

Letter

SENSA WARRANTY

Sensa | Protected Natural Stone



SENSA
by COSENTINO

Sensa® with Senguard® Residential Limited Transferrable 15-year Warranty

Subject to the terms and conditions contained herein, Cosentino, S.A.U. ("Cosentino") warrants to the owner-occupants of installed SenSa® stone surfaces treated with SenGuard® ("SenSa® Surfaces"), that for a period of fifteen (15) years from the date of the original installation of the SenSa® Surfaces, the material will be free from mechanical manufacturing defects. Subject to these terms and conditions, if a manufacturing defect occurs during the warranty period, Cosentino, will at its option, repair or replace the defective SenSa® Surfaces.

This warranty is valid only if the original purchaser of the installed SenSa® Surfaces has registered the warranty within six (6) months of purchasing of the SenSa® Surfaces, as indicated below, and when said consumer submits the original proof of purchase (indicating the purchase date and name of the dealer of the SenSa® Surfaces). Cosentino reserves the right to refuse warranty coverage if the requirements set forth above are not satisfied or if the information provided by the customer is false, incomplete or illegible.

ABOUT THE PRODUCT

Sensa is a range of specially selected high-quality natural stones, with a special protective shield that improves its performance against stains.

TREATMENT

Sensa® comes with a protective treatment called SenGuard® which reduces absorption and thus reduces the stone's susceptibility to staining. SenGuard® is not simply a sealer, it bonds to the surface of the stone differently than conventional sealers. In contrast with sealing products, the treatment allows the granite to breathe, penetrating and anchoring to the structure, conserving its color and natural beauty.

ADVANTAGES OF SENGUARD®

- Water and oil repellent
- Invisible
- No need to re-seal after the initial application
- Chemical bonding to the stone, allowing it to breathe
- Long-lasting
- Unaffected by conventional cleaning products
- No deterioration from UV exposure
- Withstands temperatures of up to 150°C (302°F)

PRECAUTIONS

- Do not place very hot objects directly onto the stone. The use of a heatproof mat is recommended to avoid marking the stone.
- Any spillage should be cleaned up as quickly as possible.

- Cutting directly on the stone should be avoided, as it may cause scratches.
- Do not use highly abrasive cleaning materials such as metal scourers. Wipe the surface gently to avoid scratching.
- Do not use strongly acidic or basic cleaning products, as they may damage the surface.

MAINTENANCE

To keep the surface of the stone like new, it must be cleaned regularly using a few drops of a neutral cleaner or a gentle washing-up liquid. The best results are obtained wiping gently with a cloth dipped in warm water to avoid scratching the stone. After cleaning, rinse with water and dry the surface.

WHAT THIS LIMITED 15-YEAR WARRANTY COVERS:

- This warranty covers SenSa® Surfaces that have been treated with SenGuard® and have been permanently installed in a residence.
- This limited 15-year warranty applies to SenSa® Surfaces that have been permanently installed at the original purchaser's residence. The Warranty is transferrable.
- Cosentino may repair or replace the defective SenSa® Surfaces within the 15-year warranty period, but such replacement products must contain the same characteristics (same color, type of material, thickness, etc.) as the defected products purchased by the original consumer. Should this product be discontinued or unavailable for any reason, then the defected product will be replaced by a SenSa® Surface with similar characteristics.
- Subject to the limitations stated herein, this warranty covers SenSa® Surfaces that have been maintained in strict accordance with the Sensa Product Manual, found at www.cosentino.com.

