



OBSIDIANA COMPAC

ALL YOUR LIFE WITH YOU

COMPAC  
THE SURFACES COMPANY

## OBSIDIANA COMPAC

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For those looking for design without compromising functionality, **OBSIDIANA COMPAC** brings together these two qualities in a unique and innovative product, perfect for interior decoration.

Worktops created with the latest technology that turns natural quartz, one of the hardest minerals in nature, in a superior product with exceptional resistance and stunning beauty.

A very versatile material with high hardness, abrasion resistance and easy cleaning, combining innumerable decorative possibilities full of beauty and elegance, with a high quality and perfect finishes. An ideal choice for kitchen countertops, flooring, tiling and all types of surfaces that have to withstand heavy use.

## COMPAC WARRANTY

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**COMPAC, THE SURFACES COMPANY**, provides a lifetime\* guarantee for all registered owners of installed **OBSIDIANA COMPAC** worktops that covers any manufacturing defects affecting the materials used in the fabrication process of this product, whereby any defective material in the worktop would be replaced or repaired.

This guarantee is valid in the European Union, the United States of America, and the Arab Emirates.

The guarantee does not impair consumer and user rights provided for under the legal guarantee in the event the products are not in keeping with the contract.

We are so convinced of our worktops' quality that we guarantee them for life \*

## HOW TO USE THE WARRANTY

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In case you find a fault in the product and you want to make a claim under this guarantee you must notify by e-mail or letter to our Customer Service including a copy of the guarantee and the invoice.

### **COMPAC MIAMI**

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# WARRANTY EXTENSION TERMS AND CONDITIONS

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1. This warranty extension is valid for 25 years from the date of installation of your countertop and is offered by COMPAC voluntarily and free of charge, subject to the following conditions.
2. This warranty is only applicable to manufacturing defects affecting materials used in making Obsidiana COMPAC countertops for installation in private homes.
3. To obtain assistance during the warranty extension period, you must contact the sales outlet where you purchased the product or contact COMPAC directly.
4. This warranty covers materials which have been used and maintained following COMPAC's Maintenance and Upkeep Instructions and Precautions for Use, as given on the official COMPAC website.
5. The holder of this warranty must at any given time allow COMPAC authorized personnel access to the home where the supposed defective product is located for inspection purposes and permit them to take photos if necessary.
6. Only registered purchasers qualify for this warranty, as specified by COMPAC at any time, and the original invoice must be presented when making a claim under this warranty. For newly built homes, the bill of purchase is understood to be the home purchase contract.
7. This warranty will only be valid when the owner of the countertop remains registered in the COMPAC commercial database during the period of validity of the same. The owner's data can be transferred to third parties for the sole purpose of communicating with him/her in relation to COMPAC products.
8. This limited warranty is personal and non-transferrable and is only applicable to the person registering their personal data in accordance with the terms and conditions of the warranty as published.
9. Any products that have not been paid for in their entirety are excluded from this warranty.
10. This warranty does not cover products fitted outdoors, or damage resulting from improper use, exposure to excessive heat, exposure to the elements, excess exposure to ultraviolet light, physical or chemical misuse, or damages caused by inappropriate care and maintenance.
11. This warranty does not cover defects resulting from inappropriate handling, cutting or improper installation.
12. This warranty only covers the replacement of the slab/s used in manufacturing the countertop. In the event of replacement of the material, the new material will only be covered by the legally binding warranty in the country of installation.
13. This warranty does not cover cut-to-measure or installation costs. Similarly, this warranty does not cover additional costs derived from other repairs or modifications to fixtures, such as plumbing, wall repair, etc.
14. Materials which have been polished or have had their surface modified by any chemical or mechanical means are not covered by this warranty extension.
15. This warranty does not cover repairs undertaken by third parties.
16. COMPAC shall not be liable for transport costs of replacement material to the purchaser's home.
17. This warranty does not cover products that were installed with known or visible manufacturing defects at the time of installation, including but not limited to, differences in color or tone, contamination, missing materials, or surface defects.

## WARRANTY EXTENSION TERMS AND CONDITIONS

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**18.** This warranty expressly excludes installations on floors, walls, or similar, as well as commercial uses or any other use apart from use as a countertop in a private kitchen.

**19.** COMPAC shall not be liable for personal injury or harm caused in whole or in part by fortuitous events, architectural or engineering designs, structural movements, acts of vandalism, accidents, or force majeure.

**20.** This is the sole warranty provided by COMPAC for its kitchen countertops. Only COMPAC is authorized to make any warranty commitment in relation to COMPAC products.

**21.** COMPAC reserves the right to replace defective material with other similar materials of its own choice should the product protected under this warranty have been discontinued.

## MAINTENANCE AND CONSERVATION

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Periodic maintenance is very simple, due to its unique physical and chemical characteristics, and its zero porosity, **QUARTZ TECHNOLOGY PRODUCTS COMPAC**, it requires only regular cleaning using a product / soap pH neutral, rinsing with water and dry with a cloth or paper towel. Following this guideline will maintain its natural luster and appearance for lifespan.

Then respond with examples, some simple treatments for common everyday problems that can occur:

### **HOW DO I REMOVE GREASE STAINS?**

Dilute a small amount of warm neutral pH detergent and rub the stain with a cloth in a circular motion and rinse immediately with clean water.

