

quartz  
materials  
with 25 year  
guarantee

# MARMO ARREDO

handbook

guarantee conditions

## **summary**

- 3 general guarantee conditions
- 6 the product: quartz agglomerate
- 9 instructions for maintenance and cleaning
- 15 resistance to the use of domestic products
- 16 resistance to stains
- 17 instructions for use and warnings
- 21 design tips
- 25 packaging, handling and installation
- 28 moving
- 30 wooden frame packaging
- 32 solid paper packaging
- 34 installation procedures
- 41 installation of flush-top electrical appliances

## general guarantee conditions

### Object

Marmo Arredo Spa (**Marmo Arredo**) guarantees the first purchaser/user (**Client**), for a period of 2 (two) years, that the bathroom tops and kitchen counters supplied (**the Products**) comply with the orders (**Legal Guarantee**).

Marmo Arredo also guarantees, for a period of 25 (twenty-five) years, that there will be no structural defects regarding the composition of the material itself in the quartz and resin agglomerate materials used for the creation of the Products (**Conventional Guarantee**).

Marmo Arredo offers the Client no other legal or conventional guarantee, whether implicit or expressed.

*These guarantees only apply to those products that have been paid for in full.*

### Conditions

The aforementioned guarantee periods, 2 and 25 years respectively, start on the delivery date of the product as stated on the transportation documents, and can in no way be suspended or extended as a result of the Products not being used, even if the aforementioned is due to repairs while under guarantee.

The Client foregoes the Legal Guarantee should defects or the absence of compliance of the Product not be declared within 60 (sixty) days from the date they were (or should have been) discovered, sending a letter by registered delivery to Marmo Arredo with a description of the defects found and the maintenance carried out.

The Conventional Guarantee will only be offered in those cases in which the Client requests it to be activated within 8 days from the date on which the defect was (or should have been) discovered, sending a letter by registered delivery to Marmo Arredo with a description of the defects found and the maintenance carried out.

**Guarantee exceptions**

The guarantee is only valid if the above-stated indications are respected, downloadable at:  
[www.marmoarredo.com](http://www.marmoarredo.com)

Any effects resulting from the improper use of the material are excluded from the guarantee. In addition, any compositions of particular dimensional conformation created without having been the subject of a feasibility study that was approved in writing by Marmo Arredo are also excluded from the guarantee.

**The guarantee does not apply in the case in which**

- the client/user intervened on the Product in person;
- third parties intervened for the restoration and/or reparation of the Product without prior written authorisation from Marmo Arredo;
- the Product was modified by a third party without the prior written authorisation from Marmo Arredo.

**The guarantee does not apply in cases in which**

- products have been subjected to “thermal shock” or damage resulting from the absence of

suitable protection from direct or indirect sources of heat;

- products have been subjected to overloading;
- defects caused by normal usage (scratches, abrasions or breakages);
- use of the Product for a purpose other than the one for which the Product was designed;
- products are subjected to the abuse of chemical substances;
- products are used in areas with climatic variations and extreme temperatures;
- products are not installed correctly;
- products are installed with damaged or broken parts;
- tampering, negligence, abuse or improper use of the Product has occurred.

**Content**

In the hypothesis the defect is reported immediately, Marmo Arredo has the right to examine, at their own discretion, the Products in question, and to send a technician to carry out a survey to establish the nature of the defect and its cause. Should the presence of a defect in the Product recognised by the guarantee be ascertained, the Client will have the right to have the Product repaired or replaced free of cost, as decided by Marmo Arredo.

If, however, the technician ascertains that the defect is not covered by the guarantee, all costs regarding the inspection and any work regarding repairs and/or replacement – including manual labour, transport, food and boarding, replacement materials – will be charged to the Client.

The guarantees on Products that are replaced or repaired in accordance with the previous paragraph, remain in vigour only for the remaining period between the reparation and/or replacement and the expiry of the original guarantee period regarding the Product originally bought by the Client.

The Client has no right to any other intervention form under guarantee and/or compensation, explicitly excluding any responsibility for direct, indirect, incidental or consequential damage that might result from the defectiveness and/or non conformity of the Products, that must, therefore, within the limits foreseen by the law, be understood as expressly renounced by the Client.

### **Final clauses**

These general guarantee conditions fall under Italian law.

Any dispute arising from or regarding the present general conditions or the use of the Product will be handled by the Law Court of Padua, Italy. Should the competent legal authorities rule one of the clauses of the present conditions to be declared invalid, illicit or ineffective, the remaining clauses will continue to remain in effect regarding the part unaffected by the invalidated clause.

## the product: quartz agglomerate

QUARTZFORMS

MADE IN  
GERMANY

Quartz agglomerate is a material produced in the form of slabs of 304 x 140 cm using Bretonstone® system technology and a special process of “vibro-compression in a vacuum”. The slabs are created by mixing siliceous sand or pure quartz with structural polyester resin and coloured pigments stabilized with UV rays.

Any **random specks** on the surface of the top are due to the natural composition of the quartz grit and dust that are part of the material. They are therefore not to be considered manufacturing defects.

Any **small light and dark alterations** in the shade of colour of the slab are part of the manufacturing process of the material, and are therefore not to be considered defects.

The material has the ideal characteristics for use in the sector of public and private furnishings. The quartz- or silica-based slabs preserve their own original physical-mechanical properties.

# Characteristics of quartz materials



**Quartzforms®** offers a 25-year warranty on all its products.



**Quartzforms®** is non-toxic and environmentally friendly.



**Quartzforms®** is available in a wide range of colors, shades, textures and finishes



**Quartzforms®** is resistant to the stains of many liquids and is non-porous.



**Quartzforms®** is heat resistant and non-flammable



**Quartzforms®** is resistant to external damage



**Quartzforms®** is not easily scratched.



**Quartzforms®** does not absorb liquids.



**Quartzforms®** is resistant to knocks.



physical  
properties  
of quartz  
agglomerates

QUARTZFORMS  
MADE IN  
GERMANY

properties	EN	results
apparent density	14617/1	2,32 – 2,42 kg/m³
water absorption	14617/1	< 0,04%
flexural strenght	14617/2	> 33 MPa
abrasion resistance	14617/4	< 29 mm
thermal shock resistance	14617/6	100 %
impact resistance	14617/9	> 2 joule
linear thermal dilatation coefficient	14617/11	20 – 25 °C <sup>-1</sup>
Chemical resistance	14617/10	C4
resistance to freezing and defrosting	14617/5	100%
dimensional stability	14617/12	A
surface electrical resistivity	14617/13	> 4 x 10 <sup>11</sup> Ohm



# **indications for maintenance and cleaning**

## indications for maintenance

Quartz composites are materials that are highly compact and not porous, thus requiring no oleo-hydro-repellent treatment.

They do not absorb liquids, smells or food fats. Since they are not porous, they do not allow the proliferation of bacteria, resist acids, are easy to clean and hygienic. They are resistant to stains and wear and tear, scores, scratches and light bangs.

Although the material is resistant to high temperatures, it should still be protected with potholders to avoid the direct contact of the saucepan or kitchenware surfaces when they have just come off the stove. Indeed, direct contact with overheated objects or flames might result in permanent marks due to the heating of the resin or cracks created by the thermal shock.

The counter should never be used as an ironing board.

Although resistant to scores and scratches, if its original appearance is to be preserved, the use of chopping boards is always to be advised.

Furthermore, the work tops should never be overloaded with weights exceeding 50 kg (do not stand or sit on the counter) and make sure blunt objects do not fall on it (knives, bottles, saucepans, working tools, etc) which, owing to their shape, may cause cracks that are difficult if not impossible to repair.

## **advice for cleaning**

You have purchased a quartz agglomerate top. Quartz belongs to the category of the hardest materials in the world.

It is waterproof and highly resistant to stains, acids and abrasion.

Its properties make it very easy to clean. We recommend cleaning stains while they are still fresh.

Any stains left on the surface for any length of time may be more difficult to remove, but not impossible.

Staining agents can be divided into two categories:

### **Organic substances**

These are stains due to residues of food, oil, splashes of sauce etc.

These substances must be cleaned using a kitchen degreaser.

The detergent must be sprayed onto the stain and left to work for 5 minutes or more to give its active substances time to dissolve the dirt and make it removable.

Then wipe with a damp sponge and dry it with kitchen roll paper. Repeat the operation until the stain has been completely removed.

### **Mineral substances**

These are stains caused by minerals contained in liquids such as water, tea, coffee, etc., which, if left to dry on the surface, leave residues of limescale or other minerals that stick to the surface. To remove this type of stain, we recommend using a descaling detergent (scale remover). The detergent must be sprayed onto the stain and left to work for 5 minutes or more to give its active substances time to dissolve the minerals and make them removable. Then wipe with a damp sponge and dry it with kitchen roll paper.

Repeat the operation until completely removed.

### **Other kinds of stain**

Silicone smears: they must be removed using a silicone solvent, available at any hardware store. Also in this case, the solvent must be poured or sprayed over the silicone and left to work for the time specified in the instructions.

Marker stains: can be removed with pure alcohol.

Traces of paint: enamel or various dyes can be removed with nitro thinner. Nitro thinner must never be poured directly onto surfaces.

Dampen a cloth with the thinner and rub it over the stain.

## **advice for cleaning polished surfaces**

### **Everyday cleaning**

Use a soft cloth moistened with water and neutral detergent.

### **For persistent stains**

Aggressive acid-based detergents such as Viakal, Ajax bagno, Cif, etc. may also be used.

### **Unsuitable products**

Avoid cleaning the surface with products containing bleach or those with a high basic ph which, if applied extensively, might create whitish streaks.

Other products that might harm the surface are tricetilene, industrial solvents, hydrofluoric acid, caustic soda, and varnish solvents.

**advice  
for cleaning  
honed,  
velvet,  
sandblasted  
and brushed,  
tatum  
surfaces**

The smoothing and sandblasting of the surfaces to obtain a honed, velvet, sandblasted and brushed, tatum surface is done mechanically with the appropriate equipment that carries out the mechanical working process needed to obtain the various finishes by removing part of the material.

