

Brillia

Quartz Surface Materials



Quartz Surface Materials

# WARRANTY CARD

彩寶石英石®保證卡

Customer Information
客戶資料
17 211
Dealer Name
分銷商編號
Brilliant®used for
彩寶石英石®使用範圍
☐ Kitchen counter top 廚房櫃面
□ Kitchen Sink (Model No.) 廚房星盤
□ Vanity Top & Bowl 洗臉盆枱面
Address
地址
년 세
Telephone
電話
Y . NY 1
Invoice Number
發票編號
AGENT.No.HK.CHINA
中國•香港代理編號
丁酉 目751~生納11

# Brilliant彩寶石英石面材 保養及護理

### 石英石面材的基本保養

Brilliant彩寶石英石面材融合了現代尖端及豪華,無與倫比的堅硬度及耐用性。只需簡單的日常護理,便能保持其亮麗的外觀。清潔Brilliant彩寶石英石面材建議使用溫水及溫和的洗滌劑或優質噴霧式及擦拭式清潔劑,以保持其亮麗外觀及性能表現。

### 污漬和洩漏物

清除頑固的污漬和洩漏物可通過使用非研磨性的家用清潔劑(非研磨性清潔劑不會破壞其表面光澤)並沖洗去除殘留物。要去除粘附表面的物質(如食物、膠水、指甲油或乾涸的油漆),首先使用塑料油灰刀刮掉多餘的物質,然後使用濕布清除所有的痕跡或殘留污垢。對於額外的頑固性污漬,建議使用非刮擦性的擦洗墊Scotch-Brite®。

## 抗刮性

Brilliant彩寶石英石面材是一個高度抗刮擦性的面材;然而也應避免濫用面材,避免使用鋒利的物件(如鋒利的刀或其他刀片狀物件)直接在其表面上切割東西。

# 最小程度的護理

Brilliant彩寶石英石面材堅硬、表面無孔、無需任何處理更新其光澤,並且易於清潔。在大多數情況下,肥皂及清水或溫和的洗滌劑,便足以使其表面歷久常新。如有必要,請使用非磨損的軟皂以及非刮擦或柔軟的擦洗墊。然後使用清水徹底沖洗以除去殘留物。

### 耐熱性

Brilliant彩寶石英石面材比起其他石材更耐熱,包括大多數的 花 崗 岩 、 大 理 石 及 石 灰 石 ; 並 且 能 承 受 不 低 於  $120^{\circ}$ C( $248^{\circ}$ F)的溫度影響。然而像所有的石材一樣,Brilliant彩寶石英石面材可能會因突然及迅速的溫度變化而受損。因此我們建議不要將熱煲及熱鍋直接擺放在其表面上。並建議在烹具下放置隔熱墊或三腳架。

### 要避免的清潔物質

重要注意的是,像任何其他面材一樣,如果接觸或暴露於強力化學品和溶劑,可能會損害其物理性能,Brilliant彩寶石英石面材可能會永久受損。不要使用含有三氯乙烷或二氯甲烷的產品(如除漆劑或脫模劑)清潔其表面。避免使用具有高鹼性/pH值(pH 8.5或更高)的高侵蝕性清潔劑(如烤箱/烤架清潔劑和洗碗機潔亮劑)。含有油性或粉末的產品可能會留下殘留物並應徹底清洗。如果面材意外接觸或暴露於任何這些有害的物質,請應立即用清水沖洗以達致中和效果。

如欲了解更多詳盡資料,請參閱網址 www.brilliantsurfacing.com 註:文意如有岐異,以英文版本為準。

# Brilliant彩寶石英石面材住宅10年產品保證

產品保證僅適用於永久固定安裝在住宅內的產品。產品必須經由Brilliant彩寶石授權的經銷商或製造商施工和安裝。在安裝完成日起的10年內,如果產品因為製造上的瑕疵所導致的缺陷,經由授權的經銷商或製造商所確定,東莞世環建材有限公司(下簡稱"EnviroWorld世環")或其授權的經銷商將有權決定修理或更換產品有關缺陷的部份。

此住宅10年產品保證僅適用於最初安裝Brilliant 彩寶石英石面材的單戶住宅的原來業主。在新 建的單戶住宅的情況下,"第一位"擁有Brilliant 彩寶石英石面材的業主可享有此項產品保證, 並可根據以下條款和細則進行轉讓。 條款和細則:

