



ELESTONE

SOLID SURFACE

CARE
MAINTENANCE
WARRANTY
CUTTING
DRILLING
INSTALLATION

CARE & MAINTENANCE

EleStone is a homogeneous solid surface product with a mineral-filled acrylic polymer material that makes maintenance easy. Routine maintenance will give your EleStone Vanity Top years of carefree service.

What is the advantage of EleStone over laminates?

EleStone is a solid material which moisture will not penetrate. It is repairable and comes with a 10-year limited warranty. Laminates are non-repairable and have visible seams.

What is the advantage of EleStone over Granite?

EleStone is nonporous with a smooth, seamless surface that is more impact-resistant and easier to fabricate than granite. Granite can become stained and may collect bacteria. Sealed granite countertops can be difficult to keep clean.

Routine Cleaning

The non-porous and hygienic properties of EleStone, do not allow food, dirt, bacteria and germs to penetrate the surface. Routine cleaning with soap, water and a sponge, or window cleaner and paper towels will remove most dirt and stains. For general stains, removal procedures will depend on the finish of the surface.

- Wipe as you go, using a damp soft cloth (microfiber cloths are ideal).
- If you encounter stubborn stains, use a mild non-abrasive cleanser.
- Avoid exposure to products with high pH levels such as specialised cleaners. If exposure occurs rinse immediately with water to neutralize effect and then follow usual cleansing procedure.

Stains

For general stains, removal procedures will depend on the finish of the surface.

Matte or Satin Finish

Use a microfibre cloth with diluted bleach or diluted dishwashing liquid. Lightly rub in a circular motion. Rinse and towel dry.

Stubborn Stains

Matte finish only. Diluted Jif (or similar cream cleanser) 20:80 water. Use a microfibre cloth and wipe the entire vanity top, lightly rubbing in a circular motion. Please contact Robertson for more information.

Disinfecting Surfaces

Wipe the EleStone vanity top with diluted household bleach (1:1 water/bleach solution) to disinfect.

Preventing Damage

Your EleStone Vanity Top can be repaired, however, use the following guidelines to prevent damage to the EleStone surface.

Hot Objects

Protect your EleStone Vanity Top from hot objects, like hair straighteners with a hot pad or trivet with rubber feet.

Chemical Protection

Some strong chemicals can cause damage to your EleStone Vanity Top if left in contact for too long. Products such as:- paint remover, solvent containing methylene chloride or acetone (nail polish remover), acid drain cleaner, toilet bowl cleaner, contact adhesive, solvent, rust remover, or lacquer thinners can cause damage to the EleStone surface. If these products do come into contact, the surface should be immediately flushed with soapy water, rinsed with clean water then towel dried.

Sharp or Rough Objects

Sharp or rough objects such as decorative items, scissors or needles can damage your EleStone Vanity Top. Always protect the surface from rough or sharp objects.



10 YEAR WARRANTY

EleStone promise a 10 year limited warranty on all permanently installed Solid Surface products. For further information read the warranty terms and conditions.

WARRANTY

Permanently installed EleStone Solid Surface products are warranted to the original owner. All materials must be fabricated, installed, used and maintained in accordance with standard fabrication techniques for the solid surface materials.

EleStone is warranted if failure is due to any manufacturing defects of the sheet product during the first ten years after the date of initial installation unless the damage is caused by physical or chemical abuse, damage from excessive heat, or force majeure.

Robertson at its discretion will replace any faulty materials without charge if such products fail due to any manufacture defects during the first 10 years. Although Robertson shall make in its best effort to replace with the best possible colour match to the original, Robertson cannot guarantee the exact colour in the event of replacement.

For coverage under this warranty Robertson will require proof of the date of initial installation. (Retain copy of purchase invoice)

This warranty is transferable during 10-year period following initial installation only when the new owner notifies Robertson in writing within the first 60 days of any property transfer.

EleStone tops are warranted for a period of ten years from the original date of purchase. We warrant that the product will not have any manufacturing defects provided the product has been installed and cared for correctly.

Note: Hotel and public spaces warranty is 2 years only.

Robertson NZ Ltd is not responsible for labour or installation charges, removal of existing product or any other expenses associated with a defective product. Robertson NZ Ltd sole responsibility is replacement or repair of a defective product.

WARRANTY EXCLUSIONS

- Minor conditions such as stains, scratches, water spots and burns that due to the unique properties of the solid surface may be corrected by techniques specified in 'Care & Maintenance' instructions.
- Any products moved from their original place of installation or additional modifications such as plumbing, electrical, tiles, cabinets flooring etc. that may be necessary to repair or replace the product under this warranty.
- Failure or dissatisfaction with appearance of joints, seams, adhesive or other accessory items.
- Colour variation from the sample.
- Damage caused by heat.
- Modification or repairs made by uncertified fabricators or altering of any factory-applied finish.
- Removal or installation of the replacement.
- Exceed product limitations as outlined in 'Manufacture Guidelines'.
- External use where the product is subject to any sun or weather conditions.
- Chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use. Hairline cracking around cut-outs during or after installation.
- Abuse including mishandling or misuse, cracking around voids and cut-outs, damage from physical or chemical abuse and damage from improper care and maintenance including but not limited to, damage, caused by cleaning with abrasive substances.
- Failures to benchtops or cabinetry due to inadequate support or unlevel cabinetry for the installation.

