



STONETECH®

Countertop Warranty Training



- Program Overview
- Training
- Demonstration
- Certification





STONETECH® Countertop Warranty Highlights

- Guaranteed stain protection against common household food and beverages
- Protects all new granite, marble, select quartzite and basalt Countertops
- Covers replacement material and labor if stain cannot be removed
- No re-sealing requirements for the lifetime of the warranty (but recommended)
- Fully transferable warranty with title of property— no limitations
- Administered by Stone Mountain Protect™
- *Warranty does not cover etching and watermarks. Plumbing and electrical work is not covered during replacement.*



LATICRETE

STONETECH®

COUNTERTOP WARRANTY

35-Year
Residential stain protection

15-Year
Commercial stain protection

1-Year
Outdoor stain protection

Administered by Stone Mountain Protect™

The beauty of natural stone with true peace of mind.
STONETECH® BullerPro® Sealer protects your
natural stone countertop investment.

Globally Proven Construction Solutions



STONETECH® Countertop Warranty Process

Warranty Kit
Purchased

Applicator purchases 1 case of STONETECH® Countertop Warranty Care Kits from any authorized STONETECH distributor.

Applicator is
Certified

Applicator is trained / certified to apply and sell STONETECH Countertop Warranty Program.

Warranty Kit
Sold to
Consumer

Certified applicator sells STONETECH Countertop Warranty Care Kit / Program to consumer:
– Care Kit can be sold as a separate line item or included in the standard installation per ft² fee
– Certified applicator labor fees are not included in kit sale price

Apply Sealer

Certified applicator properly seals the countertops with STONETECH BulletProof® Sealer.

Applicator
Registers
Warranty

Certified applicator registers the warranty project online upon completion of the installation (max 60 days) – and takes less than 5 minutes! (stonetech.com/warranty)

Consumer
Registers
Warranty

Consumer registers their warranty online upon completion of the installation (max 60 days). (stonetech.com/warranty)

Recertification Requirement – (if 12 months or more of inactivity) Program guidelines require new training and recertification in the program, or removal from the certified applicator database, a representative will reach out to verify participation in the program.





STONETECH® Countertop Warranty Care Kit

Care kit provides your customer with products to protect and maintain countertops.

- Kit contents include: STONETECH® BulletProof® Sealer, STONETECH Revitalizer® Cleaner & Protector, warranty coverage documents and valid serial number
- The serial number is located on the lower back panel of each STONETECH Warranty Care Kit package – # required for warranty program registration
- Record the serial number in your records
- Use STONETECH BulletProof Sealer included in Warranty Care Kit to seal countertops
- Repackage kit with any remaining sealer along with original kit contents and present the complete STONETECH Warranty Care Kit to your customer



1. STONETECH® BulletProof® Sealer (1 Quart)

- Maximum stain protection
- Microban® antimicrobial protection continuously inhibits the growth of bacteria, mold & mildew
- Repels spills leaving time to wipe them away before penetrating the stone
- Specifically designed for protecting natural stone to ensure its beauty lasts a lifetime
- One kit covers:
 - 1 coat application: 200 ft²
 - 2 coat application: 140 ft²
 - 3 coat application: 100 ft²
- Average countertop installation: 85 ft²



2. STONETECH Revitalizer® Cleaner & Protector - RTU (24oz bottle)

- 3-in-1 daily cleaner
- Cleans everyday soils
- Reinforces the original protective seal to help prevent future staining
- Continuously defends against the growth of bacteria, mold and mildew
- Formulated for natural stone, while general purpose cleaners are not



3. Warranty Documents

- STONETECH Countertop Warranty Brochure
- STONETECH Countertop Care & Coverage Overview





How to Register Warranty Jobs

Certified applicator registers job within 60 days of installation

- Visit www.stonetech.com/warranty
- Follow instructions under user registering:
 - APPLICATORS, INSTALLERS & DISTRIBUTOR
 - CONSUMERS (Homeowner)
- Certified applicators and consumers need the warranty serial number located on the lower back panel of the STONETECH® Countertop Warranty Care Kit package
- Select appropriate link for registration form:
 - If Care Kit serial number begins with "3" register with Stone Mountain Protect™
 - *If Care Kit serial number begins with 1 or 2 and should be registered with Protect Plus Surfaces™ (ONLY previously sold care kits)*
- Registering the warranty project is a requirement and ensures that your job is in the system for the entire term of your warranty





Warranty Coverage Per Care Kit

- STONETECH® Countertop Warranty Care Kit has a maximum allowable coat coverage for warranty program
 - 200 ft² for material requiring 1 coat coverage
 - 140 ft² for material requiring 2 coat coverage
 - 100 ft² for material requiring 3 coat coverage
- Residential projects over the above listed maximum coverage rate MUST purchase and assign additional kits to complete the job
- Example:

