

Feel free to stop by our showroom and take a look at our stone selection and get a quote for your dream project, no appointment required!

In order to get an estimate we will need the following information;

- Layout/dimensions (does not need to be professionally drawn)
- Pictures of the space
- Address
- Material name you are interested in

Once an estimate is approved we will book a date to template (a professional measurement using lasers) your space, installation will follow in about 5-10 business days. Typical turnaround period is about 2 weeks. For a standard kitchen a templates usually take 40 minutes while an installation is about 2-2.5 hours.

In order to be ready for templating you must have the following;

- Appliances on site (sink(s), cooktop/stove, downdraft, fridge)
- Cabinets must be installed, secured, and level with proper supports for overhang if necessary
- A 70% deposit must be paid prior or on the day of template

Renaissance is not responsible for plumbing, and is the responsibility of the homeowner to do their own plumbing or hire a certified plumber. Client must wait at least 24 hours after mounting of sink to countertop before hooking up plumbing, this is required to let the adhesive cure and prevent shifting.

Removal of existing counters is the responsibility of the homeowner, Renaissance can remove and dispose of existing counters for an additional fee. Existing counters can stay during the template but must be already removed when the installers arrive. For the most accurate measurements, removing old countertops is preferred.

Please have plumbing disconnected, and faucet on site on the day of installation.

Renaissance does not do templates and installations on the weekends. Renaissance will contact the client few days/day prior to an appointment for an approximately time of arrival.

Complimentary of the quote unless otherwise indicated you will receive

- One sink cut out
- Mounting of the sink
- Drilling of hole(s) for faucet and soap dispenser
- Polished edges, we offer a straight edge (also known as an eased edge) and a 1/4" round edge (top only)
- Template and installation inside Winnipeg
- Using Silicone to seal/cover gaps

**Stone Slabs**

Natural stone (and sometimes engineered stone) can vary widely in tone, hue, pattern, texture and color. The sample that you might see in our showroom is just a small representation of what you have selected. In order to achieve your desired look or design, we will advise you to make an appointment with one of our recommended stone suppliers to select your particular slab(s). Our quotation will tell you where to go and how many slabs is required for your project. The slab selection process should take place prior to your template appointment to ensure a timely installation date. Quartz is a manmade product and the look and pattern will be consistent throughout all slabs, unless you are comparing older batches.

Natural stone has fissures which appear as hairline cracks, these do not affect the structural integrity of the stone and are naturally occurring as a result of immense heat and pressure that formed the stone many, many eons ago. Many colors will also have pits which appear like small chips or holes. Natural stone, which is crystalline in nature will always have small pits - spaces between the various mineral crystals. These characteristics are part of the natural beauty of stone and will not impair the function or durability of the material. A product of nature cannot be expected to look manmade.

**Backsplash & Edges**

Backsplash can be made from the same material as the countertops and in most cases be the same thickness as the countertop. The edges and ends of the backsplash will be polished. Splashes will be sealed to the countertop with a small bead of silicone.

We are able to create distinct edges like bullnose, ogee, bevels and much more

**Sink Cut-outs**

The cut-out profile for under mount sinks will be an eased edge polish. All under mount sinks are dry fitted and cut based on the actual sink itself, we do not cut based on the paper template provided as these have been proven to be inconsistent. Renaissance will create a negative reveal for an under mount sink, meaning you will have a slight overhang.

**Seams**

Seams in a stone counter can be seen and felt. We make every effort we can to limit this factor and minimize the visual impact. We aim to be both aesthetically pleasing and economically sensitive when determining seam placements. Seams are typically located near corners because the width and depth of individual stone pieces may vary. The size of slab will vary and therefore may require seams on large islands and long counter runs. Seam location/number is at the sole discretion of the fabricator. Not all slabs are perfectly flat, and may result in a slight unevenness near the location of the seam. We go to great lengths to get your seams tight and smooth, but there still may be slight variations across seams. Differing crystalline structure can increase the likelihood of visible seams and lamination lines. The final seam placement will be determined during fabrication.