WHAT THIS LIMITED 15-YEAR WARRANTY DOES NOT COVER:

- This warranty does not cover defects caused by improper fabrication or improper installation.
- Because SenSa® Surfaces are natural stone, they are subject to veining and slight variances including but not limited to color variances or changes, shade, particle structure, surface irregularities, gloss level, fissures, pits or other variances that naturally occur in the stone. Certain colors may be more susceptible to potential natural color changes. In addition, markings may occur in natural stone from the natural oxidation of the stone or spots from chemical abuse. Therefore, color variances and markings, as described in this provision are not covered under this warranty.
- This warranty does not cover consequential or incidental damage,

loss or expense other than the product itself, including but not limited to damage to other products or installations, or additional or supplementary repairs or modifications such as, any plumbing, electrical, tile or wall surface modifications that may be necessary to repair the SenSa® product covered under this warranty; such other repairs and modifications shall be the responsibility of the customer.

- This warranty does not cover SenSa® Surfaces that have not been paid for in full.
- This warranty does not cover SenSa® Surfaces that have been exposed to abnormal use or conditions, or abuse in any way.
- "Abnormal use or conditions" include, but are not limited to, damage from mishandling or misuse, damage from excessive heat, scorching or uneven exposure to weather conditions, physical or chemical abuse, acid etching, damage from improper care and maintenance or damage from chipping, cracking, impact damage or breaking.
- This warranty does not cover seam performance or appearance.
- This warranty does not cover SenSa® Surfaces that you, the customer, decide you do not like after installation due to color, edging styles or other opinions based on personal preference.
- This warranty does not cover "commercial uses" including, but not limited to use in commercial buildings such as retail stores, restaurants, offices, hotels, or apartment complexes.
- This warranty does not cover temporary marks on the SenSa® Surfaces including but not limited to metal marks, fingerprints or smudges or other temporary marks made by household utensils.
- This warranty does not cover damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural settling or movement, acts of vandalism, or accidents, or any other cause beyond the control of Cosentino.
- SenSa® Surfaces for flooring and paving are not covered by this warranty.
- Any damage caused by actions taken by third parties not related to Cosentino, such as problems caused by incorrect finish/preparation of the product, by improper installation methods, or other modification or manipulation of the original SenSa® Surfaces.
- Damage arising from defects in a building structure in which the SenSa® Surfaces are used.
- Differences found between samples or photographs of any of the SenSa® Surfaces and the actual SenSa® Surfaces purchased are not covered under this warranty.
- This warranty does not apply to repairs and/or the handling of the SenSa® Surfaces without proper verification by Cosentino.
- Chipping is not covered under this warranty. Chipping does not occur because of defective material; chipping is the result of the scraping and bumping of objects against the edges of the surface.
- This warranty excludes additional damage that may have resulted from a covered defect, including damage that occurs during the period the warranty claim is being processed, as well as throughout

the period the product is being replaced. This exclusion includes but is not limited to any harm to commercial, industrial, professional or living activities, which the purchaser of the product or third party may suffer.

REGISTRATION AND ACTIVATION

To activate your registered warranty, please visit www.cosentino.com or call or write to Cosentino at the phone number or address below. You must activate your warranty within sixty (60) days of installation to be eligible under this warranty.

To obtain the best service under this warranty, contact the source from whom the SenSa® Surfaces was originally purchased. In order to obtain service under this warranty, you must permit Cosentino's authorized agents or installers to inspect your SenSa® Surface at your residence. You must reasonably cooperate with the Cosentino's agents in the efforts to service this warranty. For more information about this warranty, please visit www.cosentino.com. For additional information contact:

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In no event shall Cosentino be liable in either tort or contract for any loss of direct, consequential, punitive or incidental damages, or any similar damages, including but not limited to loss profits damages, arising out of the use or inability to use the product for residential applications covered by this limited warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply.

Cosentino does not make any other warranty, representation or guarantee, express or implied, with respect to SenSa® Surfaces for residential use, except as expressly stated herein. This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country, state to state in the United States, or, in Canada, from province to province. This is the only warranty offered by Cosentino for SenSa® Surfaces for residential applications. No one other than Cosentino is authorized to make any warranty or promise with respect to SenSa® Surfaces.

A product designed by **COSENTINO**



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* To check terms and conditions please go to www.cosentino.com