

# GRANITE

## PRODUCT CHARACTERISTICS

Granite is generally quarried directly from the mountainside where it has formed slowly over millions of years.

Colour and veining changes along with the geological characteristics and mineral composition of each area.

This ensures that your granite worktop will be a unique and beautiful piece of nature, providing your kitchen with that luxurious natural appeal that only granite can provide.

Granite is an igneous rock formed as a result of the slow crystallisation of molten magma deep in the earth's crust, as such it is a very hard material and takes a high polish.

As one of the most hard wearing of all natural materials it is well suited to areas of heavy wear and tear, but it is porous and as with all natural materials care should be taken to ensure it is not damaged.

Variation of colour, brecciation (the formation of rock composed of angular fragments embedded in a fine grained matrix) and pitting (natural surface indentations) within the slabs is an inherent part of the nature of these materials and is not considered to be a fault.

Every piece of granite used for worktops is unique and we cannot guarantee that what is on display or seen as a sample will be the exact tone and colour variation received.

Small fissures are commonly found in granite, these are natural flaws inherent in the material and a result of its natural formation. Where not excessive and a risk to the structural integrity of the granite these are deemed acceptable.

Small chips or scratches may also arise during the manufacture and installation of granite worktops and we reserve the right to replace or repair to a professional standard any minor defects at our own discretion.

Fabrication processes involving polishing, e.g. drainer grooves and edge profiling, can appear very slightly duller than the surface polish.

Please be aware, Granite materials with textured surfaces such as our *leathered* products are more susceptible to retaining stains and therefore require a higher cleaning regime.

Our worktops are coated with Granite Stain Shield, which is a unique stain protection provided by J. Rotherham for unrivalled protection for your worktop.

In this warranty "Product" means the Granite worktop supplied by J. Rotherham Masonry Ltd to the customer and for the avoidance of doubt, does not include any ancillary goods or items or any work carried out in the installation of the Product for the customer.

# CARE AND MAINTENANCE

▶ WATCH THE NEW VIDEO AT  
[www.jrotherham.co.uk/granitecare](http://www.jrotherham.co.uk/granitecare)

With proper care and maintenance, your Granite worksurface can, and will last a lifetime.

Follow these basic guidelines to keep the appearance of your worksurface in perfect condition and avoid any damaging effects.

Materials with textured surfaces are more susceptible to retaining stains and therefore require a higher cleaning regime.

### Routine Cleaning:

It is highly recommended that you remain vigilant when it comes to cleaning up spillages of common household items such as tea, coffee, wine, vinegar, fruit juice, cooking sauces etc.

It is far easier to clean up these spills when they happen, before they become dried in and stubborn.

To clean, use a damp cloth, and if necessary, a small amount of non-bleach, non-abrasive liquid cleanser.

For more stubborn items use a household glass cleanser with a non-scratch cleaning pad.

Rinse thoroughly with water and dry with paper or cloth towels.

### Removal of Dried-in Spills:

Some items harden as they dry and become more difficult to remove from your worksurface.

To tackle these kind of spillages, firstly remove any excess with a blunt plastic scraper, then clean the surface with a damp cloth and if necessary a small amount of non-bleach, non-abrasive liquid cleanser.

Rinse thoroughly and dry with paper or cloth towels.

### Avoiding Oils, Chemicals, Dyes and Solvents:

Oils, chemicals, dyes, and solvents can permanently damage your worksurface.

If you do spill any of these types of product on your worksurface, blot up IMMEDIATELY and rinse with plenty of clean water, repeating if necessary. Dry with paper or cloth towels.

Avoid using stripping agents, grease removers, caustic soda or products that have a PH value above 10 on Granite.

Do not use solvents that contain dichloromethane, chloromethane or methylene chloride.

Please note that oils and dyes capable of staining can be found in common food items- for example Chinese or Indian take-aways. Therefore, please do not allow spillages from these types of products to remain on worksurfaces for any prolonged amount of time.

### Heat:

Whilst your worksurface will withstand moderate degrees of heat we recommend the use of pan stands where possible. Do not place objects recently removed from heat directly onto Granite.

### Chipping and Cracking:

Avoid dropping, knocking or rubbing objects on the edges of Granite.

### Care Kit:

For Granite we recommend the use of our care kit for regular cleaning of the worktop. A courtesy care kit is included standard with each worktop.

## GRANITE WARRANTY

J. Rotherham Masonry Ltd warrant that on the day of purchase, and for a period of ten (10) years from the date of purchase, the Product shall be free from any defect in the raw material used to make the Product.