**Daily Care**

We recommend using a mild dish soap and water. This can be used to clean quartz or natural stone.

Use paper towels or a clean, cotton cloth for wiping down surfaces. Dish rags or sponges can carry over the dirt/oils contained to the surface. Do not use abrasive scrubbing pads, brushes or steel wool as this can damage the finish.

Avoid cleaners with plant oils, as they may leave a film build-up on the surface.

Honed, rough and concrete finishes have more exposed surface area, which means fingerprints, metal marks and other signs of daily living will be more apparent but still relatively easy to maintain. They can require more daily maintenance than other product finishes. For tougher spills and stains, apply a small amount of multi-purpose cleaner on a cloth or a damp paper towel gently rubbing in a circular motion. Thoroughly rinse with water to remove cleaner and dry the surface with a clean cloth or paper towel.

**Stains, Spills & Rust/Metal Marks**

For harder to clean stains, we recommend using a product called **Bar Keepers Friend**.

- This product should be used for quartz only
- Due to the abrasive nature of this product, place a small amount on the area and lightly use your finger to work the product in circular motions onto your countertop. Wipe off the excess product with a damp cloth or paper towel.
- For more stubborn stains, allow the product to sit on the surface for a few minutes before cleaning it off. You may have to repeat the process a few times to achieve desired results.

**Sealing**

Quartz is considered a non-porous product and does not require any treatment or sealing.

Natural Stones, such as granite, quartzite, marble, soapstone, etc. are porous and regular sealing (once a year/every 2 years) will help protect your countertops against staining. How often you need to seal your stone is dependent on the stone itself. If you are unsure, take a drop of water and place it in an area that is inconspicuous to the eye. If it absorbs, you will need to seal the stone. Make sure that prior to sealing your countertops that the entire top is clean of all dirt and debris and is completely dry.

**Rendering**

Renaissance may send a client a rendering of the proposed layout of the counter veining and flow. Note, counters done in remnants and or slabs that maximize material will not have a rendering sent, as it is difficult or impossible to render a different layout. Renaissance will do their best to match the larger veins as much as possible to maintain flow.

## FAQ

Q: What is the cost per square foot?

A: Each project is custom and receives a custom quote. The cost per square foot varies between project and product.

Q: What is the warranty on natural stone and quartz?

A: Every quartz brand and natural stone supplier will have different warranties. Please view their websites for more information.

Q: Is natural stone or quartz heat resistant?

A: Natural stone and quartz are heat resistant, not heat proof. We recommend using a trivet for all hot pans, pots, crock pots, etc. to eliminate the possibility of damaging your countertops.

Q: How do I maintain my stone surface?

A: Each surface is a little different in regards to maintenance. Quartz products is very low maintenance and does not need to be sealed. Stones like granite, marble quartzite, soapstone, etc. are porous and may need to be sealed annually.

Q: Will my countertops overhang the cabinets?

A: Most counters extend past the base (not including the doors) by 1 1/2", which is standard. This may differ due to cabinet configuration, cabinet installation and/or personal tastes.

Q: What about a sink? Do I need to know what type of sink I want?

A: Yes. The sink and faucet you plan on using need to be on site when we come out to template. We also need to know if you want your sink to be under mounted or drop-in. Farm-style / apron sinks will need to be in place in the cabinet prior to your template appointment.

Q: When can I connect my plumbing?

A: You can connect your plumbing 24 hours after the installation. We use an industrial grade adhesive to mount the sink(s). This adhesive requires 24 hours to cure properly.

Q: Will my kitchen have seams?

A: It's a possibility. On average quartz slab sizes are about 126" x 63" and natural stone slabs are 120" x 72". Due to these limitations and variations of slab sizes, your layout, access onto site, etc. sometimes seams are necessary and unavoidable. The visibility of seams will depend on the granularity, color and pattern of the stone. Our team can discuss the seam process in further detail with you upon your visit.

