

TERRAZZO HPS

WARRANTY EXTENSION

2024

JANUARY 2024



COMPAC

TERMS AND CONDITIONS

WARRANTY EXTENSION

This warranty extension is valid for 15 years after the date of installation of the countertop and COMPAC offers it free of charge and voluntarily subject to the following conditions. This limited warranty is personal and non-transferable to the natural person who registers the information according to the instructions given.

CONDITIONS FOR THE APPLICABILITY

This warranty only applies to the material that has been used and kept following the precautions and advice of the cleaning, maintenance and conservation indicated by COMPAC and published on our website (www.compac.es).

The beneficiary of this warranty must allow the personal authorized by COMPAC to access the house to inspect the defective product COMPAC, as well as take pictures of the defects of the material and installation.

It will be necessary, as indicated by COMPAC, to present the original invoice in order to make use of this warranty. *In the case of new house, invoice means the contract of purchase of the house.

No one other than COMPAC is authorized to make any warranty commitments in relation to COMPAC products.

This warranty expressly excludes installations on pavements, floors, as well as commercial uses or any other use other than countertops.

COMPAC reserves the right to replace the defective material with another of its choice, in the event that at the time of the claim the product claimed is out of portfolio.

The warranty must be registered on the website within the first 3 months after the purchase of the product or within 18 months in the case of new house. If the warranty has not been registered within the period stipulated above, the applicable legal warranty shall be maintained.

The 15 year term set out in this warranty Letter is only applicable to those products that are sold and registered after 2009. COMPAC reserves the right not to offer the warranty service if the requirements are not met or if the information provided by the consumer is false, incomplete or illegible.

INCLUDED ASSUMPTIONS

The warranty will be applied against possible manufacturing defects on Terrazzo HPS surfaces installed in private homes.

This warranty only covers the replacement of the board or boards used in the manufacture of the countertop. If the product is replaced, the new product will only be covered by the legally binding warranty in the country of installation.

EXCLUDED ASSUMPTIONS

Products not paid in full are excluded from this warranty.

This warranty does not cover products installed outdoors, damage resulting from misuse, exposure to excessive heat, exposure to weather conditions, exposure to ultraviolet light, physical or chemical abuse, including bumps on the edges of countertops, or damage caused by improper care and maintenance.

This warranty does not cover defects from variations in the color, tone, granular structure or brightness of the material derived from the natural aging of the product.

COMPAC is not responsible for cracks on the surface after installation, as these are not considered defective material. The main causes of the appearance of cracks are the application of heat directly on the surface, incorrect movement, placing excessive weight on the countertop or the result of mechanical abuse.

COMPAC is not responsible for injury or damage caused to the product in whole or in part by accidental acts, architectural or engineering design, structural movement, acts of vandalism or accidents.

Defects due to improper handling, cutting and installation procedures are excluded.

Differences between samples, photographs or promotional materials of any COMPAC product and actual products purchased are excluded. This warranty does not cover products installed with known or visible manufacturing defects at the time of installation, including, without limitation, possible color or tone differences, contamination, lack of material or surface defects.

Materials that are polished, repaired or with their surface modified by any chemical or mechanical means are not covered by this warranty extension.

This warranty does not cover any cost per cut to measure or installation. It also does not cover other additional costs arising from other repairs or modifications such as plumbing, wall repair, etc., by third parties.

COMPAC is not responsible for the transport of replacement equipment to the customer's home.

HOW TO REGISTER THE EXTENDED WARRANTY

The extended warranty offered by COMPAC must be activated through our website (www.compac.es). The registration must be done through the elaborator or the kitchen shop. After this pre-registration, the final consumer will receive a registration confirmation e-mail and can register the extended warranty.