### **HOW DO I CLEAN DRY SPOTS PRODUCED BY THE LIME WATER?**

Pour vinegar (or dilute weak acid) or use non abrasive cleaners for cleaning specific lime, applied over the surface of the hob and leave for 1 minute, then rinse with water.

### **HOW TO REMOVE THE REMAINS ATTACHED OF HOUSEHOLD PRODUCTS?**

Take off the residue with a plastic spatula, remove debris from the surface leaving it clean with a damp cloth and apply a mild detergent then rinse with water.

Food, fruits and vegetables, soft drinks, sauces, basic cosmetics, gum, makeup and nail polish.

### **HOW DO I REMOVE STAINS FROM HOUSEHOLD PRODUCTS?**

The remains of these products are removed by rubbing with a cloth dampened with a neutral pH cleaner.

Food, fruits and vegetables, soft drinks, sauces, toiletries, bleach, ammonia and nail polish remover.

### **HOW DO I REMOVE TRACES OF SILICONE?**

Moisten the surface by applying a small amount of solvent (such as ethanol). Scraped with a knife gently to avoid scratching the surface.

### **1 HAVE A RUST STAIN, HOW I CAN CLEAN IT?**

To eliminate metal oxide stains: Pour a small amount of hydrochloric acid (hydrochloric acid etched or in Spain). Leave for a few seconds, rinse thoroughly with water and dry with a cloth or paper towel.

## USE PRECAUTIONS AND RECOMMENDATIONS

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### WHERE SHOULD NOT BE PLACED COMPAC QUARTZ TECHNOLOGY?

Do not place materials outside COMPAC Quartz or any place subject to intense sunlight or in places where the product is exposed to lamps UV output.

### IS COMPAC RESISTANT TO HEAT?

Technological quartz COMPAC is a heat resistant product but if placed on the surface recently retired tire objects (pans, pots, pans, etc..) it can damage irreversibly. We therefore recommend you never place them directly on the surface and quartz, using mats and pads to place these objects. Toasters, fryers and embedded appliances: hob, dishwasher, etc.. generate heat, to protect the surface recommend sufficient separation of ventilation to remove the heat generated.

Always use common sense and assure you that keep the beauty of this natural material.

### IS IT NECESSARY TO APPLY A SEALER ON THE SURFACE OF QUARTZ TECHNOLOGY COMPAC?

No, due to its null porosity prevents moisture seeping. It is not recommended under any circumstances to use repellents or sealants to enhance the shine, unlike other natural stones like marble. These products stay on the surface of the material, creating a coating that wears down over time, leaving some areas with more shine than others on the countertop.

### CAN I CUT OR SHARP UTENSILS USED ON THE SURFACES OF COMPAC?

Quartz technology is made from a 93/95% natural quartz, one of the hardest rocks and beautiful. But we recommend for proper conservation and avoid brands produced by the cutting knives, utensils or sharp tools to protect them using specific tables for cutting.

### WHAT CHEMICALS OR CLEANERS ARE NOT RECOMMENDED TO USE?

Do not use paint stripper, caustic soda, degreasing, or products with pH above 10 or chlorine-based, oven cleaners, toilet, furniture waxes, oil soaps and products to unclog. Do not under any circumstances use products containing hydrofluoric acid or dichloromethane. If you use bleach or solvent rinse with water and never leave them in contact with the surface permanently.

### CAN I REPOLISH THE SURFACES OF QUARTZ TECHNOLOGY?

Under no circumstances quartz surfaces should not be repolishing, or for use in flooring or countertops.

### HOW DO I CARE AND CLEAN A QUARTZ SURFACE AND MATTE FINISHES OVO?

All products and technological quartz finishes: Polished, Ovo and Matt have the same levels of quality and physical-mechanical qualities. Beauty products and decorative capacity, but the finished products and Mate Ovo require more care and maintenance requirements as they are much more sensitive to everyday brands that can be printed on the material.

### DO TECHNOLOGICAL QUARTZ SURFACES WITH RESINS OR RECYCLED 810 HAS THE SAME SERVICE?

COMPAC has several products made from renewable plant-based resins "B10": Carrara, Perlino, Botticino, Noce, Imperial, Portoro and Pierre Bleue. It also manufactures products with high percentages of recycled materials (crystals): Jet, titanium, Late, Ruby and Venice. All have the same qualities and therefore the same care and maintenance.

### IS TECHNOLOGICAL QUARTZ COMPAC SAFE?

All our technological quartz products are certified for home use by the relevant official bodies in each of the countries that sell. We have certified GREENGUARD Indoor Air Quality, which certifies their contribution to creating a healthy indoor environment by not producing any polluting emissions volatile, GREENGUARD Children's & Schools, which supports its use in schools or places where they live for long periods of time and NSF certifies and warrants that chemical element does not convey any contaminant to food by direct contact with the surfaces of COMPAC, an area completely safe for you and your family.

### DO TECHNOLOGICAL QUARTZ PRODUCTS CONTAIN CHEMICALS ANTIBACTERIAL COMPAC?

The null material porosity does not allow the generation of mold and bacteria accordingly. It is therefore not necessary to insert chemicals that inhibit growth. We can say that our technology has the quality quartz to be antibacterial.

SPAIN

PORTUGAL

UNITED STATES OF AMERICA

UNITED KINGDOM

SINGAPORE

UNITED ARAB EMIRATES

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