

## 10-YEAR LIMITED RESIDENTIAL WARRANTY FOR QUARTZ

Lian Hin Pte Ltd (herein referred to as “the Warrantor”) guarantees ARCUS’ quartz products against manufacturing defects for a period of TEN (10) years as of the date of installation. All decisions regarding this warranty are at the sole discretion of the Warrantor.

ARCUS’ quartz product is warranted if it fails due to any manufacturing defect when fabricated and installed by an authorized Fabricator/Installer from the Warrantor or its related companies.

This warranty applies solely to the repair or replacement of the failed ARCUS’ quartz product that has been permanently installed in the residence as per the address of installation stated in the ARCUS Warranty Form for Quartz.

### WARRANTY TERMS AND CONDITIONS

1. This warranty applies to product that was installed after 1 June 2021.
2. The warranty runs for ten (10) years from the original date of installation / date of completion of the original installation of ARCUS’ quartz product (whichever is later).
3. This warranty solely covers ARCUS’ quartz surfaces that have been permanently installed in the interior of single-family residences for countertop usage only. The warranty will be void if the installation has been moved from its original position.
4. This warranty applies only to ARCUS’ quartz surfaces and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except Lian Hin Pte Ltd.
5. Lian Hin Pte Ltd will, at its sole discretion, decide to repair or replace ARCUS’ quartz surface material in the event that the material fails due to a manufacturing defect. Lian Hin Pte Ltd will repair or replace any area of the installation that the Company at its absolute discretion determines to be defective. While Lian Hin Pte Ltd will seek to obtain the best possible result (for repair or replacement), exact color match will not be guaranteed.
6. While Lian Hin Pte Ltd’s obligation under this warranty is limited solely to the repair or replacement of the quartz product under ARCUS covered by this warranty (including necessary labor charges needed to repair, remove or replace the product), the Company will, to a reasonable extent, bear the cost of the electrical disconnection and reconnection and simple plumbing charges that Lian Hin Pte Ltd determines to be necessary.

## **EXCLUSIONS**

1. This warranty does not cover any residence where the owner is not the occupant.
2. This warranty excludes all defects arising from poor fabrication and installation workmanship. The Fabricator/Installer reserved the rights to decide on the edge profiling, hole openings, silicone seams, seam adhesives, seam performance and appearance using colour coordinated seam adhesive, and thus these are not covered by this warranty.
3. This warranty does not apply to other installations of ARCUS' quartz surfaces including, without limitation, flooring, installations in boats or recreational vehicles, shower walls, or outdoor uses.
4. This warranty does not cover use for any commercial purposes, which includes but is not limited to, use in an office, use in a store, rental properties or any other place of business.
5. If during or after the installation, the interior designer/contractor/owner decides that he/she does not like the colour or finishing selected, such a decision is not covered under this warranty.
6. ARCUS' quartz materials contain important product information on the back of each slab. Removing this product information will void the warranty.
7. This warranty does not cover materials and/or services that have not been paid in full.
8. The following are not covered under this warranty:
  - a. Additional modifications and costs associated with or arising out of the repair or replacement. Such costs incurred include (but are not limited to) removal of storage cabinets to allow for repair or replacement of ARCUS' quartz product, repairs to wall surfaces, paint, wall paper, tiles as well as costs incurred to enable access to plumbing and electrical connections.
  - b. Any chemical damage, or any creative use of the material including bending or curving.
  - c. Any chips or cracks that are a result of "dry" cutting or polishing. Chips or cracks that are a result of not following the minimum requirements for edge details are also not covered under this warranty.

- d. Any defects that were visible at the time of fabrication and were not avoided during fabrication. This is because the authorized Fabricator/Installer from Lian Hin Pte Ltd are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- e. Altering of any factory applied finish. Only colors listed as available in our brochure, sample catalogue, or on our website as “honed” are eligible under this warranty.
- f. Improper use or abuse, includes but is not limited to, damage from excessive heat, damage from mishandling of the product, physical or chemical abuse and damage from improper care and maintenance or uneven exposure to weather conditions.
- g. Installation of sinks, securing mechanical fasteners directly onto the material, any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by ARCUS which are inadequately supported.
- h. Material that has been milled or reduced in thickness.
- i. Mitered edges where the joint is not cut correctly.
- j. Natural variations in the colour, pattern distribution, size and shape of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to interior designers/contractors, consumers (owners), dealers and fabricators are only representative and not an exact replication of what will be installed.
- k. Routine maintenance, including but not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the [ARCUS Care & Maintenance Guide for Quartz](#) (page 6), which is available at [www.lianhin.com](http://www.lianhin.com).
- l. Seam separation or other excessive impact damage in the product. Two common reasons for seam separation (or cracking) after the product installation, are the shifting or movement of the cabinets or foundation, substrate, and thermal shock caused by leaving hot pan, etc. on the countertop for more than a brief period. Please always use trivets or hot pads. These issues are not covered under the warranty as they are subject to proper care and maintenance by the owner.