The resulting surfaces therefore have knurls or degrees of unevenness that are evident to varying degrees, so that the material does not reflect the light like a polished surface (fig. 1) but is opaque and rough to the touch (fig. 2).

The degree of roughness depends on the various finishing.

If one observes the two figures describing a polished and a smooth finish, one can see that the polished surface counter is perfectly rectilinear while the one with the opaque surface has an irregular line. This is why the surfaces finished so they have a honed, velvet, sandblasted and brushed, tatum surface may have problems regarding dirtiness. Indeed, the dirt particles on the polished surface are easy to remove since no physical obstacle is keeping them back, while on the other surface there may be deposits on the micro knurls or small bumps that are more difficult to remove.

Figure 1

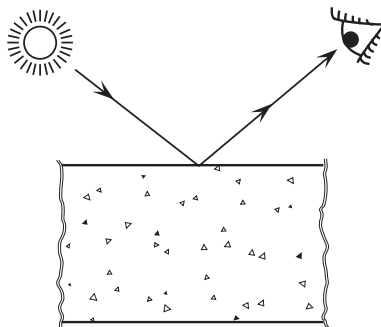
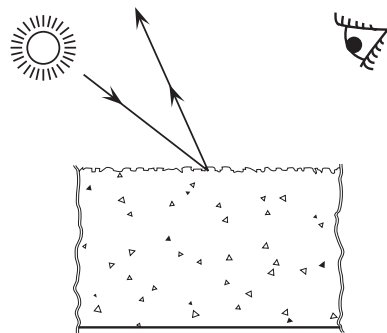


Figure 2



**advice  
for cleaning  
honed,  
velvet,  
sandblasted  
and brushed,  
tatum  
surfaces**

**Everyday cleaning**

Any detergents usually used for polished surfaces may be used. Coloured liquids that come into contact with the surface should be cleaned immediately, when the stain is still fresh.

The agglomerate material of quartz does not absorb liquid substances and the dirt that might be retained by the micro-knurling does not penetrate the material and can therefore always be removed. In the case of more persistent dirt, acid-based aggressive detergents may also be used.

**Scale-marks**

(remains of aqueduct water) we recommend cleaning with Viakal (or other acid-based anti-scale detergents) which may be used for prolonged periods of time.

**Greasy or fatty substance stains**

Grease-removal detergents for the kitchen may be used but once the stain has been removed, the area must be rinsed thoroughly with water.

**resistance  
to use of  
domestic  
products**

product	effect
Aiax bagno	no visible effect
Spic & span	no visible effect
Mastro lindo	no visible effect
Cif multiuse	no visible effect
Cif with bleach	no visible effect
Finish dishwasher liquid	light streaks
Fornet	no visible effect
Drago pulisan	no visible effect
Smac brillacciaio	no visible effect
Baysan multiuso	no visible effect
Denatured alcohol	no visible effect
Lyso-form kitchen	no visible effect
Viakal	no visible effect
Vetril	no visible effect
Vim liquid	no visible effect

**resistance  
to stains**

product	effect
acetic acid (10% aqueous solution)	no visible effect
acetone	no visible effect
ammonia (10% solution)	no visible effect
red wine	no visible effect
citric acid (10% aqueous solution)	no visible effect
detergent solution	no visible effect
coffee (applied 80°)	no visible effect
chloramine t (2,5%aqueous solution)	no visible effect
black marker	mark
ethanol (48% aqueous solution)	no visible effect
etyl-butyl acetane (1:1)	no visible effect
olive oil	no visible effect
coca cola	no visible effect
sodium bicarbonate	no visible effect
sodium chloride (10% aqueous solution)	no visible effect
tea (applied at 80°)	no visible effect
condensed milk	no visible effect
light beer	no visible effect

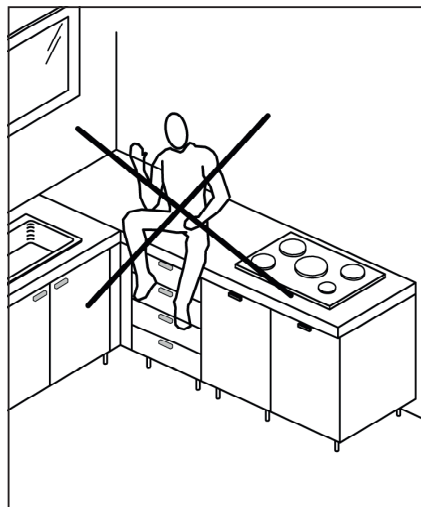
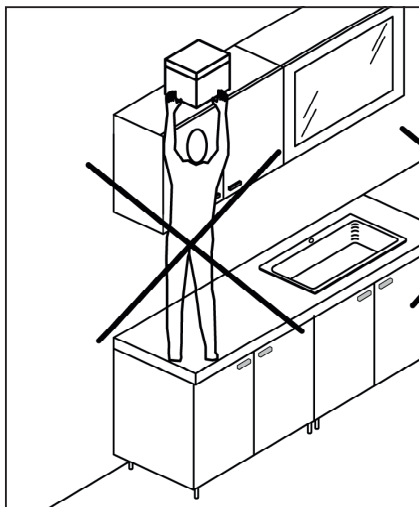


# **instructions for use and warnings**

## various indications

### Never overload the tops.

Excessive and concentrated weights can lead to breakage and cracking in the material. Never stand or sit on the tops.

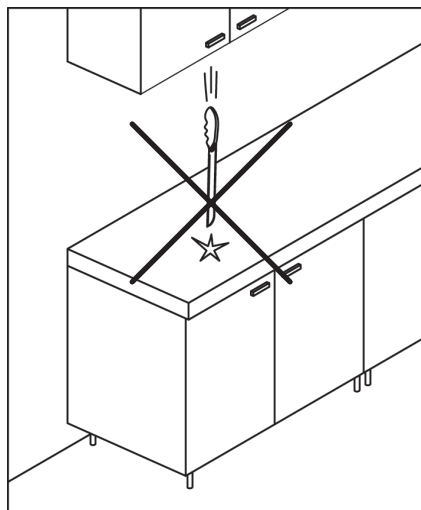
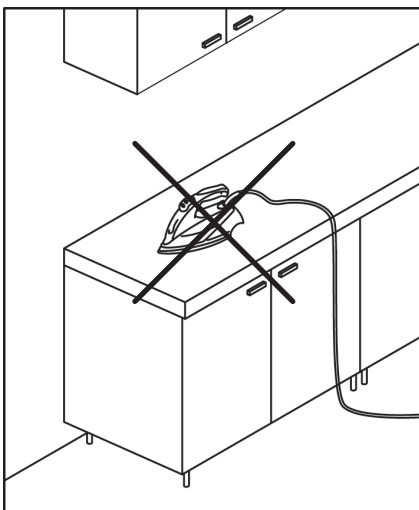


### Never use the top as an ironing surface.

Use appropriate equipment.

### Avoid accidentally dropping blunt objects on it.

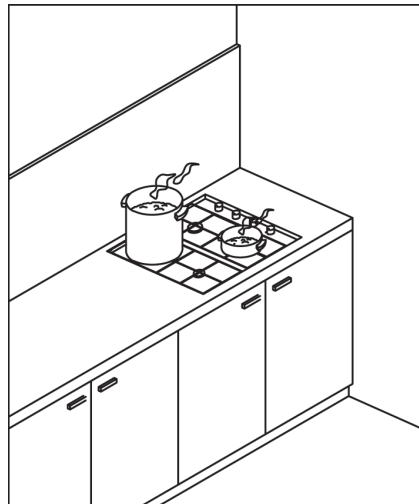
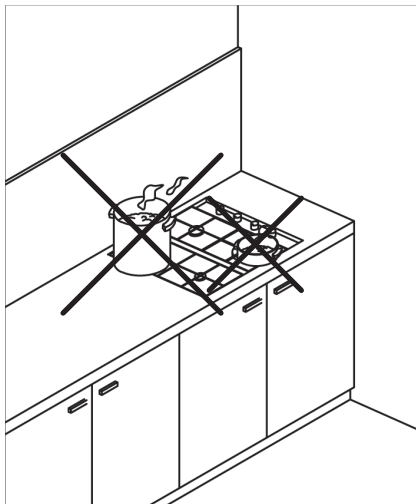
They might cause cracks and chipping.



## various indications

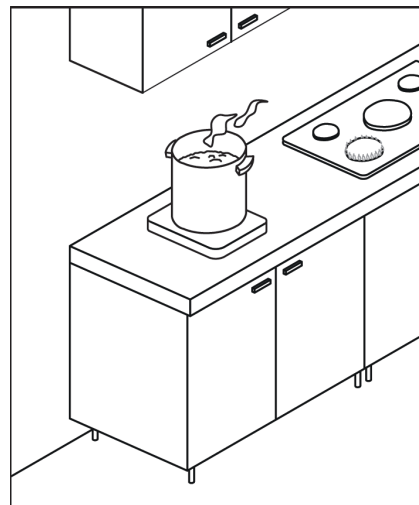
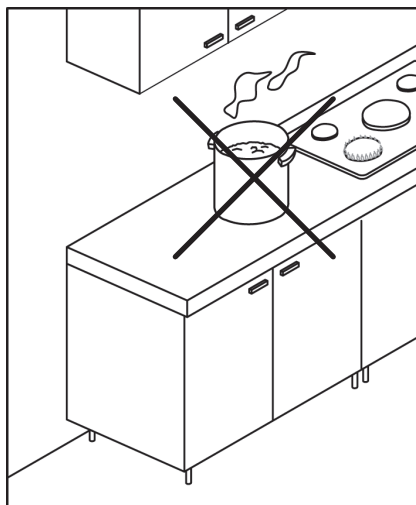
**Pans must not come into contact with the surface of the top.**

Pans must be centred on the burner and must not project from the grid. They must not come into contact with the surface of the top.