此產品保證適用於在2017年3月15日之後安裝的產品。

A.本產品保證僅適用於Brilliant彩寶石英石面材,不適用於任何其他產品,包括任何其他方製造或供應的其他石英石面材產品,但EnviroWorld世環公司除外。

B.本產品保證僅適用於已永久固定安裝在單戶住宅內部的 Brilliant彩寶石英石面材,並沒有從原來的安裝中移除過。 如果在安裝之後或安裝過程中,您才決定不喜歡所選擇的顏 色或表面處理,該決定不在本產品保證範圍之內。

- C. 本產品保證不包括擁有人不是住客的居所。
- D.本產品保證不包括材料和/或服務費用尚未完全付款的產品。
- E.本產品保證僅適用於依據"Brilliant彩寶石保養和護理指南" 去維護之產品。保養和護理指南可從此網址內獲取 www.brilliantsurfacing.com。
- F. 根據本產品保證條款之下要求提供服務,在Brilliant彩寶石 英石面材出現問題的三十(30)天內,請聯繫Brilliant彩寶石英 石面材的銷售公司,或直接聯繫EnviroWorld世環 公司電郵: info@brilliantsurfacing.com。
- G.安裝後,您必須在三十(30)天內註冊您的產品,以啟動您的產品保證服務。在www.brilliantsurfacing.com網頁內下載您的產品保證註冊,並通過電子郵件或郵寄將其發回您當地的經銷商。 如果在記錄中沒有您的產品保證記錄,您必須以正式收據或發票副本的形式提供購買證明,顯示擁有人及Brilliant彩寶石授權經銷商的名稱。EnviroWorld世環在收到您的正式收據或顯示擁有人及授權經銷商名稱的發票後,即使沒有產品保證書,也將完全履行產品保證服務。您必須同意與EnviroWorld世環或其授權代理商合作檢查產品,並協助我們履行本產品保證書下的義務。
- H. 本產品保用服務不可轉讓。
- I. 由於製造上的瑕疵導致Brilliant彩寶石英石面材產品出現缺陷,EnviroWorld世環將有權自行決定修理或更換產品缺陷的部份。無論我們決定修理或更換部份產品,EnviroWorld世環會盡力爭取得到最佳效果,但精準的額色搭配是不能得到保證。

有關本產品保證的所有決定由EnviroWorld世環自行決定。任何代理人、零售商、銷售人員、經銷商、製造商或任何其他人均無權代表EnviroWorld世環 對Brilliant彩寶石英石面材產品作出任何保證或承諾。

#### 不保事項:

- 1. 本產品保證不適用於任何商業用途。 商業用途包括但不限 於在商店、出租物業、辦公室或任何其他商業場所的使用。
- 2. 本產品保用不包括任何室外應用的產品。
- 3. 本產品保證不包括任何用作地板材料的產品。
- 4. 本產品保證不包括不當使用或濫用。 不當使用或濫用包括 但不限於產品使用不當、過熱引起的損壞或天氣條件不均匀 、物理或化學品濫用、以及不當保養和護理所造成的損壞。
- 5.本產品保證不包括產品受到碎片或其他過度撞擊的損壞。
- 6.本產品保證不包括劃痕。Brilliant彩寶石英石面材是一種非常堅硬的材料,具有高耐刮擦性,但不能防止刮傷。必須妥善善保養,包括使用砧板作為保養和護理的一部分。
- 7.本產品保證不包括日常護理。日常護理包括但不限於較小的細則,例如按照www.brilliantsurfacing.com網頁上的保養和 護理指南"中規定的技術指引去除污瀆和水斑。
- 8.本產品保證不包括由於製造商/安裝人員不遵循EnviroWorld 世環所述的規定的施工和安裝程序而造成的故障。不正確的 製造和/或安裝是製造商和/或安裝人員的全部責任。
- 9.本產品保證不包括在製造時可見的任何瑕疵,並且在製造 過程中不能避免。製造商需要在製造前對所有材料進行目視 檢查,並在安裝之前再次檢查。
- 10.本產品保證條款不包括接縫外觀或接縫性能、粘合劑、填 縫物料或其他附件。產品安裝完成後,接縫分離或開裂的兩 個主要原因是底板、櫥櫃或基座的轉移或移動,以及熱衝擊 。當熱鍋、盤或其他容器或物體逗留在檯面上超過一段時間 時,可能會發生熱衝擊。應該常使用三腳架或隔熱墊。這些 問題不被認為是材料缺陷,並應得到業主的妥善保養和護理。
- 11. 本產品保證不包括任何化學損壞。