Job is 140 ft² yet material requires 3 coat coverage – You will need to purchase/assign 2 STONETECH Countertop Warranty Care Kits to complete the project in order to validate the warranty





Commercial Projects



- Commercial projects will require advance notice and approval by Stone Mountain Protect™
- Upon special request STONETECH® Countertop Warranty Bulk Units* are available:
 - 55 Gallon Drum of STONETECH BulletProof® Sealer, 220 -24oz bottles of STONETECH Revitalizer Cleaner & Protector each boxed with associated warranty documents
- In order to obtain a quote be prepared to provide:
 - Project name and location
 - Type of application
 - Material specified
 - Total square feet
 - Fabricator information
- Contact Stone Mountain Protect to advise on amount of warranty sealer required



Proper Sealer Application Tools

Brushes

- Natural bristle or quality synthetic



Paint Pads

- 6" or 8" wide for countertops



Roller

- 6" foam rollers, low with short nap traditional rollers



Proper Sealer Removal Tools

Towels and Absorbent Wipes

- Terry cloth
- T-shirt cotton
- Cotton sheets
- Microfiber



Miscellaneous Equipment

- Small plastic containers to hold sealer for brushing
- Roller trays for paint pads or rollers
- Tape
- Plastic
- Rosin paper for protection of surfaces



CLEAN AND DRY

- **Cleaning with Water**
 - Use as little water as possible
 - New installs may not need water clean up
- **Cleaning with Solvents**
 - An acetone wipe down is typical after install
- **Sealer Can be Applied One Hour After Standing Water Has Been Removed**
 - Complete curing will occur once all water has been removed

SEAMS AND JOINTS

- **Clean Up Excess Glue**
 - Remove all glue from seaming process
 - Clean up excess caulking
 - Caulking repels sealer
 - Tape off before caulking





Proper Sealer Application Technique

STONETECH® BulletProof® Sealer Application:

Work manageable sections

- Divide surfaces into 6' to 10' section
- Do vertical applications separately

Apply evenly

- Apply sealer wetting entire surface of section with thin even coat of liquid

Keep surfaces wet for required dwell time –10 to 15 Minutes

- Continue to run roller, paint pad or brush on surface, redistributing sealer and preventing any dry spots, adding more sealer if needed
- Do NOT allow sealer to dry on surface

Wipe Surface Clean and Dry

- At end of dwell time remove all sealer until surface is clean and dry

Allow minimum 30 minutes drying time between coats





Stone Coverage - Coats of Sealer

- Stone Coverage:
 - Granite, Marble, Select Quartzite and Basalt
- The number of STONETECH® BulletProof® Sealer coats will vary depending on the porosity of stones*
- 2 or 3 coats of sealer to obtain maximum stain resistance may be required for stones with greater porosity

*Wait a minimum
of 30 minutes
between coats!*



**See Stone Coverage list in Warranty Folder
Does not include textured or honed Quartzite*



STONETECH® Countertop Warranty Program – Stones

Approved Stones and Coverage

Stone Type	Color Description	Item Description	Outdoor Warranty	Coats of Sealer
Granite	ABS BLK INDIANWEE	Polished	YES	1
Granite	ABS BLK INDIANWEE	Honed	YES	3
Granite	ABSOLUTE BLACK	Flamed	YES	3
Granite	ABSOLUTE BLACK	WW	YES	3
Granite	ABSOLUTE BLACK	Ant/Wh	YES	3
Granite	ABSOLUTE BLACK	Honed	YES	3
Granite	ABSOLUTE BLACK	Polished	YES	1
Granite	ABSOLUTE PR BLK	Antiqued	YES	3
Granite	ABSOLUTE PR BLK	R/Wash	YES	3
Granite	ABSOLUTE PR BLK	Honed	YES	3
Granite	ABSOLUTE PR BLK	Polished	YES	1
Granite	AFRICAN IVORY	Polished		3
Granite	ALASKA WHITE	Polished		3
Granite	ALMOND MAUIVE	Polished		2
Granite	ALPINE WHITE	Polished		3
Granite	AMARELLO BORNEAL	Polished		2
Granite	AMARELLO	Polished		3
Granite	AMARELLO GOLD	Polished		2
Granite	AMBER FANTASY	Polished		3
Granite	AMBER YELLOW	Polished		3
Granite	ANDYS BLACK	Polished	YES	1
Granite	ANGOLA BLACK	Polished	YES	1
Granite	ANTIQUE BROWN	Bay/Bar		3
Granite	ANTIQUE BROWN	Polished		2
Granite	APPRODITE SELEC	Polished	YES	1
Granite	ARANDIS GOLD	Polished		3
Granite	ARCTIC CREAM	Polished		3
Granite	ASHEN WHITE	Polished		3
Granite	ASPEN WHITE	Polished		3
Granite	ASTORIA	Polished		3
Granite	AURORA BORNEAL	Polished		3
Granite	AUTUMN HARMONY	Polished	YES	1
Granite	AUTUMN LEAF BRN	Polished		2
Granite	AVOCADO	Polished		3
Granite	AZUL ARAN	Polished		3
Granite	AZUL MACALUBAS	Polished		3
Granite	AZUL PLATINO	Polished		2
Granite	BANDEROCK BROWN	Polished	YES	1
Granite	BALTIC BROWN	Polished	YES	1
Granite	BARRADOS SAND	Polished		2