Q: Do I need to be present during installation?

A: Yes. We require yourself (homeowner) or a trusted individual (contractor, family member, etc.) to be present during the installation of your project.

Q: Will there be dust during installation?

A: Our installation team makes every effort to keep dust and debris at a minimum, but dust is to be expected during the installation process. If you are concerned with dust in your house, we

advise that you cover your belongings or tarp off the area our installers will be working in from the rest of the house.

Q: Do I need to remove all items from my cabinets before installation?

A: Yes. Everything in the base cabinets needs to be removed to keep your possessions free from damage.

Q: How much of an overhang can I have on my countertop before needing to add supports?

A: For quartz, you can go up to 12" unsupported. However with natural stone, it is safe to keep to 10" or less if you do not want to place supports

### **Renaissance Installation Warranty**

Our installation warranty applies to the fabrication and installation aspects of Renaissance materials that have been permanently installed in owner-occupied residential only.

We will repair or replace, at our digression, any defects in materials, fabrication or installation with the same grade and quality of materials as the original using an acceptable color match, accepting that there are natural variations in veining and color with natural stone.

1) This warranty covers seam performance, but not the appearance of the seam.

2) This warranty covers sink detachment. Excluding manipulation of sink and or attaching plumbing before 24 hours of installation.

What is not covered under the installation warranty?

Natural characteristics of the stone. This includes, but is not limited to, natural color variations, water lines or physical properties (fissures, surface pits and blemishes) that are normal and natural for some stones. Spots or blemishes on mono colors smaller than 1/4" and on multi colored materials smaller than 1/2". A certain level of spots or blemishes are inherent in the manufacturing process and do not affect quartz structural integrity or performance therein.

If, after or during installation, you decide that you do not like the colors you selected or the natural stone variations and veining of your installation, replacement is not covered by this warranty.

Countertops that have been moved from their original, permanent installed location.

Damage from acts of vandalism.

Material that has been reduced in thickness.

Uneven exposure to weather conditions and or ordinary wear and tear.

Jobsite conditions or trades not being careful around your countertops or using your countertops as a working surface.

Architectural and engineering design.

Damage to your countertop caused by items out of our control such as:

- Chemical abuse, including but not limited to, surface etching by leaving acidic or aggressive chemicals in contact with the surface of the material.
- Improper use of cleaning solutions.
- Improper care and maintenance of your countertops.
- Physical abuse, including but not limited to, chipping of the surface or edge, cracks, scratches caused by negligence and abuse.
- Excessive loading or dropping of heavy objects on the countertop.
- Standing on the countertop.
- House settling or foundation movement due to any cause.
- Cabinet movement due to any cause.
- Product installed in any outdoors application.
- Product used as flooring material.
- Seam failure, cracking or shrinking of flexible caulks due to age or thermal shock (excessive heat).

Thermal shock can occur when a hot pan, dish or other receptacle / 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.

The period of coverage is 1 year from date installation has been complete. Should we elect to repair or replace your countertop, your warranty will continue from the original date of installation and not from the date of repair or replacement.

Warranty from stone manufacturers:

Your quartz countertop is usually backed by a 10-25 year limited lifetime manufactured warranty from Caesarstone, Cambria, Goodstone, Omnia, Silestone, Radianz, TCE, Wilsonart and other suppliers.

Sensa granite by Cosentino treatment is covered with 15-year warranty against staining.

All natural stone (granite, marble, quartzite, etc.) typically does not have any manufactured warranty. It is the customer's responsibility to seal the stone.

Please refer to the manufacturer's website regarding care and maintenance.

Information is subject to change and is the responsibility of the client to be up to date on changes regarding manufacture warranty coverage and other additional information.

If you have any more questions, please, contact our office