

Understanding the Countertop Installation Process

Thank you for giving us the opportunity to work with you on your countertop project. Being an informed customer is an important part of a successful project, please review the following information to ensure a positive experience.

1. The Material

Every premium countertop material has different performance and aesthetic characteristics. Due to variations in the core ingredients, surface appearance within each countertop will vary in colour, shade and particulate distribution. Some materials will also show texture variations and pitting. Bolder patterns will have a more dramatic color and/or pattern change at seams. These characteristics are to be expected and are not considered a defect. Please ensure that you are comfortable with the material you have selected, that will best meet your needs. (For more information see section 7 below.) Please feel free to talk to our representative at the measure appointment if you have any questions regarding the material that you have chosen.

Customer acknowledges that patterns will not match at seams and bolder patterns will be more visible at seams. All seams will be seen and felt. (Except Corian seams, where the seam will be visible but not felt.) This also applies to laminated edges.
(initial)

2. The Measure/Template Appointment

The appointment will last approximately 1-2 hours, and we will take the time to answer any questions that you may have regarding our products and services, so that you can make an informed purchase. The customer (or designated decision maker over the age of 18) must be present during the entire measure appointment. Floform uses sophisticated equipment and programs to accurately measure the cabinets, walls, and integral appliances to ensure accurate sizing. The digital template provides a considerable amount of detail that is used by the manufacturing process to produce your countertops. You will be required to review and sign this document and on the digital template confirming all the details of your order before the order is processed. Please review all of the details listed below and ensure that you have met these requirements prior to the measure appointment.

- **Cabinets:** Cabinets must be flat and secured to walls and/or floors, with any finished end panels completely and permanently installed. Ensure that all existing countertops are cleared off for the measure appointment.

Note: Tilt-out trays are not compatible with most under-mount sink installations.

- **Countertop surfaces:** Please ensure all countertop surfaces have been cleared off prior to the measure appointment.
- **Existing Sinks:** Existing sinks cannot be reused. Only newly purchased sinks will be templated at the time of the measure appointment. Make sure to have your new sink on site for your measure appointment.
- **Sinks, faucets, appliances, and brackets:** Ensure that all items that will be mounted into or onto the countertops (such as sinks, faucets, soap dispensers, hot/cold water dispenser, cook tops, brackets, etc.) will be on the job site prior to the measure appointment. Undermount apron and farmer sinks **MUST** be installed prior to the measure appointment. All cutout sizes will be confirmed at the measure appointment. Dishwashers, free-standing stoves, and refrigerators are also required to be onsite to confirm measurements.

Note: If the above items are not on site as required, or if any changes are made after the measure appointment, another measure appointment will be required, and additional fees will be charged.

- **Existing tiles and mirrors on walls:** If existing tiles and mirrors are not being used in the new project, they need to be removed prior to the measure appointment; this will ensure a good fit of the countertops to the wall. If the existing tiles and mirrors are being used in the new project, there may be gaps underneath or at the ends of the tiles or mirrors.

Note: Incidental damage of existing tiles and mirrors during installation are not the responsibility of Floform.

- **Seams:** The location of seams that will be required will be discussed and determined at the time of the measure appointment. Remember, all seams are visible.
- **Countertop overhang at sink:** If an Undermount sink is being installed in the countertops, the sink edge finish (overhang, flush, or reveal) will be discussed and determined at time of the measure appointment.
- **Full height backsplash:** Final measurements will be taken after the countertop install appointment and may be installed on a separate appointment date.

Customer acknowledges and agrees with the above items.

(Initial)



3. Preparing for the Install Appointment

We want the installation experience to be a positive one, with the least amount of disruption to your home. Our installers are moving heavy countertops and working with potentially dangerous tools. You should avoid the work area and provide unobstructed access when possible. Cabinet bases must be completely cleaned out to ensure access for installers to ensure tops are properly fitted to cabinets. Disconnecting of the sinks and/or cooktops should be done before the installers arrive. After installation, we will clean the immediate surface areas and leave the job site in “broom swept” condition. Installation of countertops is a construction process and residual dust should be expected. We have prepared the following list for your information and preparation. Please review all the details listed below and ensure that you have met these requirements prior to the installation team’s arrival.

- **Removal of existing countertops, sinks, and cooktops:** All these items will need to be removed prior to the installation appointment (unless such removal services have been purchased). If countertop removal has been purchased, then the existing countertops will need to be cleared off, plumbing disconnected (unless plumbing disconnect has been purchased) and cooktops removed.
- **Countertop surfaces:** Please ensure all countertop surfaces have been cleared off prior to the installation appointment
- **Sinks, Faucets and Integral Appliances:** All sinks, faucets and integral appliances must be on site at the time of installation to confirm that correct openings are provided.
- **Free-Standing Appliances:** Any free-standing appliances (ie. Range, Fridge) need to be removed from the installation area prior to the installation appointment.
- **Final wall preparation:** Application of wallpaper or the final coat of paint should be completed after the countertop installation. Please be assured that the utmost care will be exercised during the countertop installation to avoid damage to these surfaces; however due to the large size and heavy nature of countertops, scrapes or dents to nearby surfaces and floors are possible during the placement of the countertops. This is considered incidental damage and repair costs for these items are not covered by Floform and are considered the customer’s responsibility.
- **Existing tiles and mirrors on walls:** If existing tiles and mirrors are being used in the new project, care will be exercised during the countertop installation to avoid damaging these surfaces; however due to the large size and heavy nature of the countertops, damage may occur to these items during the placement of the countertops. This is considered incidental damage and repair costs for these items are not covered by Floform and are considered the customer’s responsibility.
- **Cabinet Preparation:** All sink cabinets, corner cabinets and top shelves of all lower cabinets are to be emptied. All top drawers on lower cabinets need to be removed from the cabinets prior to the installation appointment. Any cabinets resting on the countertops (ie. appliance garage) need to be removed before the installation appointment.
- **Brackets or Additional countertop support:** Any required brackets or supports need to be installed before the installation appointment. These items are not installed by the Floform countertop installer.