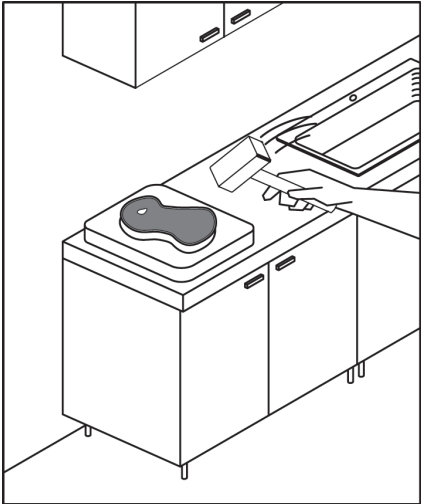
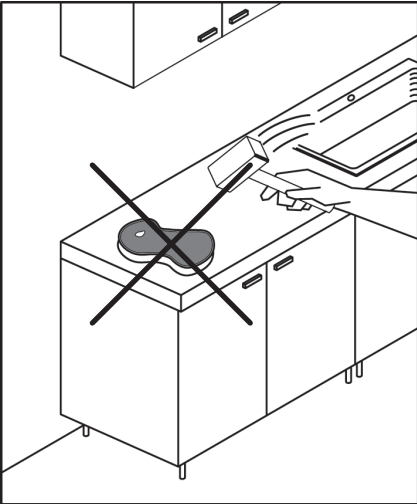
**Never place incandescent objects on the surface.**

Always use a pot mat.

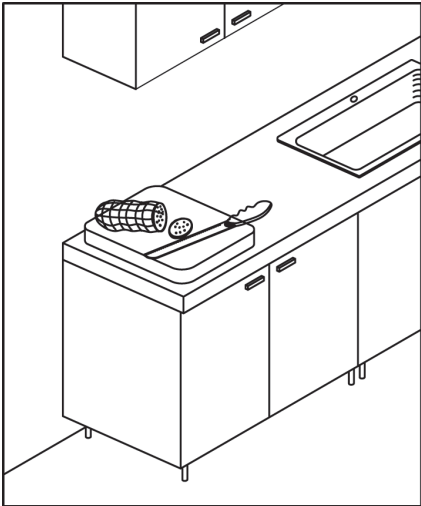
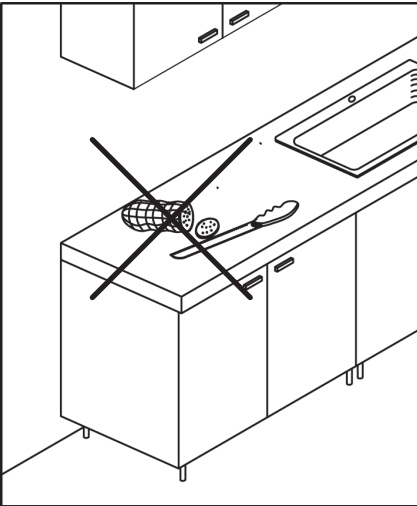


**various  
indications**

**Never use the top as  
a base for tenderising  
meat.**  
Always use a  
chopping board.



**Do not use the top as  
a surface for cutting  
and slicing.**  
Always use a  
chopping board.



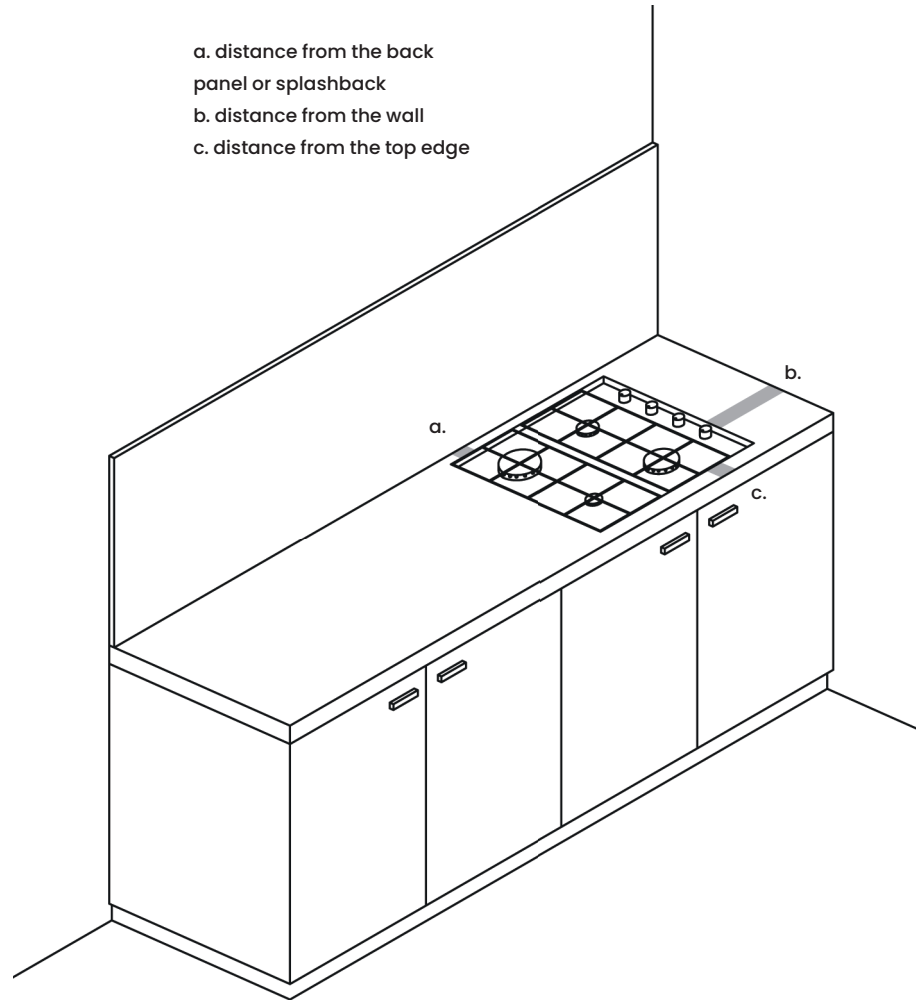
# design tips

## useful information for designers and users

Hobs must be positioned at certain distances from walls.

These distances are determined by electrical appliance manufacturers and are specified in instruction manuals and booklets. Failure to observe these distances will invalidate the guarantee applicable to tops.

During use, check the temperatures induced by the hob on the top (they must remain moderate). Temperatures above 60°C cause first-degree burns with contact of only one second. Higher temperatures 'stress' the material, making it structurally critical.



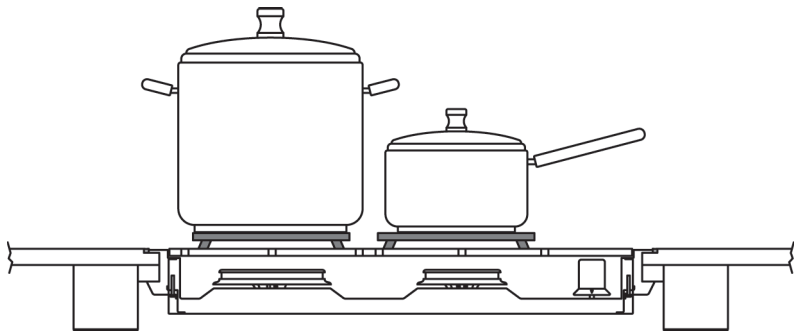
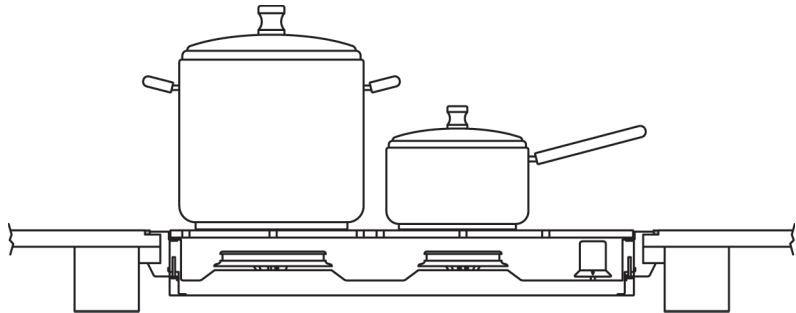
## using flush-mount hobs

We recommend taking special care when using flush-mount hobs with a lowered structure, as they are not perfectly ventilated due to their design.

This may result in excessive overheating of the cooking hob area with the risk of breakage due to thermal shock.

To keep the material intact for a long period of time, use a raised grid to be placed under the pan; such a grid is often supplied with the hob.

**Seal with silicone adhesive sealant with high heat resistance: Novasil sp 4667 Otto Chemie® (recommended product)**



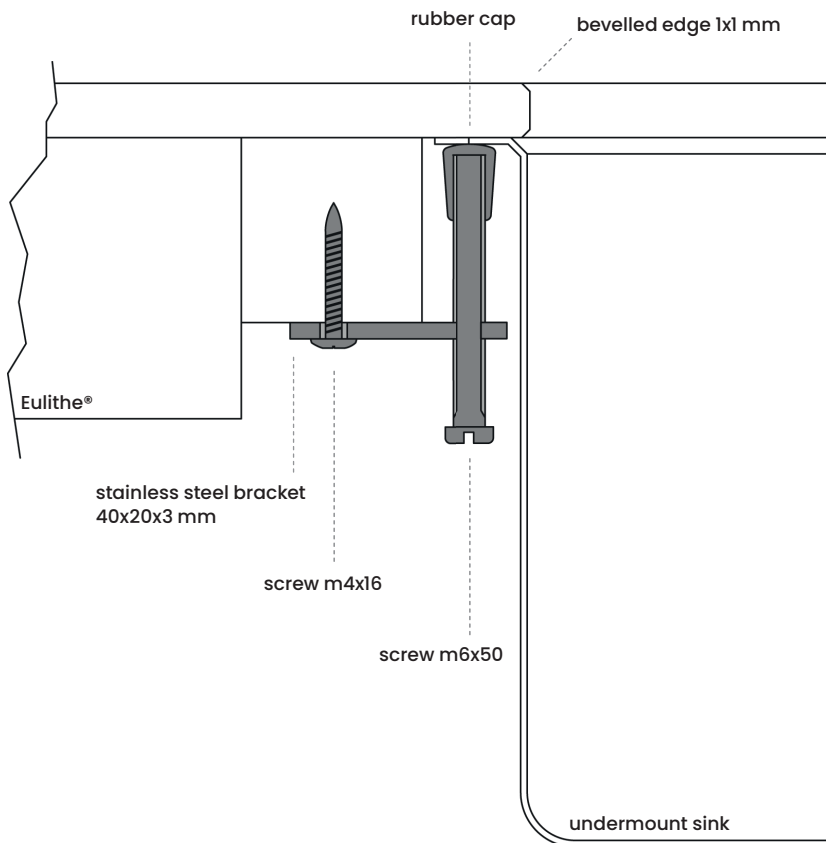
## undermount sinks installation instruction

The worktops manufactured with the Eulithe® system are produced using quartz agglomerate 1,2 cm thick.