- Seam appearance or seam performance
- Applies only to installations that are permanently installed in residences and that have not been moved from original installations.
- Does not cover routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes and water spots that are a function of proper care and maintenance and which may be correct by following techniques specified in caring for basins above.

WARRANTY CLAIM

In the event the customer needs to submit a claim, the customer must fill out a Robertson Service Request form via <https://www.robertson.co.nz/contact-us>

Approval for repair or replacement will then be reviewed by the Robertson After Sales Service team to find a suitable solution.

Robertson' obligation is limited solely to the replacement of the products purchased hereunder. No implied or expressed warranty merchantability or fitness for a particular use of any other warranty except those specially stated in this warranty or required by law is granted. Except for the remedies described in this warranty, Robertson has no liability for any loss or damages including direct, consequential or incidental, arising out of the use or inability to use the solid surface products.

SAFETY

Before working with EleStone , an adequate risk assessment must be carried out. All steps must be taken to minimize any risks to health and safety. Appropriate industry standard safety equipment such as dust masks and eye protection should be worn at all times when working with the product.

Machinery and tools require sufficient dust extraction and good ventilation to the work area.

AVAILABLE SIZES

20mm thick EleStone is available in the following sizes:

ELEMENTI FURNITURE:	PARISI FURNITURE:
590x460x20mm	800x520x20mm
640x460x20mm	1200x520x20mm
890x460x20mm	1400x520x20mm
1190x460x20mm	
1490x460x20mm	
1790x460x20mm	

12mm thick EleStone is available in the following sizes:

ELEMENTI FURNITURE:
590x460x12mm
640x460x12mm
890x460x12mm
1190x460x12mm
1490x460x12mm

STORAGE

EleStone must always be stored indoors. Transporting sheets must be packed with a 16mm bottom packing sheet and a suitable cover sheet. The package to be then placed on bearers no more than 600mm apart and support the full width of the sheet (max 10 sheets sheet) and loaded on a flat surface. Tie down straps must be placed directly over the bearers and no goods to be loaded on top of the sheets. For long term storage or large volume(10+sheets) the sheets must be placed on a pallet with support along the full length with minimal opening for forklift tines and a minimum of 3 points of support in depth.

Do not store on edge.

HANDLING

EleStone slabs must be handled in a safe manner by either mechanical, such as a forklift or manual lifting by multiple people.

Do not attempt manual lifting of multiple slabs.

Slabs handled by forklift must have a supporting pallet when lifting.

When manual lifting, a slab must be lifted to a vertical position with bottom edge remaining completely in contact with supporting surface then raised. To lower the slab, place the bottom edge on the supporting surface or the back of the sheet against a bench then rotate to a horizontal position keeping the edge or back in contact with supporting surface.

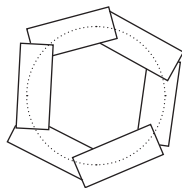
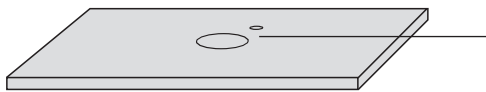
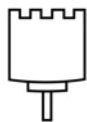
CUT-OUTS

Common internal cut-out such as sinks/basins & tap holes are to be a minimum of 45mm from any edge.

Mark out desired cut-out using masking tape and pen. The tape will help protect the surface and make it easier to see cut lines. To machine cut-out, drill a 20mm minimum diameter hole in each corner. Use a guide rail or template with a 1/2 inch router or plunge cut saw along the straight line. Use multiple 5mm deep passes with a router. A plunge cut saw will not be able to cut the full depth of the cut line in the corners. Use a jigsaw to finish.



WASTE AND TAP HOLES CAN BE DRILLED USING A HOLE SAW



SURROUND CUTOUT WITH MASKING TAPE

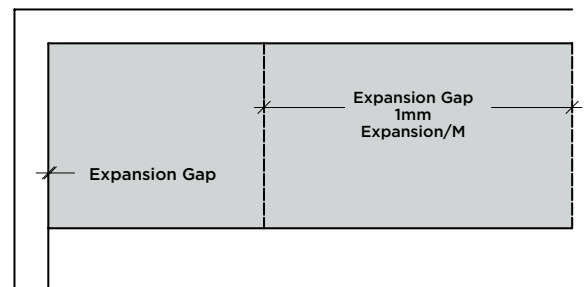


DO NOT UNEVENLY DISTRIBUTE SUPPORT

INSTALLATION

EleStone is to be installed on a level and solid foundation. Cabinets should be installed correctly making a solid base and fixed securely into place. Allow time for the material to meet room temperature prior to installation.

EleStone must be fitted to the wall allowing a minimum of 1mm expansion per metre of material



To secure EleStone, apply liberal dabs of silicone every 150-200mm to the top edges of the cabinets. Support the EleStone when lowering into position.

DO NOT SCREW INTO ELESTONE. We recommend all EleStone tops are siliconed to the vanity.

NOTE:

12mm EleStone tops are only suitable for use with vessel basins under 10kg.

Inset and undermount basins are not suitable with 12mm EleStone tops.

12mm EleStone tops must be stored flat before installation.

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You can view and purchase our products nationwide from our supporting bathroom suppliers. To find your nearest location visit ROBERTSON.CO.NZ and click on the 'where to buy' link at the top of the page. Alternatively you can view products at our Robertson Bathware Showrooms at the locations below.



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