4. At the Installation Appointment

The installation appointment usually lasts between 2-4 hours, depending on the size and scope of the job. Typically, there is one lead installer and one assistant. Additional assistants may be required, depending on your actual job. When the installation team arrives, they will come to your front door and introduce themselves to you.

- **Customer presence is required during the installation appointment:** The customer (or designated decision maker over the age of 18) must be present during the entire installation. After the countertop has been installed, the customer must be present to inspect the countertop and sign the customer approval form that will be provided.
- **Access to Work Area:** In order to safely carry countertops to the work area, the access to the work area must be clear of snow, ice, debris, or any obstructions.
- **Safety:** Due to the use of power tools, and the large size and heavy nature of the countertops, customers, children, and pets must remain out of the work area. The installers will be wearing appropriate safety equipment (including steel toed boots) and will not use drop cloths on the floor as this may cause a slip hazard.
- **Dust:** The process of installing countertops will create some dust. Customers are advised to turn off their air conditioner or any other forced air systems, to prevent the spread of dust to other areas. The customer is also responsible to drape or cover areas of concern to contain the dust to the construction area. The job site will be left in a broom-clean condition. Laminate countertops will produce additional dust as sink cut-outs are done with tops in place onsite.
- **Sink Mounting:** Undermount sinks will be mounted to the countertop by the Floform installer. Top mount sinks, including laminate countertops, are not installed by Floform unless plumbing has been purchased as an option. Please note that the top edge of the stone around the undermounted sink is prone to chipping and is not covered under any warranty. **We suggest purchasing the optional chip-minimizer to reduce chipping and keep your countertops looking new for longer.**
- **Reconnection of Plumbing, Electricity and Gas:** It is the customer’s responsibility to reconnect the plumbing, gas, and electricity. We suggest using a licensed electrician/plumber. For undermount sinks, it is required to wait 24 hours before the reconnection of plumbing. This is to ensure that the sink has completely bonded to the countertop.
- **Floform will not perform any adjustments to cabinetry while onsite.** Cabinetry adjustments will need to be made by the customer’s cabinetry company of choice. **Note:** Floform is not responsible for damages that occur after installation.

Customer acknowledges and agrees with the above items.

(initial)



5. Additional Charges

Please be aware that additional charges may be incurred for the following items:

- Return trips arising from incomplete site readiness, as outlined in this document.
- Appointment cancellations

6. Customer Acknowledgement

I have read and agree to the terms of this document and know what to expect

Customer's Name (Print) _____ Date: _____

Customer's Signature _____

Floform Representative Acknowledgement

I have discussed the above information with the customer. Floform Representative _____

7. For product, care and maintenance, and warranty information; please visit the following websites.

Floform Installation Warranty is for a period of one year from the date of installation. This includes seams and silicone.

<https://floform.com/site-content/uploads/2022/06/Floform-1-Year-Install-Warranty.pdf>

Bacoban: https://floform.com/site-content/uploads/2022/05/Bacoban_FF_Kit_Web_2.pdf

Silestone Material

Care and Maintenance: <http://www.silestoneusa.com/quartz/silestone-countertops-maintenance.cfm>

Warranty: <https://www.silestoneusa.com/warranty/>

Natural-Quartzite Material

Care and Maintenance: <https://www.sensagranite.com/care-and-maintenance/>

Warranty: <https://static.cosentino.com/warranty/Warranty-Standard-EN-USA-CA.pdf>

Granite Material

Care and Maintenance: <https://www.sensagranite.com/care-and-maintenance/>

Warranty: <https://static.cosentino.com/warranty/Warranty-Standard-EN-USA-CA.pdf>

Marble

Care and Maintenance: Dish soap and water

Warranty: No warranty available

Corian

Care and Maintenance: <http://www.4willis.com/corian/care-and-maintenance.php>

Warranty: <http://www.corian.com/-warranty->

Dekton

Care and Maintenance: <http://www.dektonsurfaces.co.uk/customer-care/care-maintenance>

Warranty: <http://www.dekton.com/usa/warranty/>

Laminate

Care and Maintenance: <https://floform.com/blog/how-to-clean-your-countertop/>

Warranty: https://floform.com/site-content/uploads/2018/12/FF_warranty.pdf