On this thickness it is not possible to fix inserts, which guarantee resistance in time.

Such worktops are supplied with a fixing kit created by Marmo Arredo (see scheme here beside).

The fixing kit contains:  
4 stainless steel fixing brackets 40x20x3 mm  
8 screws m4 x 16 mm  
4 screws m6 x 50 mm  
4 rubber caps





# **packaging handling and installation**

## handling and packaging

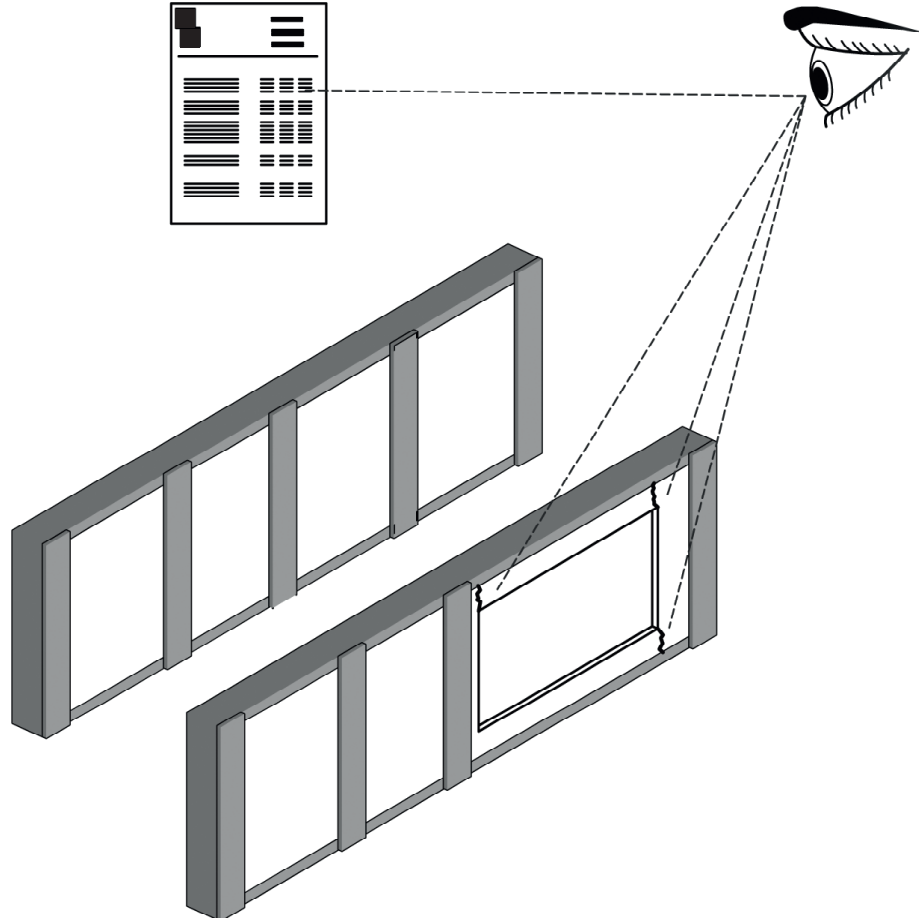
### Materials delivery

Upon delivery of the material make sure it corresponds to the details of what is described on the order.

Check that nothing has been damaged or broken.

Should something be damaged or pieces missing, write it down in the space foreseen in the transport document.

**The guarantee is not valid if broken tops or counters are installed.**

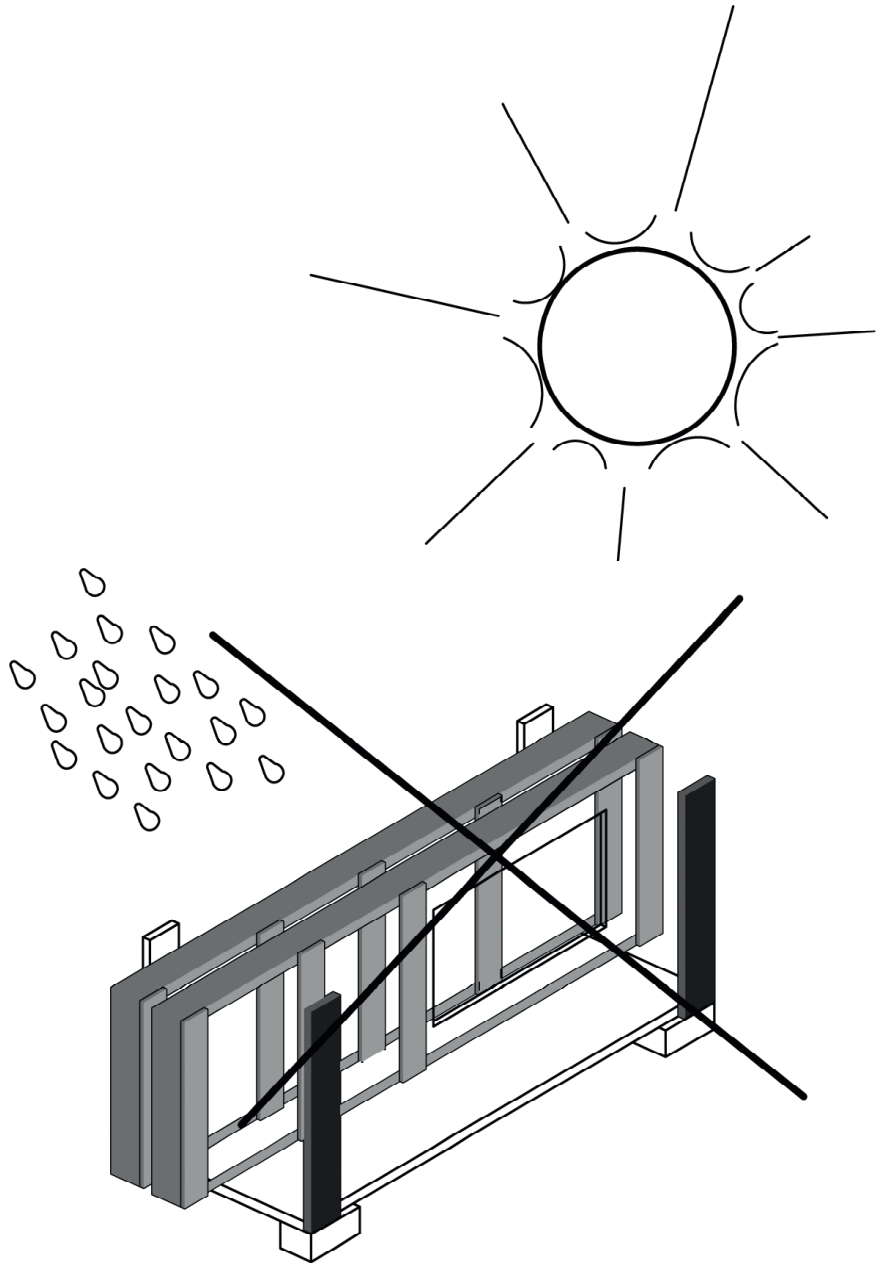


## handling and packaging

### **Never leave the goods outside.**

The tops have to be stored indoors, protected from sun rays and atmospheric agents (rain, snow, ice, etc. ...).

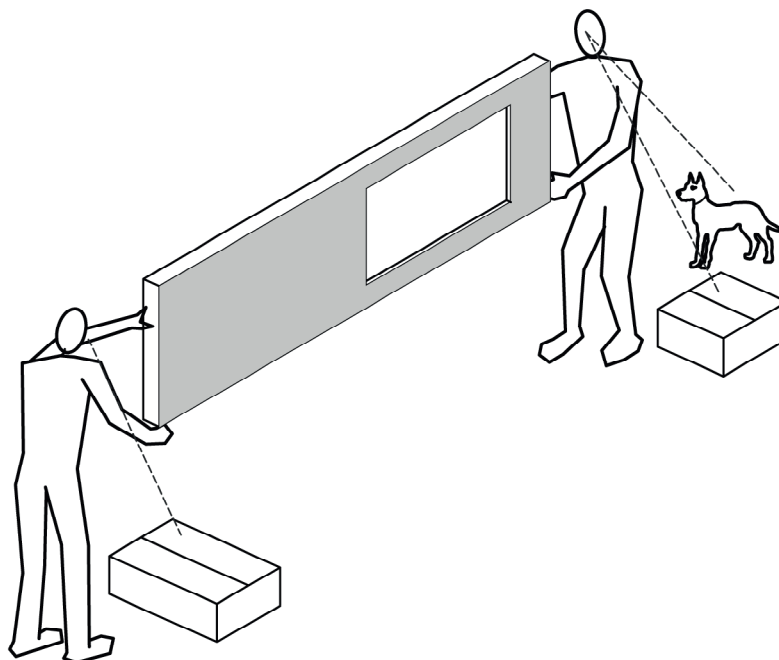
The tops must always be placed vertically inside their delivery boxes.



