

Congratulations !

We know you will be happy with your decision to purchase new countertops from our company . We have constructed this booklet **to help you understand** most of the characteristics of natural and engineered stone and the process of templating, fabrication, removal of existing countertops, and installation of the new tops. By explaining the product and the processes we follow, **we hope to ensure your satisfaction** with the completed job. Please review this booklet thoroughly. If you have any questions, please speak directly with our sales crew.

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1) PRODUCT SPECIFICATION SHEET

- **General Information:**

GRANITE SLABS are composed of natural materials and are subject to variations in background color, veining distribution & pattern. Fissures, dry seams, and pitting are naturally-occurring features in granite and are not defects. These natural characteristics will not change over time and in no way affect the performance of the stone. Absolutely no claims will be accepted after installation. Because of this we recommend that all slabs of exotic stones be viewed by the customer prior to fabrication.

QUARTZ SURFACES are produced from pure natural quartz aggregates which are adhered with polyester resin with color powder. Thus, there might be some issues originated from the materials' properties such as small spots, abnormal particle distribution or discoloration on the surfaces. These do not affect the structure or integrity of the material and are not considered as a manufacturing defect or material failure.

- **Seams:**

Placement of seams is at the discretion of AMF Inc. Seams vary from 1/16" to 1/8" and are discernable to the eye and touch. Every effort is made to ensure that the seam is placed in the best location for structural integrity and to make the tops aesthetically pleasing. Natural characteristics of granite make it impossible to guarantee a match in color or veining when seaming two pieces together. Color coordinated epoxy will be used to fill the seam and blend in with the countertop.

- **Finish:**

Your countertop will come with a polished finish unless otherwise specified. Irregularities in natural materials like granite are common, reflecting unique natural patterns and finish that give each granite countertop its distinctive appearance. Granites may be ordered with a honed, antiqued, brushed, flamed, or velvet finish. Altering may affect consistency, stain resistance, and appearance. Honing dark colors can lead to fingerprints, and water spots. Changes in the finish add to the cost. Please ask your Project Manager for pricing on different finishes. These customizations will be a separate line item on your quote.

- **Staining:**

Granite countertops rarely stain when properly sealed and maintained. 98% of any stains that do occur can be removed with a poultice. Natural marble and travertine are more susceptible to staining. Sealing these surfaces every 6 months is required.

- **Sealing:**

All granite countertops are sealed twice prior to installation using a specially formulated stone sealer.

- **Care and Maintenance :**

- **Natural Stone:**

- **Polished Finish**

For daily cleaning use mild dish soap like Ivory®, warm water and a soft clean cloth. You can also use any water based spray cleaner such as clear vinegar formula Windex® or Natural Stone Cleaner 409® (as recommended by the Marble Institute of America). If a film, smudges, or streaks develop, use vinegar diluted with water (1 part vinegar to 3 parts water) and a soft clean cloth to remove it.

- **Honed or Leather Finish**

For daily cleaning of honed or leather finished stone or quartz products, use Countertop Magic® or mild dish soap with warm water and a soft clean cloth.



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- All of the cleaners mentioned above can be purchased at most hardware stores.
- **Quartz Surfaces :**
 - Use only mild detergent and tap water for daily routine cleaning, and rinse thoroughly after cleaning
 - For stubborn spots, instead of mild detergent apply a household mild, non-abrasive cleanser with neutral pH (pH is between 5 and 9) on a damp, moisten soft cloth or non-abrasive sponge, and make sure to rinse after cleaning.
 - If accidentally food, chewing gum, nail-polish, paint or any other foreign matter found sticking to the top/floor, simply scrape away the same with a sharp blade or sharp plastic scraper. Then wash and rinse the surface in the normal way with water.
 - It is advisable not to use hydro fluoric acid, any product containing trichloroethane or methylene chloride and paint strippers.
 - Quartz surfaces are designed and manufactured to withstand moderate heat and the product is not heat proof. We always recommend using a hot pad or trivet when setting down hot pans or cooking plates on your countertops.
 - Common kitchen implements including sharp knives won't harm the Quartz surfaces. Continued use of kitchen knives on the bench tops could dull the polished surface. Care should be exercised when moving heavy objects and avoid dropping heavy kitchen tools.
 - It is advisable to avoid direct sunlight over a prolonged period on the surfaces.
 - Hone, Leather surfaces can show more signs of daily life activities such as finger prints, hard water residues, etc. Hence these surfaces will require more frequent cleaning and maintenance.
- **Scratching:**