Stone Coverage: Marble and Quartzite

Marble and Select Quartzite Surfaces

- May require above average amount of sealer due to porosity of marble and quartzite
- 2 – 3 coat application
- **Note:**
 - Warranty does not cover etching or watermarks on marble, quartzite or any other stone
 - Quartzite textured and honed finishes not included.



Stone Coverage: Granites

Homogenous Granites

- Least porous
- No veins or movement
- May require less than average amount of sealer
- 1 – 2 coat application

Oriented Granites

- Medium porosity
- Movement, but no veins
- Require an average amount of sealer
- 2 -3 coat application

Veined Granite

- Generally, more porous
- Obvious, pronounced veins and movement
- May require above average amount of sealer
- 3 coat applications





Stone Coverage: Granite

Honed and Textured Granites

- Medium porosity
- Generally, more porous than the same stone in a polished finish
- May require above average amount of sealer
- 2 – 3 coat application
- May require more attention to sealing than the same stone with a polished finish.
 - Most surfaces will require an additional application of sealer
 - Seal smaller sections, as the wipe back on textured surfaces is more time consuming
 - A terry cloth or microfiber towel wrapped around a bristle brush is very effective for wipe back on heavily textured surfaces
 - Paint pads and thin nap rollers are not effective on heavily textured surfaces
 - Bristle paint brushes and thicker nap paint rollers are better choices for applying sealer on textured surfaces

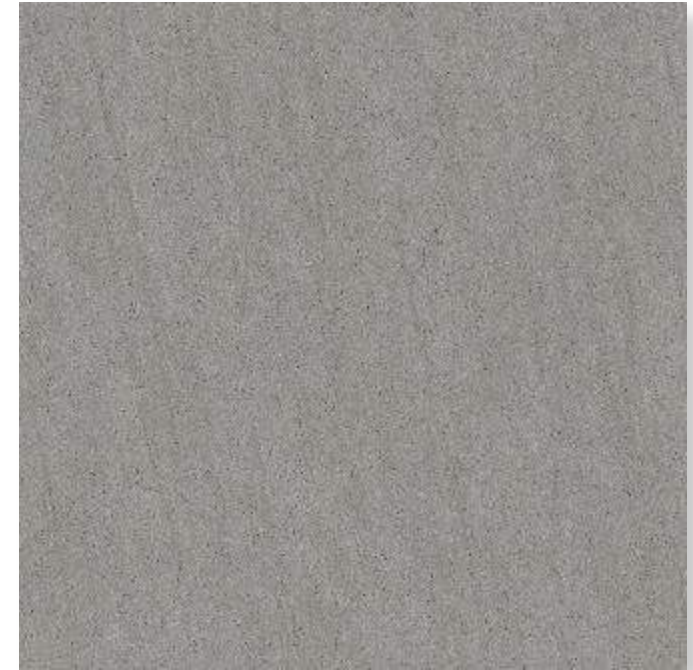




Stone Coverage - Basalt

Polished, Honed and Textured Basalt Surfaces

- Medium to high porosity
- May require above average amount of sealer
- 3 coats of application



Hazing

- Sealer dried on surface
- Towel saturated

Streaks

- Uneven application
- Dry spots

Sticky Spots

- Sealer not wiped off



Your health & safety is important to us!

- STONETECH® products have been tested, reviewed, and approved to meet high safety standards
- Follow all manufacturer's directions for use and the safe handling instructions
- Make sure work areas are well-ventilated
- Always wear recommended personal protection when using products

Questions on product:

- Refer to Safety Data Sheet (SDS) and Product Data Sheets
- Call LATICRETE: 1.888.786.6343 or www.Stonetech.com





STONETECH® Countertop Warranty Contacts



For Assistance:

Product or Warranty Training Information

LATICRETE International, Inc.
One LATICRETE Park North
Bethany, CT 06524
1-888-786-6343

Email: technicalservices@laticrete.com

Website: www.stonetech.com/warranty

Claim & Coverage Information

Stone Mountain Protect™
11515 Vanstory Drive
Suite 110, Huntersville, NC 28630
1-888-550-8130

Email: customerservice@stonemountainprotect.com

Website: www.stonemountainprotect.com