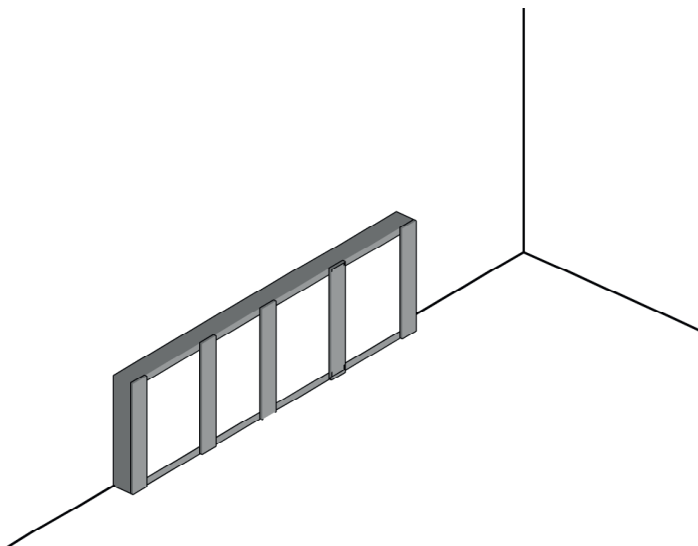
## moving

### Handling the tops

Particular attention must be paid when handling the tops to avoid torsions or bangs.



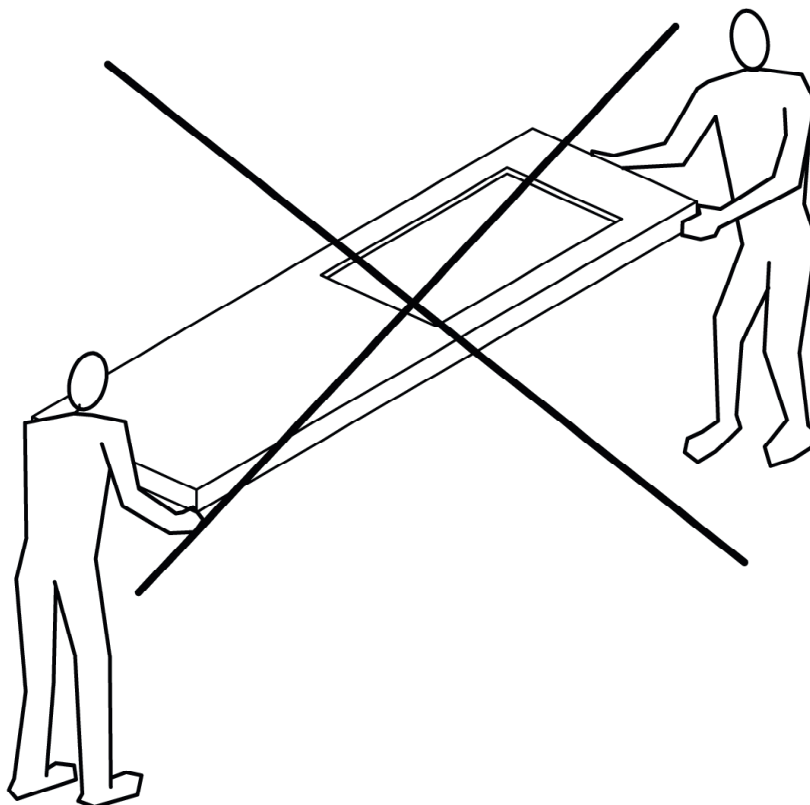
The tops must always be placed vertically.



## moving

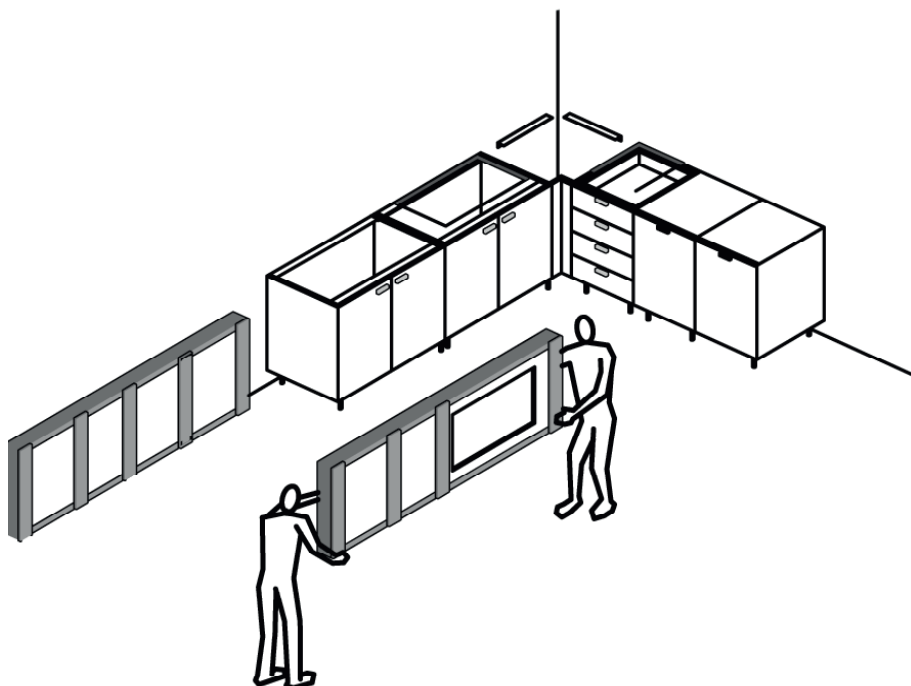
Whether still in their packaging or unpacked, the tops must always be kept vertical (up-right).

**Never move the tops horizontally.**

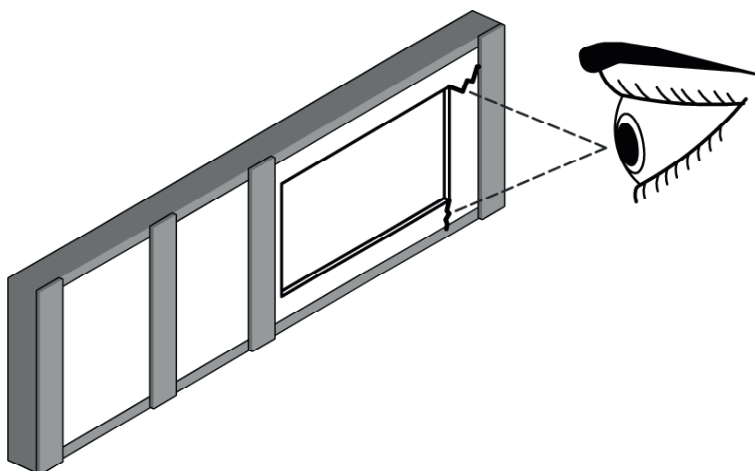


## wooden frame packaging

Move the packaged tops to where they are to be installed making sure they remain vertical.

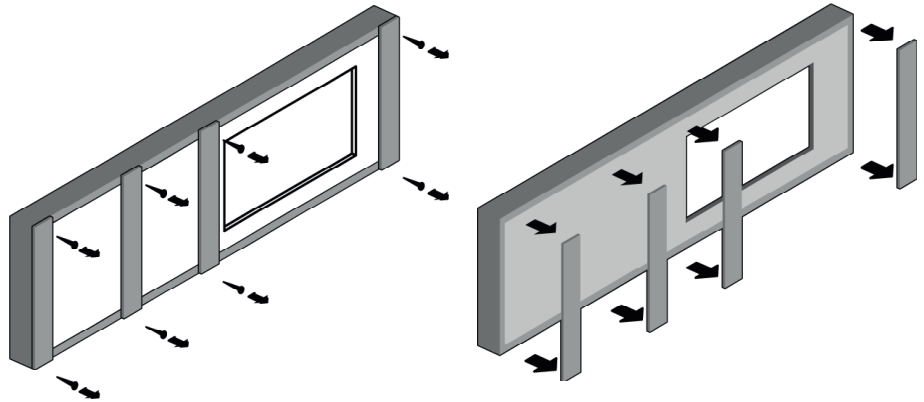


Before unpacking them, make sure the top has not been damaged.

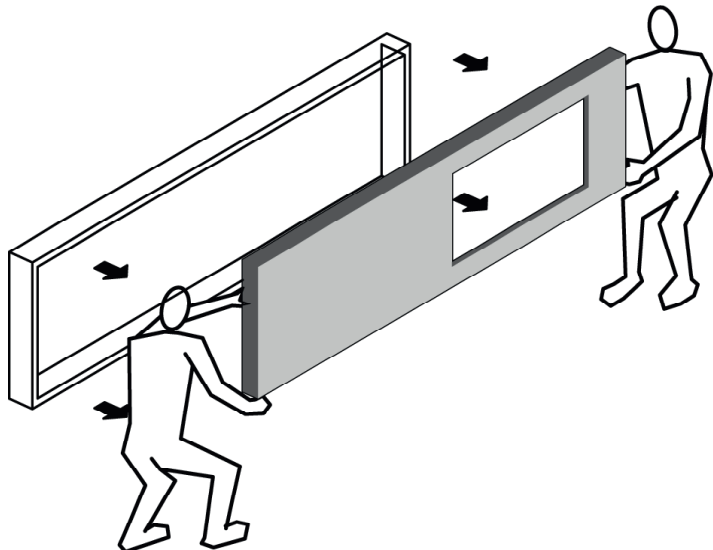


## wooden frame packaging

To unpack the tops with the wooden packaging carefully remove the nails attached to the vertical axis; after having removed the nails, carefully remove the top from its container making sure it remains vertical.

