



DISCOVER THE
BEAUTY OF NATURE
DISCOVER DIRESCO

10 YEAR WARRANTY



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Diresco extends a ten year, material-based, warranty for all Diresco BIO-UV surfaces. The warranty commences at the time of purchase. Should a manufacturing defect occur during the warranty period, Diresco will repair or replace the defective Diresco surface. The defect must pertain to the material itself. Any damage to the material caused by a lack of proper maintenance or an error in fabrication will not be considered.

To register your purchase, please provide the information below:

Send the following information to: warranty@DirescoUSA.com

Name, Address, Email, Phone Number

Color of Material, Finish & Application

Name of Fabricator & Date of Installation

Specifics:

Diresco provides a ten 10 year material-based warranty for all Diresco surfaces.

Any Diresco quartz surface used for exterior usage must be a BIO-UV slab, therefore, any Diresco slab manufactured prior to 03/01/16, and used as part of an exterior application will not, under any circumstance, be covered under the Diresco Warranty.

Fabrication instructions specific to engineered quartz is available to all fabricators. This guide helps minimize any potential issues when fabricating a Diresco quartz surface. It is the responsibility of the fabricator to obtain a copy of our fabrication guidelines.

This warranty does not cover any errors specifically due to fabrication. A 'Care & Maintenance Guide' is provided to all fabricators and consumers on our website, DirescoUSA.com.

Due to possible color variance between dye lots, it is critical that all received slabs are checked in natural light prior to fabrication. Once the slab is cut, slabs are no longer eligible for replacement.

Thermal shock, chemical abuse, impact damages or defects due to fabrication, misuse or improper fabrication is not covered by this warranty.

Complications due to structural movement, architectural and engineering design, job site conditions, acts of vandalism or accidents are not covered beyond the tested capabilities.

Warranty Service:

Prior to filing a warranty claim, the 'Care and Maintenance Guide' and 'Fabrication Guide' should be consulted. A photo of the error along with a brief description must be submitted to warranty@DirescoUSA.com, along with your name and contact information. If you are not currently registered, you must submit information regarding the color, finish and application, fabricator's company name and the date of installation. Please allow up to three business days for our response. We will review and respond with an appropriate solution.

Guarantee:

All complaints concerning Diresco quartz must be made in writing within 14 days of delivery. Each slab must be checked prior to cutting. A photo must be taken if any problems or defects within the slab exists.

The guarantee is void under the following conditions:

Swimming pool cladding or any other application in which the slab is exposed to chemical, extreme heat, or flames.

Damage caused by placing hot pans directly on the surface.

Damage caused by trichloroethane, methyl chloride, paint stripper and cleaning products with a high alkaline or pH value.

Important:

Diresco quartz slabs are best stored indoors in a moisture-free environment.

Always be careful with the quality of the cooling water used during fabrication. Recycled water can have a high PH-value, therefore, never allow the cooling water to remain on the material surface, remove immediately.

The chemical composition of silicone removers can have a negative effect on the material.

Methyl-hydrate can be used to remove silicone stains but it is important to apply plenty of clean water.

Never store finished items with the polished face placed directly against any framework.

Any silicon and or alkaline substances in contact with the polished face over a long period of time can potentially damage the surface.

Always use a clean protective layer on any finished surface.

Prevent Cracking During Fabrication:

Ensure the cutting table is stable, level and clean.

Always use a cutting blade recommended for quartz based engineered stone.

Ensure the cutting blade is in perfect condition. (no broken teeth and perfectly straight)

In order to reduce surface tension (a common phenomenon, especially with 30mm thick slabs), cutting should always begin at the longest side of the slab. Ensure the cuts do not intersect. In order to allow the (possible) tension to flow away, always cut the worktop to the final dimensions before producing cut outs. All cut outs are to be pre-core drilled.

For cutting hob or sink cut outs, we recommend using radius corners, the larger the radius the better.

Ensure that the correct blade cutting speed is achieved before starting any cutting movement.

Depending on which machine/cutting blades are being used, settings can differ for quartz based engineered stone compared to granite. Consult your machine and blade manufacturer for further information.

Quartz based engineered stone requires more cooling than Natural Stone.

If the material has been produced in accordance with the following recommendations, (the use of radius corners) it is impossible that such cracks appear suddenly without extreme post installation external forces.

Cut outs have to be supported within a distance of 7.5cm from the edge.

All under mounted sinks have to be supported by specially designed support arms to avoid cracks caused by extreme tensions.

Note: The information noted above is intended solely as a guide. It must not be considered as a guarantee and serves as an aid and reference for processing and maintaining Diresco quartz surfaces.

For any additional concerns, questions or problems, please contact us at:
info@DirescoUSA.com or 949.229.0959

Thank you for choosing Diresco BIO-UV quartz.