HOW TO FILE A COMPLAINT

To obtain assistance during the warranty extension period, you must contact the establishment where you made the purchase of the product or directly with COMPAC via e-mail, letter, fax, or phone, indicating your warranty number to COMPAC Customer Service:

COMPAC

Travessera d'Albaida, 1, 46727 Real de Gandia (Valencia/SPAIN)

e-mail: customerservice@compac.es

Phone: +34 962 954 053

Fax: +34 960 800 208

www.compac.es

OTHER CONSIDERATIONS

This warranty has commercial nature and gives you specific legal rights. In any case, you may have other rights that vary by country, state (in the case of the U.S.) and province (in the case of Canada) that will not be affected by this warranty.

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CLEANING AND CONSERVATION MANUAL

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TERRAZZO HPS

CLEANING AND CONSERVATION

TERRAZZO HPS

GENERAL RECOMMENDATIONS

Terrazzo HPS COMPAC surfaces are durable and easy to clean due to their low porosity. For daily cleaning, it is recommended to use a damp microfiber cloth or sponge with a neutral detergent, rinse with water, and dry with a cloth or paper towel. Due to the calcareous nature of HPS Terrazzo, surfaces are resistant to foods and temporary agents but more vulnerable to acidic substances. In case of a spill of an acidic substance, it is advisable to clean the surface promptly. Here are some simple solutions for the most common everyday problems:

STAIN REMOVAL

Apply a small amount of a neutral cleaner directly onto the stain and rub with a non-abrasive sponge or a cloth until it disappears. Rinse with water and dry. If the stain persists, use a specific degreaser for countertops with a non-abrasive sponge and rinse it with plenty of water. Follow the indications recommended by the manufacturer.

• DRY STAINS PRODUCED BY LIMESCALE

Pour vinegar or a specific antical product on the surface and leave it on for one minute. Then rinse it with plenty of water and dry it. Follow the indications recommended by the manufacturer.

• ADHERED REMNANTS OF PRODUCTS

Peel off household waste with a plastic spatula, apply a neutral cleaner and rub with a wet cloth. Then rinse it with water and dry it.

After the installation of the countertop there are usually traces of silicone, to remove these remains apply some solvent (not containing dichloromethane) and rub it with a non-abrasive sponge. Rinse it with plenty of water and dry it. Never leave the solvent more than a minute on the surface.

• RESISTANT STAINS

Before treating the stains described below, try cleaning the stain with a microfiber cloth with warm water and a neutral cleaner.

All the products mentioned must be poured, left on for a few seconds and cleaned thoroughly with water, then dried with a cloth or paper. Keep in mind to use aggressive products for difficult stains always lowered with water.

TYPE OF STAIN	CLEANING
Colorant, Red wine, Tomato, Coffe, Turmeric	Soapy bleach (90% water, 10% bleach)
Ink, Marker, Paint	Alcohol or Soapy bleach (90% water, 10% bleach)
Oil or Grease	Weak degreaser
Shampoo, Make-up, Cream	Alcohol
Limescale	Limescale remover or Vinegar

PRECAUTIONS

- Do not place Terrazzo HPS COMPAC in outdoors or anywhere subjected to intense solar radiation or in places where the product is exposed to UV-emitting lamps.
- Do not apply any kind of sealant, waterproof, brightener, etc. These products will provide an artificial and short-lasting shine, removing the natural shine of Terrazzo HPS COMPAC. The use of these products may result in the loss of the warranty.
- Avoid leaving standing water on the surface of the countertop (dish drainers, wet rags...).
- To avoid marks produced by cutting with knives, utensils or sharp tools, protect it using specific cutting boards.
- Do not use strippers, caustic soda or products with a pH higher than 10 or with a chlorine base: oven cleaners, toilet cleaners, furniture waxes, oily soaps and products to unclog. Under no circumstances use products containing hydrofluoric acid or dichloromethane. If using bleach or solvent, always rinse with water and never leave them in contact with the surface for a long time. If some of these products are spilled, remove them as soon as possible with plenty of water and a neutral soap.



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