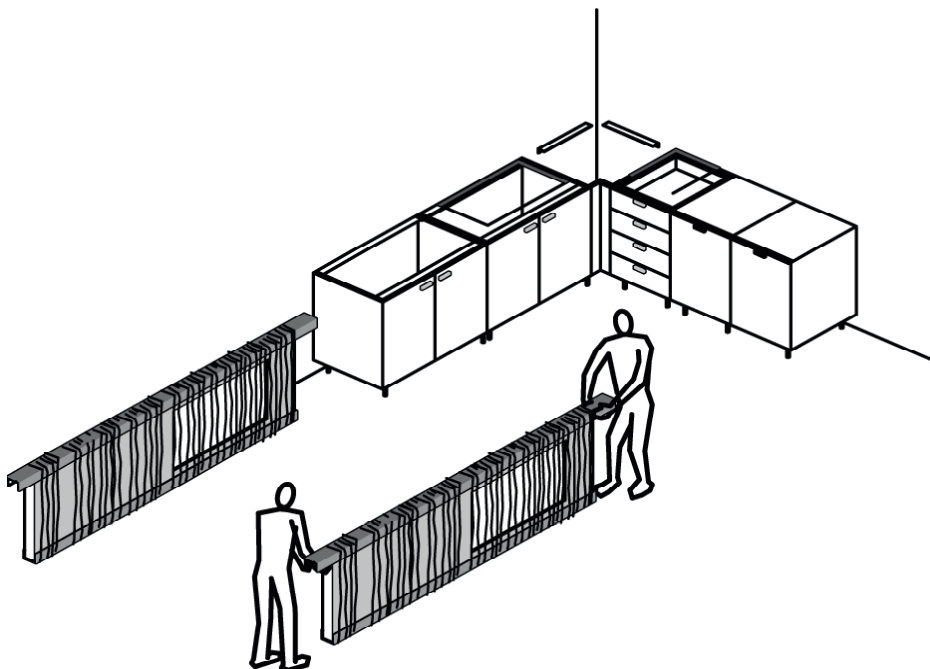


While doing so, ensure the package or top are not knocked with items such as hammers and screwdrivers.

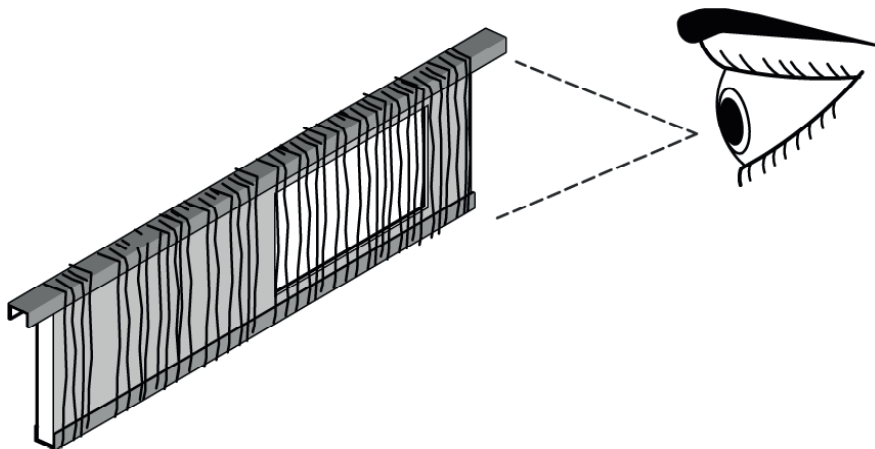


## **solid paper packaging**

Move the tops to where they are to be installed, keeping them vertical.



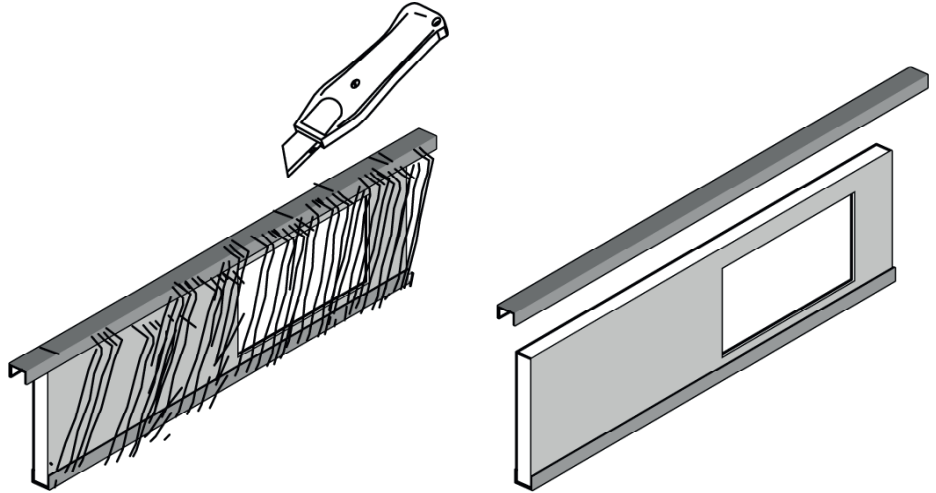
Before unpacking, make sure the tops have not been damaged.





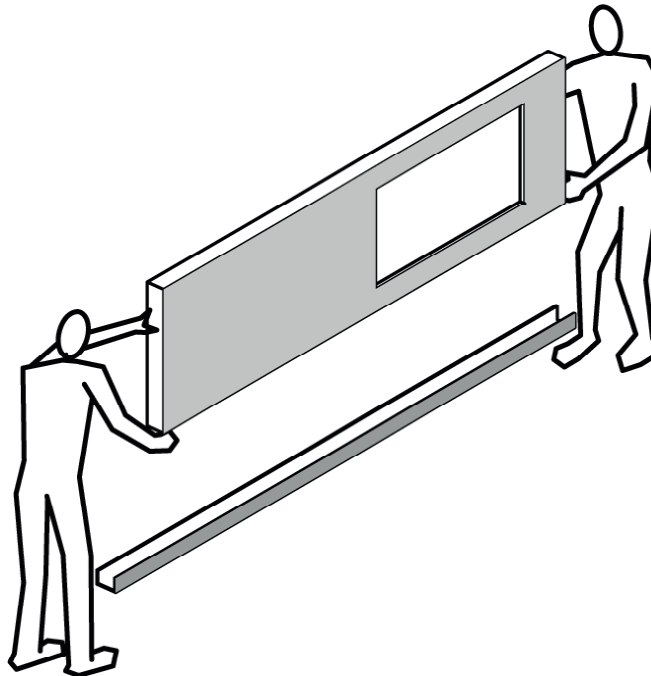
## solid paper packaging

To unpack the tops with “solid paper packaging” cut the nylon on the upper part of the box.



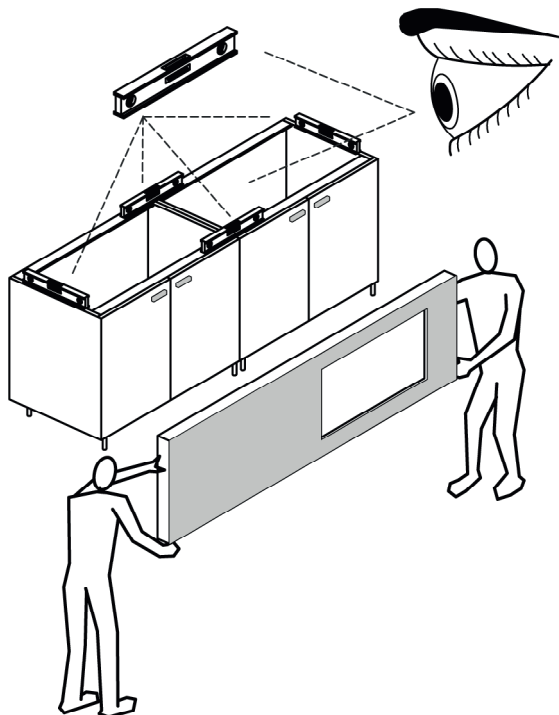
After removing the nylon, remove the upper block keeping the top vertical.

Raise the top, keeping it vertical and avoiding any torsions or violent bangs.

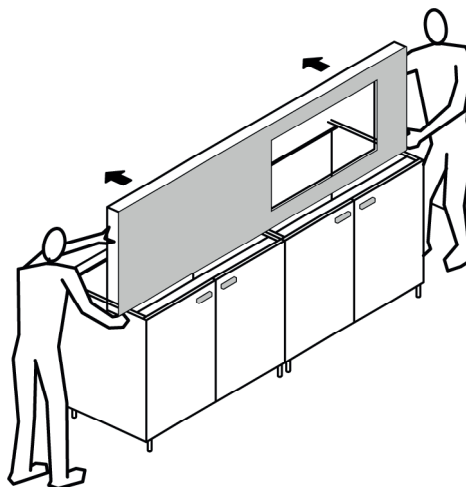


## installation

To avoid any possible breakages, the top must only be mounted on a surface that is perfectly level and plumb-lined.

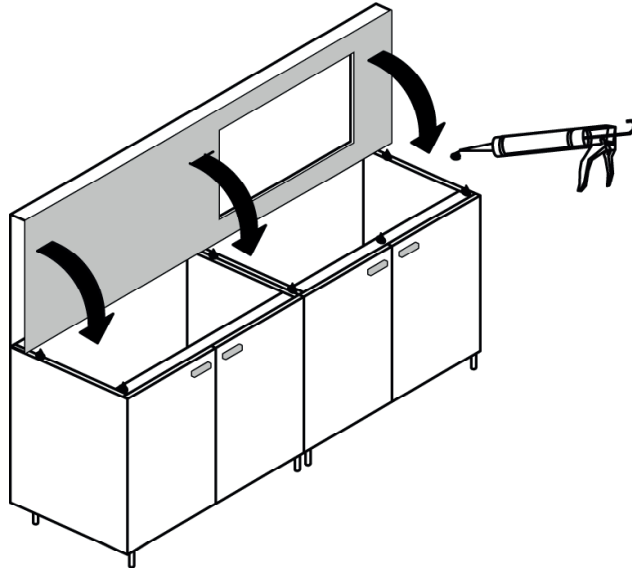


While keeping it vertical, carefully move the top towards the base. Rest it on the top, keeping it vertical, pushing it towards the wall or rear side.