Granite and Quartz countertops are extremely hard surfaces and very resistant to scratching. Only diamonds, sapphires, and topaz are harder. This means granite is very durable and able to withstand scratches and long term wear. The top should not be used as a cutting surface since it will dull your knives. The use of a cutting board or trivet is recommended. Cutting boards are available for purchase in our showroom.
- **Chips:**

When fabricating countertops, chipping at the edges and corners may occur. These chips are normally patched and are normal characteristics when dealing with natural and engineered stone. They are allowed providing the structural integrity of the stone is not affected.
- **Heat:**

Granite countertops are very heat resistant and unlikely to burn or scorch. However, thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads.
- **Discoloration :**

Quartz countertops can discolor over time when exposed to direct sunlight. For this reason, we don't recommend quartz surfacing for use outdoors, since you'll see the difference in color over time.

2) Frequently Asked Questions:

- **“What is Granite ?”**

Granite is a natural stone, formed many millions of years ago when molten rock from the earth's core was pushed towards the surface. Granite's extreme hardness, which approaches that of diamonds, makes it an uncommonly durable surface. It has a natural beauty which makes it appealing when used as countertops and other surfaces in the home. Granite's natural beauty endures forever. Nations through the ages have chosen granite to memorialize their significant achievements. You can be sure that the



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granite you choose will stand the test of time and provide many years of enjoyment and service in your home.

- **“What is Quartz ?”**

Quartz, on the other hand, is an “engineered” stone, meaning a manufacturing plant uses various grades and sizes of quartz crystals and mixes them with resin and pigment (for color) in a ratio of 93% quartz to 7% resin (yes, we’ll still refer to quartz as natural stone, but it’s not as natural as granite). Fabricators create quartz countertops in much the same way as they do granite countertops: by cutting the shapes from the slab and then profiling and polishing the edges.

- **“I have heard that granite has small cracks and pits in it. What are these?”**

Fissures occur naturally in many stone types. The term fissure is used commercially in the stone industry to describe a visible separation along intercrystallite boundaries. This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature of the stone. All granites contain some degree of fissure. Some contain more than others. Fissures occur naturally in granite and are not a flaw. Pitting of the countertop surface, particularly in granite, is a commonly seen characteristic of natural stone. Granites are made up of several different minerals, each mineral having a different hardness. Granites contain quartz, feldspar, biotite, amphibole, ferrous titanium oxides, and other mineral combinations. On the Moh’s Scale, diamonds are the hardest mineral with a rating of 10. Quartz and feldspar have a hardness of 6.5-7 and are very durable. Biotite (small black minerals found throughout the slab) on the other hand is very soft (2.5) and flakes very easily. All true granites have biotite in their composition. Because biotite is relatively soft and flaky, the first few layers can be removed during the polishing process. The pits do not make the granite less durable or otherwise inferior, and do not in themselves qualify the slab for replacement. Pits are common in all granite and should be expected when dealing with a natural polished stone.

- **“My neighbor has granite & there are small chips along the seam. Is this normal ?”**

Chipping will occur, particularly in the igneous stone varieties, as a result of sawing operations. The exiting portion of the diamond blade used to cut granite may create some small chips. A small chamfer, called an „arris“, of approximately 1/16”x1/16” can be used to eliminate most of these chips. The use of an arris will make the seam appear wider than its actual dimension when filled. Larger chips may be repaired with epoxy or polyester resin if the completed repair is consistent in color and texture with other general areas of the slab. AMF Brothers does not normally use arrises when installing granite countertops as it makes the seams appear much wider. However some stones are naturally more brittle and susceptible to more chipping. These stones will be arrised at AMF’s discretion in order to create the most aesthetically pleasing installation. All seams are machined in our shop and when assembled in the field any visible chips are filled with polyester resin.