- m. Spots or blemishes that are no bigger than that of a ten (10) cent piece, since certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.
- n. Staining and scratches. ARCUS' quartz is stain resistant and scratch resistant but not stain proof and scratch proof. Proper care must be exercised including proper cleaning, and the use of a cutting board as part of care and maintenance.

## **SPECIFIC WARRANTY INFORMATION CONCERNING QUARTZ FINISHED PRODUCTS UNDER ARCUS**

ARCUS' quartz finished products in the form of three-dimensional surfaces, such as kitchen sinks, vanity basins, toilets and shower trays are under warranty against manufacturing defects of the product for a period of FIVE (5) YEARS, all under the terms, conditions and limitations described for all other ARCUS' quartz products.

### **HOW TO REQUEST FOR SERVICE UNDER THIS WARRANTY**

1. For interior designers/contractors acting on behalf of their customers (owners), please contact the sales representative from Lian Hin Pte Ltd who served you for your purchase/installation.
2. For owners who purchased ARCUS' quartz surfaces directly from Lian Hin Pte Ltd, please contact the company directly at +65 6294 6801.
3. Kindly note that the request for service should be done within thirty (30) days of the failure of ARCUS' quartz surfaces.
4. When requesting for service, the interior designer, contractor or owner is to ensure the completion of the ARCUS Warranty Form for Quartz, facilitating all necessary information for the service.
5. The party requesting for the service should provide proof of purchase in the form of a copy of your original receipt or invoice showing the type of product, quartz model and colour, date of installation, address of installation, invoice/receipt number.
6. The interior designer/contractor/owner requesting for service, must agree to cooperate with Lian Hin Pte Ltd in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

## **NOTE**

1. This warranty applies only to materials that have been maintained according to the ARCUS Care & Maintenance Guide for Quartz (refer to page 6), which is also available at [www.lianhin.com](http://www.lianhin.com).
2. During the 10-year warranty period, this warranty may be transferred to a new owner provided the latter writes and furnishes all necessary details to Lian Hin Pte Ltd to register the installation under the new owner's name. Upon Lian Hin Pte Ltd's approval, the new owner will receive a pro-rated 10-year limited warranty, which is pro-rated from the original date of installation. The transferred warranty will not exceed the ten-year period from the date of the original installation. Lian Hin Pte Ltd reserves all rights to agree or disagree to such transfers.
3. Lian Hin Pte Ltd is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.
4. Lian Hin Pte Ltd shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty.
5. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Lian Hin Pte Ltd with respect to ARCUS' quartz surfaces.
6. Except as expressly set forth above, no other warranties are made with respect to ARCUS and Lian Hin Pte Ltd. No terms and conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon ARCUS and Lian Hin Pte Ltd unless made in writing and signed by an authorized employee of Lian Hin Pte Ltd.
7. This warranty shall be governed by and construed in accordance with the laws of Singapore.



## CARE AND MAINTENANCE GUIDE FOR QUARTZ

**“ARCUS 10-Year Limited Residential Warranty for Quartz”** applies to products that have been maintained according to the ARCUS Care and Maintenance Guide for Quartz, as follows:

1. Use a soft microfiber cloth to dust off ARCUS' quartz surfaces.
2. Use a damp cloth (lightly dipped in water) to wipe daily / when needed.
3. Never use harsh chemicals /abrasive cleaners as these will damage or dull ARCUS' quartz surfaces.
4. Never clean with products with Trichlorethane / Methylene Chloride or Caustic Soda.
5. ARCUS' quartz surfaces are stain resistant but not stain proof. Stains can usually be removed with cleaners such as CIF. However, it is recommended to avoid acidic foods like tomatoes, citrus fruits, vinegar, etc. on the quartz surfaces.
6. Cutting boards should always be used even though ARCUS' quartz surfaces are scratch resistant. They can however still be scratched when proper care is not shown, scratches are not covered by this warranty.
7. Avoid sudden & rapid temperature changes even though ARCUS' quartz surfaces may be heat resistant. It is recommended to use hot pads or trivets should any hot object be put on the top. Damage from excessive heat relates to issue of proper care and maintenance of the product and is not covered by this warranty.
8. Avoid placing ARCUS' quartz surfaces outdoors or in places that receive strong emissions of ultra-violet rays.
9. To remove oil stains or powder on ARCUS' quartz surfaces, rinse thoroughly & immediately with clean water.