempt to educate clients as best as possible regarding the product being purchased. However, the responsibility of the integrity of the material after successful installation is solely on the client/ customer and no liability shall be held to Baptista Tile and Stone Gallery (BTSG) after installation sign-off. Porcelain and sintered stones will not change/ alter/ damage unless something causes it to occur. BTSG will not be responsible for items/ factors within/ around work area/ job site that may cause damage to the project(s) after installation sign-off.

**Fabrication:** Many factors must be taken into consideration while working with these materials. Specialized blades are used along with specific cut sequences and motion speeds. If we are using the water jet, we follow strict water pressure guidelines. Porcelain and sintered stones contain a high level of pressure that is bound inside of the slab. This pressure comes from the manufacturing process. Some brands require what is called a "relief cut" in which we need to make a cut all around the border of the slab to relieve the pressure within it. Some brands require certain cut sequences to avoid pressure building up in a specific area of the slab during cutting. In some cases, no matter what tools, sequences or how strict we follow guidelines, the material can fall victim to the built-up pressure and crack. Once the material cracks, the only "repair" is to adhere the broken pieces together as best as possible or start that piece over, if possible. Given this information, BTSG cannot be held responsible for the material cracking during fabrication, transportation, and/or installation.

It is the characteristic nature of the material, and we cannot be held liable or cover the cost to replace the material. Materials are purchased in slabs, so if the slab breaks during fabrication and there is not enough material on hand to complete the job, a new slab will need to be purchased by the client to complete the job.

Other factors that need to be considered prior to starting the job include material availability should the original material break/ damage during fabrication/ transportation/ installation. This includes availability of the original dye lot. The job will be put on hold until the new slab arrives, has been inspected, and a new layout approved. A new installation date will be provided based on the next available date on our schedule. If there is no more material available, it is at the full liability of the client to purchase a new set of materials to complete the job or restart the job if some parts were already cut, fabricated, and/ or installed.

Lastly, inside corners must have a minimum radius of ¼” to allow pressure applied to the material to be equally distributed when it approaches the corner. Less than a ¼" radius can and will result in cracking at the corner if pressure is applied to the surface. Once the product is installed, an installation sign off will be obtained, and all responsibility/ liability of the product and craftsmanship becomes solely that of the client.

**Installation:** Porcelain and sintered stones will be installed on level cabinets/ plumb walls that are pre-approved by the BTSG template tech at the time of template, as well as by the BTSG installation techs prior to bringing material into the jobsite at the time of installation. It is imperative that all cabinets are level/ walls are plumb to avoid having unequal support beneath the material which will result in cracking.

**Post Installation:** Porcelain and sintered stones can crack, chip, shatter, scratch, etch, and/ or result in any other type of damage if misused.

Misuse includes, but is not limited to:

- Standing on the surface

- Placing heavy objects on the surface

- Dropping objects on the surface; Impact to the edge/ surface

- Extreme heat and/ or thermal shock, particularly in fireplace applications

- Extreme temperature changes and/ or weather conditions in outdoor applications

- Dragging items across the surface

- Leaving acidic/ corrosive items/ liquids on the surface

- Settling of any component or structure which results in uneven/ unlevel support.  
Examples: settling of the cabinets, settling of the floor joists, settling of the entire house/ structure.

- Other means of neglect/ misuse that should not occur with delicate/ fragile materials