

OBSIDIANA

WARRANTY EXTENSION

2025

APRIL 2025



COMPAC

TERMS AND CONDITIONS

WARRANTY EXTENSION

This warranty extension is valid for 33 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 33 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 Obsidiana 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®
Av. Comarques del País Valencià, 54
46930 Quart de Poblet
(Valencia/SPAIN)
e-mail: customerservice@compac.es
Phone: +34 962 954 053
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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COMPAC

CLEANING AND CONSERVATION MANUAL

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CLEANING AND CONSERVATION

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GENERAL RECOMMENDATIONS

Due to their exceptional physical and chemical characteristics and no porosity, Obsidiana COMPAC® products only need a regular cleaning using a neutral cleaner, rinsing with water and drying with a cloth or towel paper. Following this advice it will maintain its shine and natural appearance for many years. Here are some simple solutions to 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.

• METALLIC RUST STAINS

Pour a small amount of hydrochloric acid lowered with water. Leave it to react for a few seconds, rinse it with plenty of water and dry it with a cloth or towel paper.

• 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)
Metal residue from pots, pans and other Oxide, Belt buckles	Hydrochloric acid 10% Neutral soap
Oil or Grease	Weak degreaser
Shampoo, Make-up, Cream	Alcohol Oxygenated water 30%
Limescale	Limescale remover or Vinegar

HOW DO I CLEAN A SURFACE IN GLACÉ FINISH?

All products and finishes of Obsidiana COMPAC® (Polish and Glacé) have the same quality properties and chemical-physical qualities. Spite of this, the Glacé finish requires more attention, as the the daily use marks are more visible.

For daily cleaning, it is recommended to use slightly alkaline cleaning products together with a microfiber cloth, if the cleaning with a neutral cleaner was not enough.

A specific weak degreaser can be used occasionally if there are areas with accumulation of grease, but is not recommended for daily use.

PRECAUTIONS

- Do not place Obsidiana 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 Obsidiana 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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