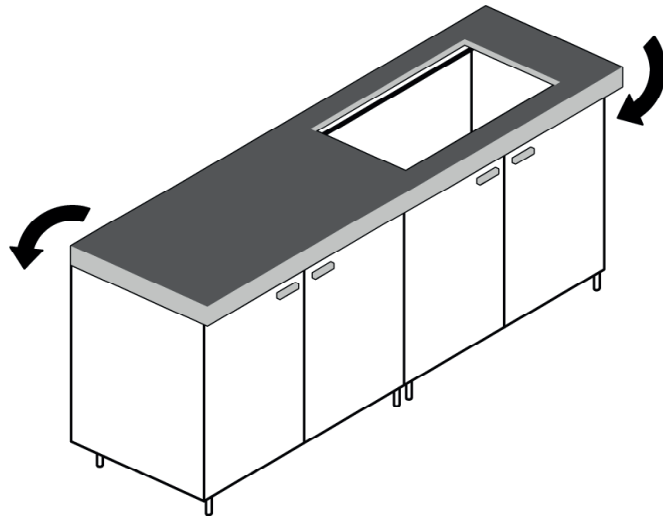


## installation

Put some spots of silicon on the perimeter of the base. Rotate the top around the pivot of its rear side until it is placed horizontally above the base.



Make the final adjustments to the top while the silicon is still fresh.

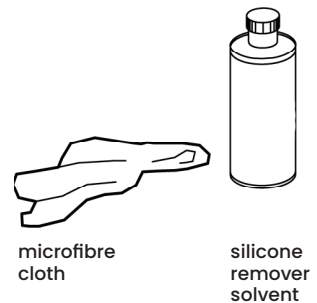
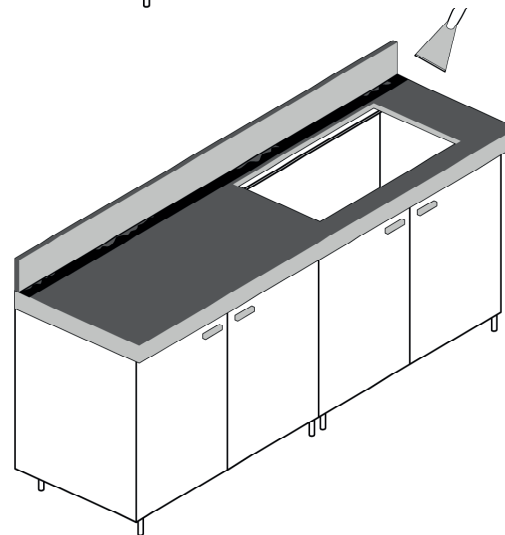
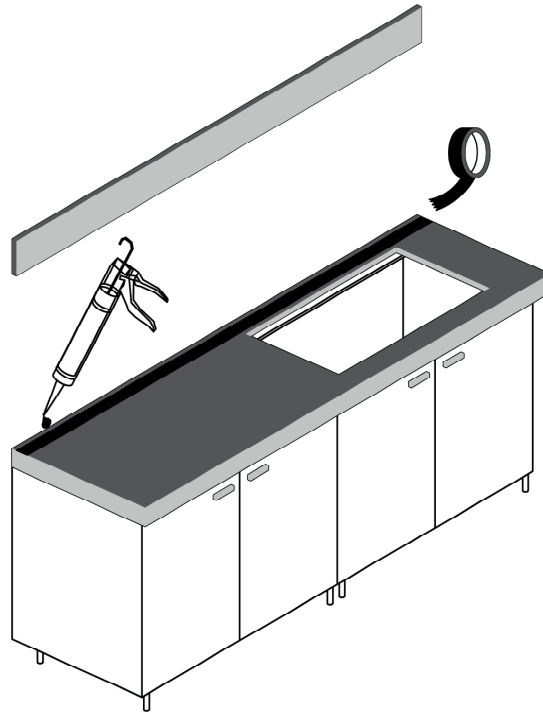


## installation

Cover the perimeter created by the base of the little back-guard or the splashback with tape. Silicon the resting area and then position the back-guard or back in place.

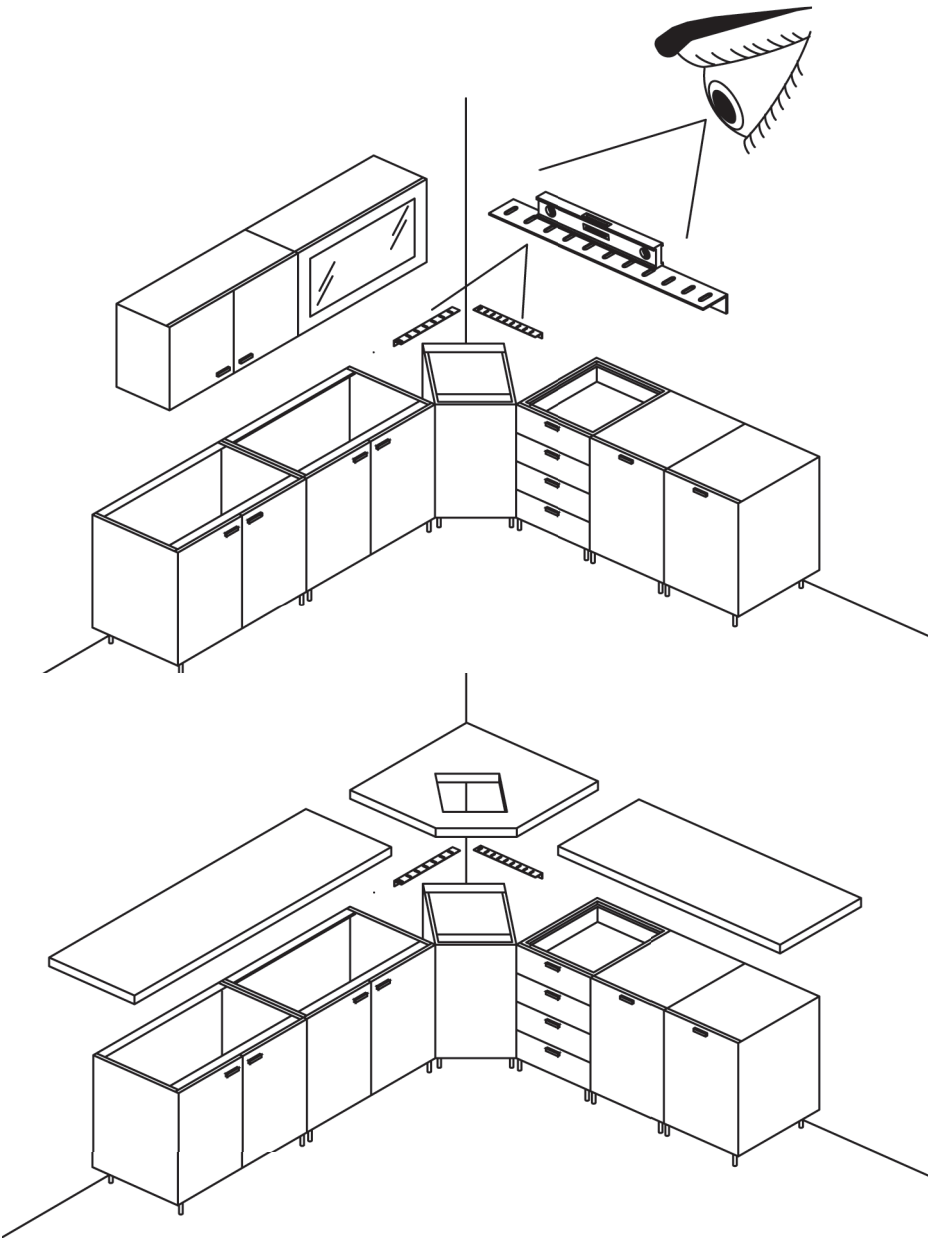
Remove any excess silicon with a spatula before it becomes completely hard. Once the silicon has hardened, remove the tape.

Remove any excess silicon with a spatula before it becomes completely hard. Once the silicon has hardened, remove the tape.



# installation

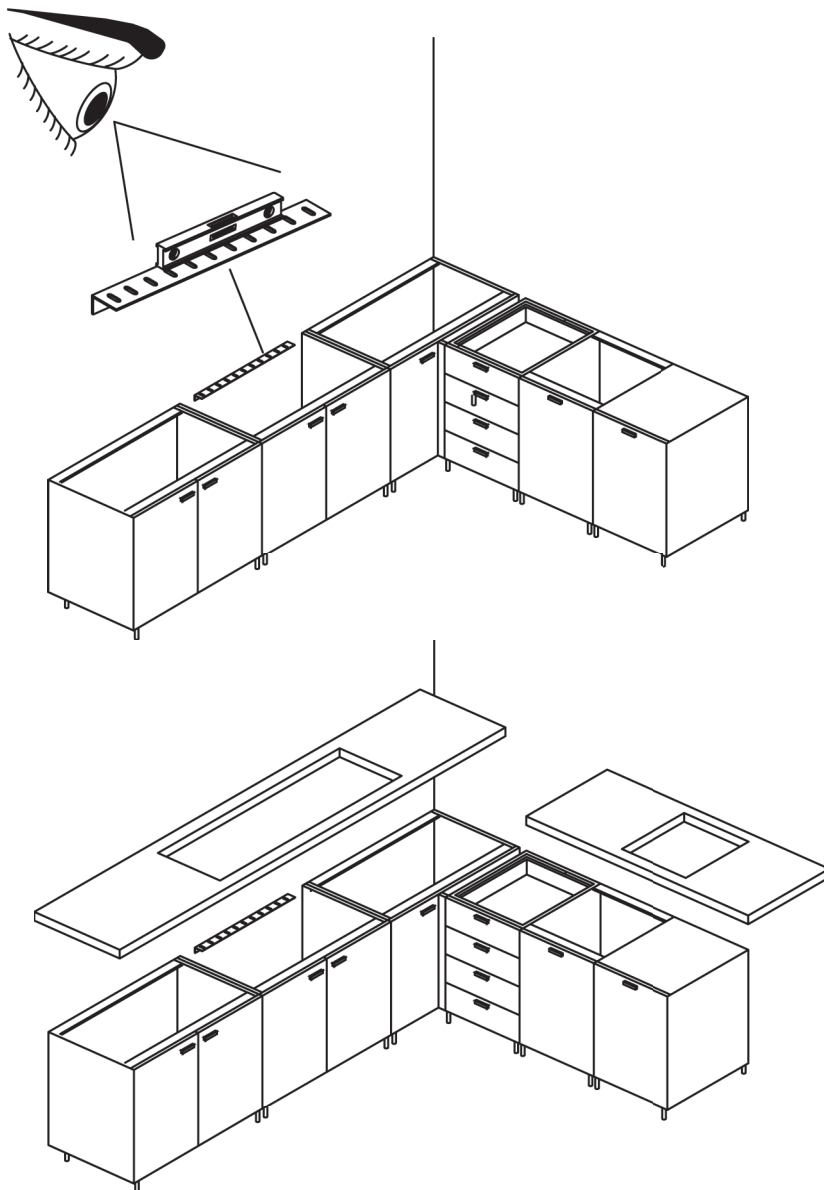
Always arrange suitable supports that can be fixed to the wall for the areas that are protruding or that do not rest on the base.



