



## Residential 10-Year Limited Warranty for North America

Hanwha L&C Corporation (hereunder “Hanwha”) warrants to the original purchaser in the U.S. and Canada that its product HanStone™ Quartz Surfaces, shall be free from defect in material under normal use and service, for ten (10) years from date of installation to the original purchaser. Hanwha, at its discretion, will repair or replace product failures due to manufacturing defect during the 10 years following initial installation. This residential warranty is transferable within the 10-year period following initial installation, provided the new owner registers with Hanwha in writing.

The professional fabricator/installer is responsible to inspect the HanStone™ material before fabricating and/or installing the HanStone™ product. It is also the end user’s responsibility to inspect the finished product before permanent installation. This warranty applies to HanStone™ Quartz Surface product only, for interior, residential application(s) in North America. This warranty is void unless the product has been paid for in full.

This Residential Limited Warranty for HanStone™ Quartz Surfaces does not cover:

1. Failure to comply with Hanwha’s recommended storage, handling, usage, fabrication/installation guide, and care & maintenance guidelines.
2. Fabrication or Installation Error.
3. Damage caused by accidents, abuse, misuse, exposure to extreme heat, act of nature, job-site conditions, or structural movement.
4. Installed HanStone™ Quartz Surface product that is removed from their original place of installation.
5. Seam Appearance.
6. Supplemental repair including, but not limited to, electrical, tile or wall surfaces, and plumbing modifications, necessary to repair HanStone™.
7. Product usage for commercial application(s) including, but not limited to, installation in store, office or other place of business.
8. Minor conditions such as stains or water spots

***No other warranties, express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hanwha is not liable for any loss or direct, incidental, or consequential damages as a result of the inability to use HanStone. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you.***

To register, please visit us at [www.HanStoneUSA.com](http://www.HanStoneUSA.com) or fill out the registration form and return to below address. To obtain service under this warranty, first contact the source from which you purchased HanStone™ Quartz Surfaces. For more information, please contact Hanwha Surfaces directly as below:

Hanwha Surfaces  
11165 Knott Ave. Suite C  
Cypress, CA 90630  
Toll Free: 1-888-Hanwha-1 (1-888-426-9421)  
Tel: 714-901-9410  
Fax: 714-901-5138  
[info@hanwhasurfaces.com](mailto:info@hanwhasurfaces.com)



<b>WARRANTY REGISTRATION FORM</b>
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<b>CUSTOMER (END-USER) INFORMATION</b>				
NAME (FIRST, LAST)				
STREET ADDRESS				
CITY, STATE, ZIP				
PHONE				
EMAIL				
<b>PRODUCT INFORMATION</b>				
DATE INSTALLED				
APPLICATION	RESIDENTIAL		COMMERCIAL	
TYPE OF INSTALLATION				
LOT NUMBER				
THICKNESS	2 CM		3 CM	
COLOR NAME				
TYPE OF SINK				
<b>RETAILER INFORMATION</b>				
SOLD BY	DEALER		FABRICATOR	
	BUILDER		G/C	
	OTHER		( )	
COMPANY NAME				
STREET ADDRESS				
CITY, STATE, ZIP				
PHONE				
<b>FABRICATOR / INSTALLER INFORMATION</b>				
COMPANY				
STREET ADDRESS				
CITY, STATE, ZIP				
PHONE				

Hanwha Surfaces  
[www.HanStoneUSA.com](http://www.HanStoneUSA.com)  
 Tel: 888-Hanwha-1 (888-426-9421)  
 Fax: 714-901-5138  
 Email: [info@hanwhasurfaces.com](mailto:info@hanwhasurfaces.com)



## **Important Considerations with HanStone™ Quartz Surfaces**

- A. HanStone™ is made from pure, natural quartz. Variation in quartz, color, shape, shade, pattern and size are unique traits of HanStone™.
- B. HanStone™ is not a seamless product; seams are generally visible. Inspection for color coordination across seams and multiple pieces is strongly recommended.
- C. Small blotches or random distribution of particulates are inherent part of overall design and composition and are not considered to be defects or product non-conformity.
- D. Customer is ultimately responsible for inspection of HanStone™ prior to any cutting, fabrication, and/or installation, since most product non-conformity issues can be addressed more properly prior to cutting of slabs or permanent installation.
- E. HanStone™ is exceptionally strong and durable, making it more resistant to surface damage than other natural stone; however, as is true with most surfacing material, excessive force or pressure can damage HanStone™.
- F. HanStone™ may be damaged by a sudden change of temperature and may not withstand direct transfer of heat from hot pots, pans and other heat-generating appliances. The use of a hot pad or trivet is strongly recommended.
- G. HanStone™ is composed of pure, natural quartz; as a result, variance in color, shade and pattern is an inherent trait expected of this product. Please refer to samples only as a general indication of a particular color's design pattern, aesthetics, and hue. Samples are not guaranteed to be an exact replica of HanStone™ slabs and may vary from the actual, installed HanStone™ surface.