- 當熱鍋、盤或其他容器或物體逗留在檯面上超過一段時間時,可能會發生熱衝擊。應該常使用三腳架或隔熱墊。這些問題不被認為是材料缺陷,並應得到業主的妥善保養和護理。
- 11. 本產品保證不包括任何化學損壞。
- 12. 本產品保證不包括任何創作性的使用材料,包括彎形或弧形。
- 13. 本產品保證不包括已經被研磨或厚度減少的材料。
- 14. 本產品保證不包括星盆或水槽的安裝。
- 15. 本產品保證不包括將機械緊固件直接固定在材料中。
- 16.本產品保證不包括任何故障是由於對安裝的支撐不足。 這包括超過由Brilliant彩寶石英石面材提供的建議沒有得到足 夠的支撐。
- 17.本產品保證不包括由於"乾"切割或抛光造成的任何碎片或 裂縫。
- 18. 本產品保證不包括由於不符合邊緣細節的最低要求而導致的碎片或裂紋。
- 19. 本產品保證不包括斜邊接合位置沒有被正確切割。
- 20. 本產品保證不包括任何工廠已製造完成後的更改。
- 21.本產品保證不包括維修或更換本保修範圍內的Brilliant彩 寶石英石面材產品,可能需要的其他修改,例如喉管、電器、瓷磚、櫥櫃、地板等。
- 22. 本產品保證不包括天然石英圖案的顏色、尺寸、形狀和分佈的自然變化或底部色調的自然變化。這些特性是產品的固有和獨特的特徵。提供給消費者、經銷商和製造商的樣品只是代表性的,而樣品色彩不會是精確複製在實際安裝的產品中。
- 23.本產品保證範圍不包括直徑小於1.5厘米的斑點或瑕疵。 一定程度的斑點或瑕疵在製造過程中是固有的,不影響材料 的結構完整性。
- 24.EnviroWorld世環對於不可抗力的行為、工地現場條件、 建築/工程設計、結構移動、破壞行為或意外事故所造成的 全部或部分的損害或傷害概不負責。

因使用或無法使用本保修條款範圍內的產品而導致的任何直接性、間接性、後果性、附帶性、特殊性、示例性或懲罰性的損失索償,EnviroWorld世環不承擔任何契約或民事過失責任。有些國家不允許排除或限制的附帶索償,所以上述限制或排除可能不適用於您。

以上是Brilliant彩寶石英石面材 完整的產品保證條款,取代所有其他保證和聲明,無論是口頭還是書面。除上述明確規定外,對Brilliant彩寶石英石面材 和EnviroWorld世環 不作任何其他保證,本公司明確聲明不承擔本協議未規定的任何保證,包括在適用法律允許的範圍內,根據國家、州、省或當地法律規定的任何保證,包括但不限於適銷性或適用於特定目的隱含保證。

本產品保證賦予您特定的法定權利,具體權利會 因應國家或地區而有所差異。

# Brilliant Quartz Surface Materials Care and Maintenance

# Basic Care for your Quartz

Brilliant Quartz Surfacing Materials is blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Brilliant Quartz Surfaces, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

## Stains and Spills

Stubborn stains and spills can be removed by applying a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a non-scratch Scotch-Brite® pad is recommended.

#### Scratch

Brilliant Quartz Surface is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or other blades directly onto the surface.

### Minimal Maintenance

Brilliant Quartz Surface's hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your surface looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

如欲了解有關更多產品保證問題,請參閱網址 www.brilliantsurfacing.com 與我們聯繫

註:文意如有岐異,以英文版本為準。

# Brilliant Quartz Surface Residential 10 Year Limited WARRANTY

#### Heat Tolerance

Brilliant Quartz Surface is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 120°C (248°F). However, like all stone material, Brilliant Quartz Surface can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

# Cleaning Substance to Avoid

It's important to be aware that like any other surface, Brilliant Quartz Surface can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Dongguan Shihuan Building Materials Ltd. (Hereinafter referred to as the "EnviroWorld") will warrant from the original date of installation material that fails due to any manufacturing defect when fabricated and installed by a Brilliant Authorized Distributor or Fabricator. This warranty applies to the repair or replacement of failed material that has been permanently installed in your residence. The option to repair or replace the material is at the sole discretion of EnviroWorld or it's Authorized Distributors.

