



ROCKSOLID
granite

Buying and caring for your granite

Granite is a beautiful natural product that will last you a life time if looked after with care.

Remember you are buying a bespoke and natural product

Granite kitchen worktops are a bespoke product manufactured from natural materials. Great care must be taken in the design and installation process to ensure your expectations are understood and met at every level.

The following guidelines are designed to give you enough information to plan the various steps ensuring minimum disruption during this period of change. Your help and co-operation with these instructions is appreciated in order to ensure that only the minimum of inconvenience is caused.

Please note that a failure to comply with these instructions could affect your legal relationship with us.

There are design limitations

Our average slab size is approximately 3m x 1.7m but consideration also needs to be given for access into the site. Lengths of 3m long are sometimes possible but please seek advice when these pieces have cut-outs for sinks etc. The maximum joint free granite work surface length is generally 2500mm. This may be shorter in some cases dependent on the style and thickness of the granite and the size and number of cut-outs. We recommend that customers use solid 30mm or 40mm granite for kitchen work surfaces and not 20mm granite. Proposed joints will be marked on a drawing which will be sent back with the quotation but may change after the pre-installation visit and you will be informed of any proposed changes.

Granite can break

Due to the nature of the material, breakages may occur which may cause delays and this must be considered. Please note that cut-outs should be given as much all round support as possible.

These are natural products

Granite is 100% natural and unlike man-made products it has a natural beauty that is impossible to create under factory conditions. Many types of granite are treated with filler to a greater or lesser extent depending on the granite type. The thickness of granite is nominal and can vary in any one piece however plus or minus 2mm over the stated or envisaged thickness is acceptable.

Please note that we take great care to ensure that the granite supplied is of a high standard but on rare occasions it may have defects or imperfections due to the natural working characteristics of the material. There may be small chips that arise in the course of manufacture, delivery or installation.

Granite can vary in colour

Granite is a natural material and is subject to variations in colour, markings and texture. There may also be natural pitting in the surface of the granite. This is a characteristic of natural stone and does not constitute a defect and it is imperative that you are aware of this when viewing any sample. Samples of granite are to be considered as general guidelines only and do not bind us on grain size, uniformity, colour or veining of the granite supplied. Upstands or back panels made of a different thickness to the worktop will not necessarily colour match the worktop as a different thickness of granite is often cut from different blocks. You can choose to have upstands cut from the 30 mm but it will add to the price.

Granite is heavy

We take safety very seriously and in order to comply with Health & Safety regulations you need to be aware of applicable issues due to the heavy nature of the granite. The fitting price quoted by us includes the provision of two trained fitters only unless otherwise stated. Should the granite requested be larger than 2 linear metres we request that help be available to lift the granite.

The templater will undertake a risk assessment during the pre-installation visit and will advise the customer of any problems which must be rectified prior to fitting. If there are access problems, for example, stairs or elevators, then it may be necessary to amend the design to gain access. We also require that the delivery van can gain access as close as possible to the final destination. Our employees will not carry the granite if there are stairs without railings, or open trenches, or anything that could be hazardous.

We will not be responsible for any injury or damage caused if persons other than our employees carry the granite. Our fitters are trained in risk assessment and are instructed never to operate in an unsafe manner or on an unsafe site and as such, you are expected to ensure that the site is safe prior to the pre-installation visit and fitting.

Templating is critical

The templater will survey the site and discuss with the customer what is required on the pre-installation visit. You will gain the benefit of all our experience in design and installation and we will be pleased to deal with any queries. To ensure that we can carry out the pre-installation visit and templating effectively and in order that we can be of help we would recommend the following:

- Safe access to the site should be ensured whilst the site itself should be clean, clear and a safe working environment.
- Before templating all base units must be in position, secured and level.
- Due to the heavy nature and inflexibility of granite, together with slight variations in thickness, dresser units should be put in place after the granite is fitted.
- All sinks, hobs, ranges etc. should be on site to ensure accurate templating.
- Power, air and water supplies must be available on site.
- No changes can be made to the layout after the pre-installation visit.
- Once templates have been taken, measurements will be checked against the original plan or drawings for which a quotation has been given - any significant changes will be notified as this may involve an adjustment to the quotation provided.
- Someone of authority should be on site at the pre-installation visit to discuss and authorise any design or other changes needed prior to manufacturing approval. Should someone with authority not be available the templater will fax any changes to the customer. These must be signed off before the granite is manufactured.
- Where a joint will be placed over a corner unit we ask that the unit has a solid top so the joint will have adequate support. If the joint is not supported we cannot guarantee that it will not break at some point in the future. Where necessary 50mm x 25mm softwood battens should be screwed or fitted to the perimeter of walls to distribute loads.
- All existing or temporary worktops must be removed allowing access for our templating personnel.
- We also require that all appliances, or dimensions of these, are available for accurate positioning of cut-outs, and correct spacing for ranges etc.

Should a templater arrive on site and find that any of the above requests have not been adhered to, or find any other situation where, in his opinion, a satisfactory template cannot be taken, a charge may be incurred at our discretion for a return visit when all requirements have been met. Also, should an appointment be cancelled without sufficient notice, or if the templater cannot gain access to the property at the appointed time, a charge may be incurred and a remedial notice may be issued. This, and any subsequent changes, may also affect the installation's position in the workshop and fitting schedule.

At this stage we may also need to vary the price previously given.

Fitting needs the right environment!

We usually fit within 10 working days after templating, although this may not be possible if there is missing information or significant changes to the original plan have taken place. When we visit to fit the granite we expect and ask that all existing/temporary work surfaces must be removed and that you must accept that the process of cutting and fitting stone may cause some mess, but we will tidy and clean up after we finish. We may have to chase out the walls in certain areas and this will require the kitchen fitters to make good any gaps.

Granite can break

Whilst we make every effort to avoid breakages this can happen which may cause delays and this must be borne in mind. It is suggested, therefore, that the customer does not schedule plumbers or other works to the site until the granite has been fitted and signed off. We cannot be responsible for any third party costs incurred as a result of the granite breaking. We will however endeavor to remake and refit the broken piece as soon as we can to minimize any inconvenience caused.

If for any reason the customer will not accept delivery or they have not met any of their obligations we may charge the customer for our reasonable costs or cancel the contract.

Sealing and resealing is essential

All surfaces should be sealed after installation. We will seal the granite when we carry out the installation. Granite should be re-sealed after approximately 1 year. The sealer will protect against most normal everyday stains however, spillages such as wine, vinegar, oils and acidic substances should be wiped clean immediately to avoid staining. It is your responsibility to ensure that all of these steps are taken in full after installation.

Future care and maintenance is key

On installation you will be provided with a complimentary starter pack care kit to enable the you to care for your granite work surfaces. This includes a specialist cleaner and a cream polisher. If required we can also obtain specialist cleaners and stain removers on request. Full instructions are included and must be followed. You can purchase further care kits from us at a nominal price.

Precautions

As with any work surface, care should be taken when using the granite worktops. Granite is heat resistant and hot pans can be placed directly onto the surface, however, care should be exercised when spillages occur with hot fat or oils and these should be removed immediately to prevent staining. Care should be taken to avoid scratching or chipping the granite. Although granite is a tough and durable material we would recommend the use of a chopping board as opposed to chopping directly on the surface itself. Rocksolid will not be responsible for any scratches or stains after installation.

Please read Rocksolid's Terms and Conditions

This document is not a contract.

Please note that any contract entered into by us can only be entered into on the basis of our terms and conditions of sale.