All customers that have purchased the Product must register for the Granite warranty within 30 days from the date of installation of the Product by completing the worktops warranty form that can be found on the J. Rotherham Masonry website at [www.jrotherham.co.uk](http://www.jrotherham.co.uk).

Alternatively, customers that are unable to access the website can register by calling 01430 861047.

J. Rotherham Masonry Ltd requests that all customers keep a copy of their completed warranty registration form as proof of registration in the unlikely event that the customer needs to make a claim.

J. Rotherham Masonry Ltd requests that the customer also retains their original invoice with this warranty as proof of purchase in the unlikely event that the customer needs to make a claim.

Warranty cover will not be provided if the customer is unable to provide valid proof of purchase and proof of warranty registration to the satisfaction of J. Rotherham Masonry Ltd.

This warranty is transferable within the ten (10) year warranty period provided that the consent of J. Rotherham Masonry Ltd is obtained by the new purchaser (or 'assignee') of the Product. The new purchaser (or 'assignee') of the Product may be asked to complete a registration transfer form in order to evidence that the warranty has been transferred.

The Granite warranty is only applicable to products manufactured by J. Rotherham Masonry Ltd in England, Scotland and Wales. The Granite ten (10) year warranty cover is provided to the customer subject to, and in accordance with, the following timescales relating to when a claim is made by the customer and the responsibility of J.Rotherham Masonry Ltd under the warranty:

**Year 1-3:** 100% of material and labour (at cost) is covered;  
**Year 4-6:** 75% of material and 50% of labour (at cost) is covered;  
**Year 7-9:** 50% of material and 25% of labour (at cost) is covered;  
**Year 10:** 25% of material and 0% of labour (at cost) is covered.

In the event that the customer has a valid warranty claim, J. Rotherham Masonry Ltd will, at its discretion, either repair or replace any section or sections of the Product that are defective in accordance with the conditions of this warranty.

Where a section or sections of the Product is replaced by J. Rotherham Masonry Ltd, reasonable endeavours will be used to obtain a good match in relation to the colour and thickness of the Product originally purchased by the customer however, this cannot be guaranteed.

Where a colour has been discontinued from the J. Rotherham Masonry Ltd range, it shall be substituted by the most similar colour available from those ranges available at J. Rotherham

Masonry Ltd at that time.

The warranty covers Granite kitchen work surfaces that have been permanently installed in the customer's home for domestic purposes only.

The warranty is subject to strict observance by the customer of the Care and Maintenance Guidelines for the upkeep of Product that are included in this document. In order for a warranty claim to be valid, the customer must make a claim within 30 days of the defect in the material becoming apparent to the customer.

### Exclusions

The warranty does not cover:

- Products that are used by the customer as flooring, external or internal cladding, vanities, for any commercial use or for any domestic use other than as a kitchen worktop.
- Any fault, defect, or damage arising from the fabrication, installation, fitting, modification or manipulation of the product by J. Rotherham Masonry Ltd or any third party.
- Any fault, defect or damage resulting from thermal impact or chemical treatment not recommended in the Care and Maintenance Guidelines or any aggressive or improper treatment of the Product that may result in chipping, cracking or impact damage (this is a non-exhaustive list).
- Any faults or defects in the product arising as a result of fair wear and tear or neglect.
- Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for, using the Product in a way that does not benefit its technical specifications.
- Any other loss, cost, claim or damages that are suffered by the customer except for those losses which arise as a foreseeable consequence of the defect in the Product.
- Any differences between promotional material including samples, photographs, displays etc and the Product purchased.
- Any claim made more than 30 days after a defect in the material has become apparent to the customer.
- Products that have not been paid for in full by the customer. Nothing in this warranty will reduce the customer's statutory rights relating to faulty or misdescribed goods. Further information can be found at Trading Standards or the Citizen's Advice Bureau.

### Making a Claim

If you believe your Granite product has a defect and would like to file a claim in accordance with this warranty please contact J. Rotherham Masonry Ltd Customer Service either by fax, email, phone or post:

J. Rotherham Masonry Ltd, The Old Airfield, Holme-Industrial Estate, Skiff Lane, Holme-on-Spalding Moor, York, YO43 4BB

(e) [info@jrotherham.co.uk](mailto:info@jrotherham.co.uk)  
(t) 01430 861047  
(f) 01430 861179

J. Rotherham Masonry Ltd shall verify the claim and if a defect in the material has occurred, in accordance with the terms and conditions of this warranty, will, at its discretion, either repair or replace the section or sections of the defective product.

To register your *10 Year Product Warranty* visit:

[www.jrotherham.co.uk/warranty](http://www.jrotherham.co.uk/warranty)

or scan the QR code with a handheld device