This Residential 10 Year Limited Warranty is available only to the original owner of a single family residence in which Brilliant Quartz Surface has been originally installed. In the case of a newly constructed single-family residence, this warranty is available to the "first" owner purchasing the residence with Brilliant Quartz Surface permanently installed and is transferable according to the terms and conditions stated below.

### **TERMS and CONDITIONS:**

This warranty applies to product that was installed after March 15, 2017.

A. This warranty applies only to Brilliant Quartz Surfacing materials and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except EnviroWorld.

B. This warranty applies only to Brilliant Quartz Surfacing Materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation. If after or during installation you decide that you do not like the color or finish you selected, that decision is not covered under this warranty.

C. This warranty does not cover any residence where the owner is not the occupant.

D. This warranty does not cover materials and/or services that have not been paid in full.

E. This warranty applies only to materials that have been maintained according to the Brilliant Care & Maintenance guidelines. Care & Maintenance guidelines are available at www.brilliantsurfacing.com.

F. To request service under this warranty you must contact the company who sold you Brilliant Quartz Surfacing Material or contact EnviroWorld directly info@brilliantsurfacing.com within thirty (30) days of the failure of Brilliant Quartz surfacing materials.

G. Following installation, you must register your product within thirty (30) days in order to activate your warranty. Download your warranty registration from www.brilliantsurfacing.com and send it back via email or postal mail to your local distributor. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner and Brilliant Authorized Dealer. Upon receipt of your original receipt or invoice showing

the name of the Owner and Brilliant Authorized Dealer, EnviroWorld will fully honor this warranty even though no warranty is on file. You must agree to cooperate with EnviroWorld or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

H. This warranty is non-transferable.

I. In the event that Brilliant Quartz Surfacing Materials fail due to a manufacturing defect, EnviroWorld will, at its sole discretion, repair or replace such materials. EnviroWorld will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. All decisions regarding this warranty are at the sole discretion of EnviroWorld. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of EnviroWorld with respect to Brilliant Quartz Surfacing products.

#### **EXCLUSIONS:**

- 1. This warranty does not cover use for any commercial purposes. Commercial use includes but is not limited to, use in a store, rental properties, office or any other place of business.
- 2. This warranty does not cover products installed in any outdoor application.
- 3. This warranty does not cover products used as flooring material.
- 4. This warranty does not cover improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- 5. This warranty does not cover chips or other excessive impact damage in the product.
- 6. This warranty does not cover scratches. Brilliant Quartz Surfacing is a very hard material and highly scratch resistance but

not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.

- 7. This warranty does not cover routine maintenance. Routine maintenance includes but is not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Care & Maintenance Guidelines at www.brilliantsurfacing.com.
- 8. This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by EnviroWorld. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- 9. This warranty does not cover any defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- 10. This warranty does not cover seam appearance or seam performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- 11. This warranty does not cover any chemical damage.
- 12. This warranty does not cover any creative use of the material including bending or curving.
- 13. This warranty does not cover material that has been milled or reduced in thickness.
- 14. This warranty does not cover the installation of sinks.
- 15. This warranty does not cover securing mechanical fasteners directly into the material.

- 16. This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by Brilliant Quartz Surfacing which are inadequately supported.
- 17. This warranty does not cover any chips or cracks that are a result of "dry" cutting or polishing.
- 18. This warranty does not cover chips or cracks that are a result of not following the minimum requirements for edge details.
- 19. This warranty does not cover mitered edges where the joint is not cut correctly.
- 20. This warranty does not cover the altering of any factory applied finish.
- 21. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the Brilliant Quartz Surfacing product covered under this warranty.
- 22. This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be
- 23. This warranty does not cover what is referred to as spots or blemishes smaller 1.5cm in diameter. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.

installed in your home.

24. EnviroWorld is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

EnviroWorld shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

The foregoing is the complete warranty for Brilliant Quartz Surfacing Materials and supersedes all other warranties and representations, whether oral or written. Except as expressly set forth above, no other warranties are made with respect to Brilliant Quartz Surfacing Materials and EnviroWorld expressly disclaims all warranties not stated herein, including, to the extent permitted by applicable law, any warranty that may exist under national, state, provincial or local law including but not limited to any implied warranty of merchantability or fitness for a particular purpose.

This warranty gives you specific legal rights, and you may also have other rights which vary from country to country.

For more warranty questions, please contact us at www.brilliantsurfacing.com