



Preparing for Template

First, we would like to thank you for choosing to have your new countertops installed by Lumbermen's Counter Solutions. Our teams of employee owners look forward to serving you!

Before we arrive to template your new countertops, there are a few items that we ask you to take care of to help make this new addition to your home as stress-free and smooth as possible.

We do require that a decision maker is on site for the template to ensure we answer all questions regarding how you want your new countertops to look. This will help to make sure that you are getting the tops that you'll love but also helps get the process underway once the template is complete. We will request a signature of the decision maker for the final selections. If no one is present we will be in contact to answer any remaining questions which may delay the start of the drawings for your tops.

Please make sure that all items are removed from existing countertops so we have a clear and unobstructed surface to template. If you have new cabinetry please make sure everything is in place and is flush and plumb. Make sure openings for appliances are the proper dimensions and all panels, trim etc that need to be factored into the countertop dimensions are in place.

Please also make sure that if any sinks are involved with the job that they are onsite for the template technician to bring them back to our shop for plotting to ensure the hole cut for the sink is accurate. If you are using a farm/apron type sink also make sure this sink is installed into the cabinetry in its final position PRIOR to the template. Faucets and other plumbing items do not need to be on site for template as these holes will be drilled at install but please be sure to have them by install. Any other items that will require a hole (i.e. pop up outlets, grommets etc) should be discussed and dimensioned at template to ensure the hole is cut in fabrication or the install crews warned of any special size bits that are required to complete the hole.

If we are removing your old countertops, please make the template technician aware of this at template so they can take into consideration any added work that the installers may need to be aware of. Also, if any support is needed for the overhangs of the top this will also be discussed at template. The template technician will walk you through the template and cover any other miscellaneous items that may need to be addressed as well.

The completion of these items is greatly appreciated by your professional template technician.

For details regarding lead times please consult your dealer.

Thank you in advance for your help!



Preparing for Install

Before we arrive to install your new countertops, there are a few items that we ask you to take care of to help make this new addition to your home as stress-free and smooth as possible.

Please make sure that we have safe, unobstructed access from the install truck to the install location (kitchen, bathroom, etc.).

- This includes (but is not limited to): removal of snow/ice, construction debris, shoes, pets, children, furniture, pictures on the wall, and major appliances (if possible).
- These tops are extremely heavy and fragile until installed. Any tripping hazard could potentially be dangerous.

Please also make sure that you have your new faucet on site, as well as any other items that will need a hole drilled in the countertop (soap dispenser, water purifier, etc.). These holes will be drilled on site at the time of install.

If we are removing your old countertops, please empty all the contents of the lower cabinets and place in a safe place in another room. This will allow the installers access to any screws for removal of the tops, help to limit damage or contamination of any cabinet contents, and make clean-up of any debris easier. All plumbing/electrical hookups will also need to be disconnected by others before we can remove the old countertops.

Finally, we will need someone on site with the authority to make decisions on any faucet hole layouts and to sign the final approval sheet when the installation is complete.

The completion of these items is greatly appreciated by your professional installation crew.

For details regarding lead times please consult your dealer.

Thank you in advance for your help!

Customer Care and Maintenance Checklist

Please keep with your countertop installation records for future reference.

Thank you for selecting one of the solid surfacing products by [Counter Solutions by Lumbermen's](#). Our goal is to provide you with the finest in decorative surfacing products. Part of that commitment is the manufacturer's limited warranty for your solid surfacing. Consumer awareness is the most integral part in maintaining this warranty. Therefore, the following guidelines and precautions were developed to assist you in keeping your solid surfacing warranty. Please read through these guidelines with your installer and sign a copy for your records.

Heat

Hot pans and heat-generating appliances (frying pans, baking pans, electric skillets, crock-pots, etc.) can damage your solid surface due to excessive heat. To prevent damage caused by heat, **ALWAYS USE A TRIVET WITH LEGS** to protect the surface. Damage caused by excessive heat can be repaired; however, it is not covered under your warranty.

Cuts and Scratches

Always use a cutting board instead of cutting directly on the surface. While minor cuts and scratches can be buffed out using a circular motion with a Scotch-Brite® pad, care should be taken to prevent them. For semi-gloss and gloss finishes, please contact [Lumbermen's Solid Surface 866-836-7691](#) before attempting to repair the surface. There may be a cost associated with renewing this type of finish.

Cleaning

Caring for your Solid Surfacing is as simple as wiping with a damp cloth or with soap and water. Or if you prefer, wipe it clean with a non-abrasive household glass cleaner. In case of staining or spotting, please refer to the care and maintenance instructions on the manufacturer's web site.

Solid Surfacing Sinks

Cleaning your integral or undermount solid surfacing sink is similar to your countertop. Another technique is to fill the bowl half way with water. Add ½ cup of bleach for a vanity; add one cup for a kitchen sink. Allow the solution to soak for approximately 10 to 15 minutes. As the water drains, rub the sides and bottom with a maroon or finer Scotch-Brite® pad. Again, rinse well using plenty of water.

Chemicals

Avoid exposing the surface to harsh chemicals, such as paint remover, turpentine, nail polish remover or stove and drain cleaners. If these chemicals come in contact with the surface, immediately wash them off with water, using appropriate safety measures to avoid injury.

Appliances

Dishwashers must be installed in such a way that the front of the door protrudes past the front edge of the countertop a minimum of a ¼ inch. Freestanding ranges must be installed and leveled flush or higher than the countertop, never lower. All drop-in ranges and cooktops must have heat reflective tape in place around the cutout when installed. If heat reflective tape is not present, contact your fabricator or kitchen dealer immediately. Do not use screws to attach anything to your solid surface. Upon replacement of a range or cooktop, contact your fabricator or local solid surface dealer for requirements and assistance.

Repairs

If the need ever arises to repair your solid surface countertop, color matched material (produced at the same time your countertop material was produced) will be required. A small amount of this material is provided from cutouts (sink, cooktop, etc.). It should be attached to the wall under the kitchen sink by the installer for safekeeping. Without this material, neither your solid surface manufacturer nor [Lumbermen's Inc.](#) can guarantee color consistency of a repair. Inspection and maintenance of caulking is the consumer's responsibility.

Warranty

Your new Solid Surface comes with a limited warranty. It is warranted against defects in the material, workmanship, fabrication, and installation under normal use and services. Please carefully read the manufacturer's warranty at their web site for specific details.

The warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse;
- Exposure to extreme temperatures;
- Improper maintenance, including improper grout or caulk; or
- Alteration or repairs by anyone other than a certified solid surface fabricator.