- **“I have seen some seams that are not perfectly smooth, why is this?”**

The term “lippage” as used in the stone industry, is the planar offset of the finished surfaces of two adjacent stone units. Due to the relatively tight seams used in countertop installations, even minor amounts of lippage are noticeable. Lippage may be unavoidable due to permanent warp in the slab stock. There should be no detectable lippage at the front or rear edge of the countertop. Maximum lippage at the center of the countertop is 1/32” (0.8 mm).

- **“Will my granite match the sample I saw in the showroom or store I purchased the countertops from?”**

The sample used to make your color selection may not exactly match the slabs used to produce your countertops. Some granite colors, due to the different types of minerals in them, are more consistent than others. If you would like, you may schedule a time to view the lot of material that your countertops will be cut from. We encourage customers to come in and view the material we will be using to fabricate their job.



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- **“Some of the walls in my kitchen are bowed and inconsistent. Will the countertop follow this bow and conform to the wall?”**

AMF uses laser templating system. With the laser as a tool, our technicians are able to do measuring over existing and new countertops with great precision. All we need to do is position the laser, aim and shoot to scribe the wall to create the perfect fit. The tech then checks overhangs, corners and adds radius. With a simple tap they draw the back splashes, a precise sink center line and any cutouts that the customer requests. Laser templating allows us to **fit countertop on most crooked walls**. A gap of 1/8” to 1/4” wide (covered by back splashes), is normally used between the granite countertop and walls in order to allow the home framing to expand and contract during the change of seasons, giving the stone room to move slightly. For areas without splashes, counters will be scribed to within industry standards. In some situations **small gaps are unavoidable** (up to 1/4” from the wall).
- **“I would like to increase the overhang of my new granite countertops on my island to allow for bar stools and an eating area. Can I do this?”**

Unsupported overhang cannot exceed 1/3” of the supported top, to a maximum of 6” on 2 cm material and 12” on 3 cm material. For larger overhangs, the homeowner or contractor should install supports such as corbels or brackets before the stone installation. These are not included in the price of the countertop.
- **“I am planning a large party, how quickly can I get my granite installed?”**

Customers planning events in their home should be cautioned to provide at least 10-14 days of cushion before hosting an event in their home as delays in major and minor construction projects are common and occur for many unforeseen reasons. During transportation, a top can sometimes break. Tops can also break during the installation process. Should a granite top break during transportation, fabrication or installation, AMF Brothers will remake the top and prioritize the installation. However, we will not discount, credit or compensate the customer due to unforeseen breakage during fabrication, transportation or installation.
- **“Do I need to be there during the measuring / templating of the countertops?”**

Yes. The customer must be present during this process to review items such as seam locations, overhangs, radius corners, and other such issues which commonly arise. You will be asked to sign the drawing of your countertops which will indicate the **approximate** location of the seams and other specific design information for your project.
- **“Do I get to keep or receive at no charge the remnants or drop materials from the fabrication of my countertop ? Do I receive sink cutouts or cook top cutouts at no charge ?”**

No. Most cut-outs are destroyed during the fabrication process. AMF customers pay for fabricated square footage unless otherwise specified.
- **“Do I need to have the existing countertops removed prior to the templating date?”**

Not always. Walls are rarely straight, and corners are rarely square. To ensure the highest degree of accuracy, we prefer your existing countertops to be removed. The good news is that AMF has very short lead times. A normal kitchen installation will be completed 6 business days following the template. If you cannot be without your countertops for the duration of our production process, it is possible to template with your existing countertops still in place .Tear-out of existing countertops is not part of our standard installation. If you need this service provided, ask your project manager for pricing. AMF does offer both removal and plumbing disconnect. If you need this service provided, ask your Project Manager for pricing. COUNTERTOP REMOVAL, DISPOSAL OF OLD TOPS, THESE SERVICES ARE ALWAYS A



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SEPARATE LINE ITEM IN YOUR QUOTE. PLUMBING SERVICES AND OTHER NON-COUNTERTOP RELATED JOBS ARE NEVER INCLUDED IN THE PRICE OF THE COUNTERTOPS..