## installation

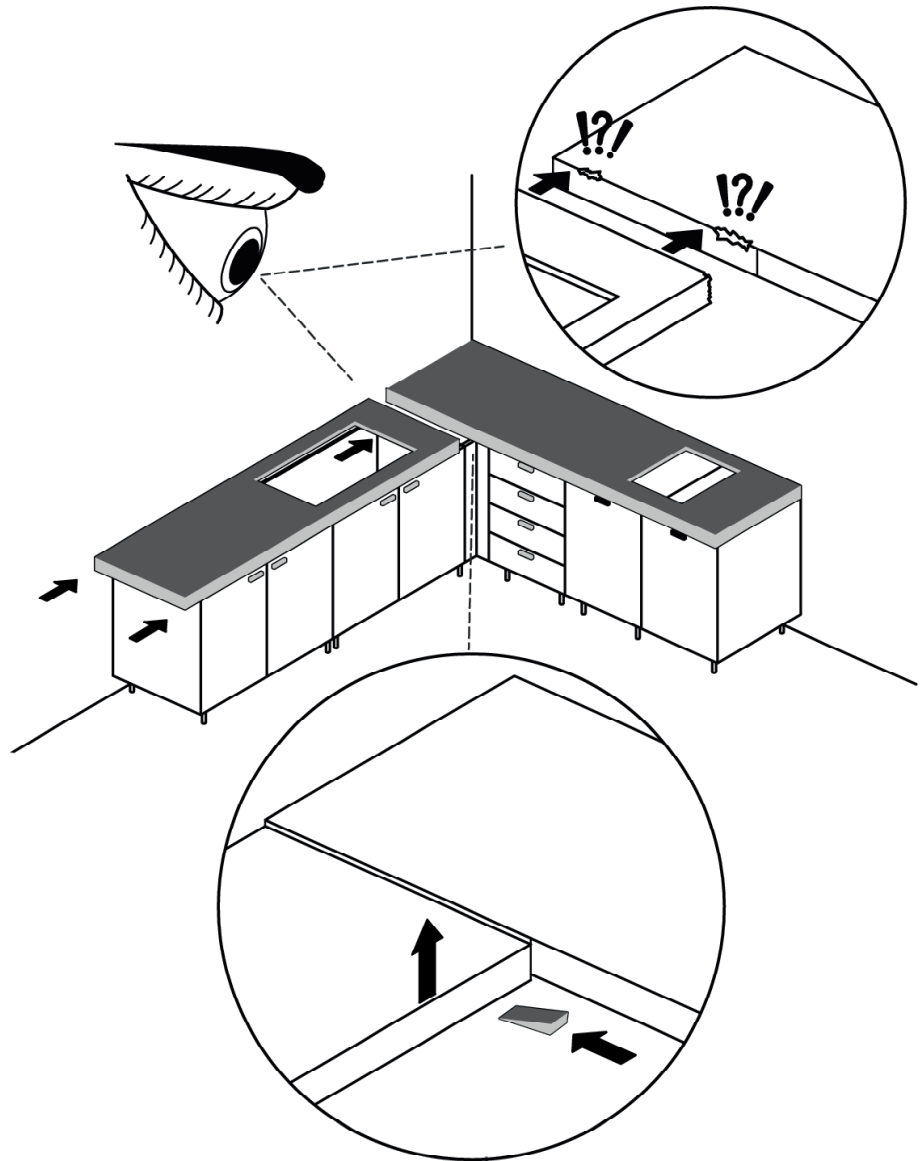
Tops with large cutouts (more than 80 cm wide) may be somewhat flexible.

Consequently, suitable supports should always be provided, and fixed to the wall for flexible areas that do not rest on base units.



## installation

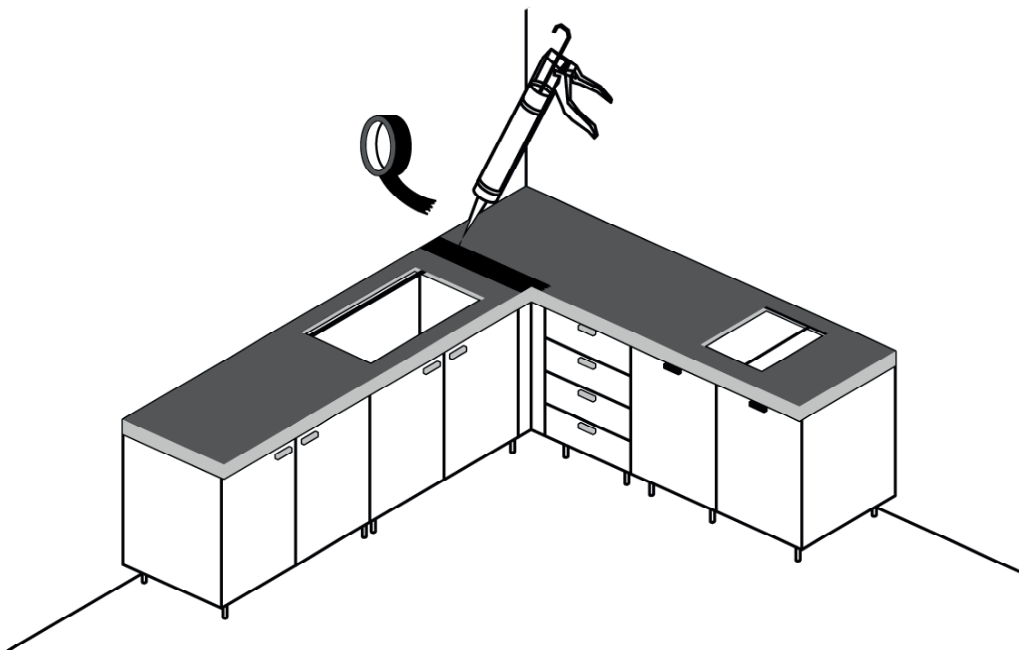
Handle the tops with particular care while installing, avoiding any knocks that might cause irreparable chipping. Pay particular attention while placing tops near one another.



Eliminate any height differences between the tops, using the adjustable feet of the piece of furniture or adding shims below the tops themselves.

## installation

Silicone the joint with neutral silicon. Then repeat the operations described earlier to clean the silicone.





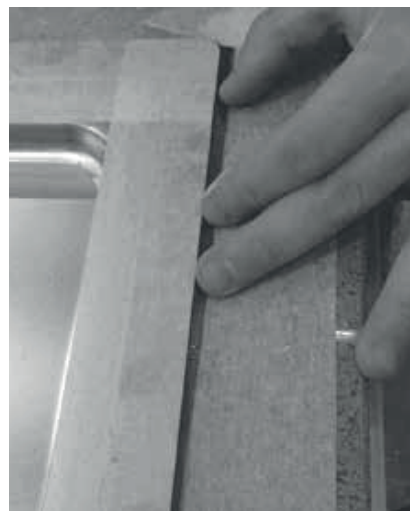
# **installation of flush-top electrical appliances**

## operations for installing flush-top electrical appliances

The dimensions of the flush-mount cutout are in accordance with the manufacturers' technical data sheets regarding the electrical appliances to be installed. The recess, instead, is made with a greater depth (0.5 mm) than that specified on the technical data sheet. This precaution ensures that any tolerance in the steel or the recess does not affect the good outcome of the workmanship. With a slightly deeper recess, it will always be possible to align the steel surface with the top.

**The installation of flush-top electrical appliances must be carried out in accordance with the following instructions.**

- 1** Mask the electrical appliance and the surface of the top with suitable adhesive tape.
- 2** Put the electrical appliance into position.



## operations for installing flush-top electrical appliances

**3** Measure the shims required to flush-mount the electrical appliance with the top. Check and repeat the operation along the various parts of the cutout perimeter.

**4** Insert the shims between the steel of the electrical appliance and the top at the same point where they have been checked.

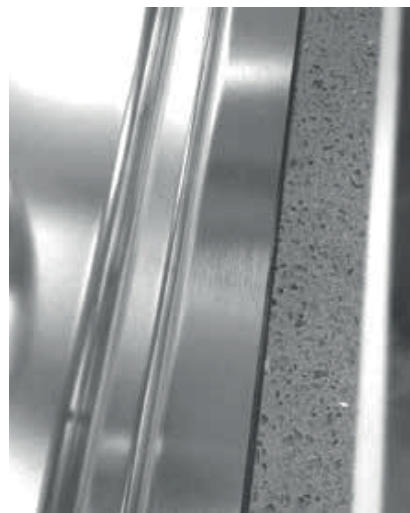
**5** Perfectly centre the electrical appliance in the cutout. The gap between the steel and the top surface is required in order to compensate for the expansion of the steel.

**6** Fill the join with neutral vulcanizing single-component silicone sealant resistant to high temperatures. We recommend using Novasil SP 4667 (Otto Chemie®) or equivalent products.

**Avoid using simple silicone!**

**7** Use a rubber or plastic spatula to remove any excess sealant.

**8** Wait for the sealant to vulcanize and then remove the masking tape.





## **Marmo Arredo S.p.A**

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