- **“What other items do I need to know prior to templating?”**
 - Final pricing will be based on actual field measurements and conditions.
 - Undermount sinks, faucets, and cooktops **must be onsite** during templating. It is the **CUSTOMER’S responsibility to make sure that the sink and cooktop fit into the base cabinet.** (for example: 42” sinks selected will not fit in 30” sink base)
 - Existing countertops should be cleared of items which may interfere with the measuring process.
 - Granite, Marble, Quartz & Natural Stone are high end countertops selections with certain colors & slabs costing thousands of dollars. For this reason, installed countertop pricing may vary based on material yield and number of slabs required.
 - AMF cannot and will not be responsible for slab overages based on having to cut extra slabs to complete installation. Confirm all pricing after template and slab selection / layout.
 - The appointment to template is the last chance to make changes to the original order. Changes must be made in writing emailed to the Project Managers. They can be reached at 847-928-2209 . To email changes – send directly to your Project Manager or send to quotes@amfgranite.com
 - **Changes may delay the installation.** Cabinets must be fully installed including all finished panels before templates can be made. Some cabinets are installed with finished panels on the ends and some are not. No panels may be added after templates have been made. Upper cabinets must be installed if the job requires a full height backsplash.

- **“Does AMF Brothers provide services to remove my existing countertops?”**

Yes. AMF has on staff crews that will do minor tear-out (for a fee) and, for more extensive work, there are a number of subcontractors that we work with on a regular basis. Ask your Project Manager for a quote for tear-out services.

- **“What are some things I should know about the tear-out of my existing countertops?”**

The sink, faucets, and dishwasher will need to be disconnected prior to removing your old countertops. Most homes have shut-off valves under the sink. If your home does not have shut-off valves, a plumber should be contacted to have them installed. A countertop installation, in rare cases, may take a few days to complete and shut-off valves for the kitchen faucets must be in place to avoid having the water completely shut off to your home during this process. There will be some unavoidable minor damage done during the tear out to surrounding walls, existing tiles, and possibly cabinets. Countertop installers are not responsible for this damage. This type of damage occurs with most installations and the customer should be prepared to make touchups and repairs once the countertops are installed. AMF will not discount, credit, or in any way reduce the price due to minor scratches or construction damage. The removal of existing countertops and the installation of new countertops is a major construction process. There will be minor damage to surrounding areas and some amount of dust and debris will be created.

- **“Are my cabinets structurally sound to handle the weight of the stone?”**

That is a great question. Most cabinets can easily handle the weight of granite countertops. It is often not possible to assess cabinet problems prior to the removal of existing countertops. If significant problems are detected after the removal of the existing tops, either in structure or if the cabinets are not level, the



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installation of the new countertops may be delayed. It is the responsibility of the homeowner to have the cabinets repaired to acceptable standards of levelness and structure. If the installation must be rescheduled due to cabinet issues and a new appointment day is needed, return trip fees will apply. Countertops can be shimmed and installed with cabinets out of level and flat plane up to 1/4". Beyond 1/4" the cabinets must be repaired. Countertops sit directly on top of the cabinets and are held in place with an acrylic caulk. No wood sub-tops are required for 3 cm thick countertop

- **“What are some things I should know about the installation of my new stone countertops?”**

- Owner or designated owner’s representative **must be onsite** during the entire installation process.
- Owner’s representative **must be able to make decisions** on issues which may arise during the installation. They will be required to sign the completion forms at the conclusion of the installation and pay remaining balance .
- **All seams** will be placed at the discretion of AMF Brothers Every effort will be made **to indicate seam locations during the templating of your project**. AMF reserves the right to move seam locations as needed to cut around inclusions, cracks, or other major irregularities within the slab, or to maximize slab usage. **No financial compensation will be allowed for the movement of seams.**
- AMF’s standard procedure for **undermount sinks is to have a 1/8” to 1/4” overhang** into the bowl. This is called a negative reveal. Deviation from standard procedures, if it is requested by the customer, must be made in writing by the customer. Aesthetics, hygiene, and engineering factors are the reasons for AMF’s “Standard” practices of negative reveal installations. Cutouts for undermount sinks will be made to follow the sink Manufacturer’s specifications upon written request. Overhangs may vary, as sinks may vary slightly in size and shape.
- **Overhangs at the cabinet** are designed to cover or hide inconsistencies of the cabinets. Overhangs will vary slightly over the length of the top. Standard overhang for granite countertops is 1.5”.
- **Standard backsplash** height is 4”. AMF Brothers will not be responsible if the backsplash does not cover paint or wallpaper lines. It is the Customer’s responsibility to have electrical outlets moved to miss the backsplash or to be included within the backsplash. This must be done prior to the installation. If a backsplash height other than 4” is desired, it is the CUSTOMER’S responsibility to make that request.
- AMF Brothers **prefers the dishwasher** to be installed prior to our arrival. Many dishwasher models have removable clips. You can move them from the top, to the sides of your unit and attach the dishwasher to your cabinets. If you need assistance with this, or if your dishwasher does not have this option, communicate with your Project Manager about a solution. Should a dishwasher clip become unattached at a later date it will be the responsibility of the homeowner to reattach it.
- **The plumbing** for undermount sinks may be reattached 24 hours after the installation of the new countertops. Reattaching the plumbing before the sink has had time to set may result in the sink moving or dropping. If this occurs, it will be the owner’s responsibility to correct.



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- **The tear-out** and installation of countertops is a major construction process. Cooktops and surface-mounted sinks might be cut on-site to reduce the risk of breakage. **THERE WILL BE DUST** generated during this process.
- Owner **should remove or protect** any items in or under the cabinets. You may want to drape or cover the area to contain dust. Construction site will be left broom clean. Dust will settle for hours after the installation is over. Customer is responsible for this clean up.
- **Mirrors** that are permanently affixed to the wall and rest on or within 1” above the top of the existing backsplash or countertops must be removed before the tear-out of the existing bathroom countertops. Any damage to mirrors not removed will be the responsibility of the homeowner.
- Installers are not allowed to move or **reinstall appliances**.
- It is the responsibility of the homeowner to **provide a safe area for our installers to work**. There will be many trips between the jobsite and the installation vehicle. The pathway should be clean and clear of debris as well as items of value such as statues, paintings, vases, and other items, which may be damaged. Granite pieces are very heavy and difficult to maneuver. **Children and animals should not be allowed near the jobsite**. Homeowner should indicate what area is acceptable to use for cutting and staging of material.
- AMF **caulks stone-to-stone**. If AMF is asked to caulk wall-to-stone, it will be with paintable latex caulk. Color matched caulk is NOT provided by AMF .
- **All FARM and APRON FRONT SINKS must be installed** in place at time of template
- ****IMPORTANT NOTES****
The removal of existing countertops and the installation of new ones **are major construction processes**. There are often time delays in projects such as these. A number of things can happen to offset the estimated schedule of your job. **Every project is unique and unforeseen circumstances may arise in the areas** of material breakage, personnel issues, equipment, and weather / acts of God. **No financial compensation will be made due to such delays**. These potential occurrences should be understood and planned for. AMF Brothers is committed to the correct installation of your new countertops and will hold to the schedule as these factors allow. It is our sincere hope that this booklet has clearly explained our processes and answered any questions you might have. **AMF follows guidelines set forth by the Marble Institute of America.**