



WISCONSIN GRANITE

QUARTZ | STONE | GRANITE | COUNTERTOPS + MORE

Dear Customer,

As you go through the presentation, please understand, this was created to help you understand the process and make sure you have the best outcome, not to overwhelm you. 😊

The staff at Wisconsin Granite is happy to answer any questions you may have after reviewing the presentation.



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Are you ready?

Template/Measure
Appointment


Countertops MUST be removed by the customer prior to measure/template appointment, unless contract states differently.
Cooktops must be disconnected prior to template if we are removing countertops for you.



Wisconsin Granite will leave if not ready for the template/measure scheduled appointment and your install date may change to the next available open date. Additional fees may apply if you are not ready for measure.

Items Required at Time of Template

If items listed aren't at jobsite during time of measure/template, ***an additional fee may be applied*** to your job. Wisconsin Granite may need to ***cancel your install date and reschedule*** when your items arrive, and we have availability.

- Sinks (inspect prior to template appointment: check for cracks and scratches) 

Day of Delivery: Open Box & Inspect Do Not Wait Until Measure Day

Damaged or cracked sinks could delay your installation and cause additional fees, inspect early to prevent delays.

- Faucets & soap dispensers
- Do you need an air gap?

Talk with your plumber prior to measure to know if you need a hole for an air gap.

- Cooktops (need to be disconnected if we are doing removal of your current countertops during your measure appointment).

- Farmhouse sinks must be set prior to template appointment (not fully installed- see next page for explanation)



Only applies if you have a farmhouse/cast iron sink:

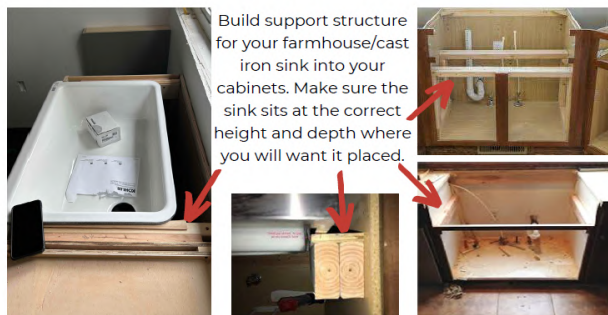
All About ... Farmhouse/Cast Iron Sinks - Learn more in The Wisconsin Granite Resource Guide

Pages 32-34

ALL ABOUT ... FARMHOUSE AND CAST IRON SINKS

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FARMHOUSE AND CAST IRON SINKS MUST BE SET IN PLACE PRIOR TO MEASURE - NOT FULLY SECURED. LEARN MORE ABOUT HOW TO ENSURE YOUR FARMHOUSE AND CAST IRON SINKS ARE READY FOR QUARTZ OR NATURAL STONE COUNTERTOPS.



Build support structure for your farmhouse/cast iron sink into your cabinets. Make sure the sink sits at the correct height and depth where you will want it placed.

Undermount and drop-in cast iron sinks require support to be added to the sink cabinet. Cast iron sinks are very heavy and mounting brackets do not work. In our experience, support brackets provided from the sink manufacturers are not strong enough and will sag or bow under the weight of the sink.



Make sure the sink is sitting just below the height of where the countertops will go, countertops extend over the edges of your sink. Use a level on the top and front face to make sure the sink is level and where you want it. Make sure your sink is level and to the proper height under the cabinet height.



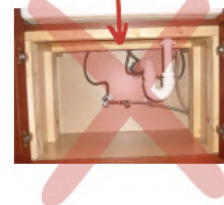
Make sure the sink flanges on the left and right sit back tight to the cabinets and the gap from the top to the bottom of the flange is equal. Push the sink all the way in.

Sink properly leveled out with cabinet. Sinks can be raised up but lowering is challenging if the supports were built too high.



Do not connect plumbing prior to install. Sink should be placed into the position you would like and leveled in the front and on top of the cabinets, but not secured in place. Wisconsin Granite will need the ability to slide the sink out and push it back into position during the countertop installation.

Plumbing cannot be connected, and the sink cannot be secured in place prior to install. No plumbing should be connected, and sink must NOT be secured prior to install of your countertops.



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34

When your countertops are installed, the stone will overhang your farmhouse sink and be glued to the sink. After installation of your countertops, wait 24 hours before connecting your plumbing to the sink, allowing the silicone to reach full cure.



Sink Plumbing Connections Must Be Disconnected

When to Disconnect?

Prior to Measure Appointment = if Wisconsin Granite is doing your removal of laminate countertops.

Prior to Installation or Removal Appointment = if you currently have granite, quartz, or solid surface and Wisconsin Granite is doing your removal. We typically remove your granite, quartz, or solid surface on the day of installation but sometimes set up a removal appointment prior to installation day. Have plumbing disconnected prior to our removal!

IMPORTANT – WAIT 24 HOURS – After installation to have your plumber reconnect your sink.

The silicone adhesive needs to dry for 24 hours after we complete your new countertop installation.



Decision Maker **MUST** be present for Template Appointment

- Decisions will need to be made at the template appointment on seam placement and layout of your project, decision maker must be present to discuss these with the WG employee doing the template.
- Customer will need to sign and approve the template in order to have fabrication begin.

**DECISION
MAKER**

APPROVED

Countertop

Seams

Joint Widths. Stone to-stone joints will be 1/16" (1.5 mm) minimum, 3/32" (2 mm) maximum, and uniform from stone to stone. Stone-to-cabinetry joints must be 1/8" (3 mm). Arris on top of the stone face may appear larger than the joint.



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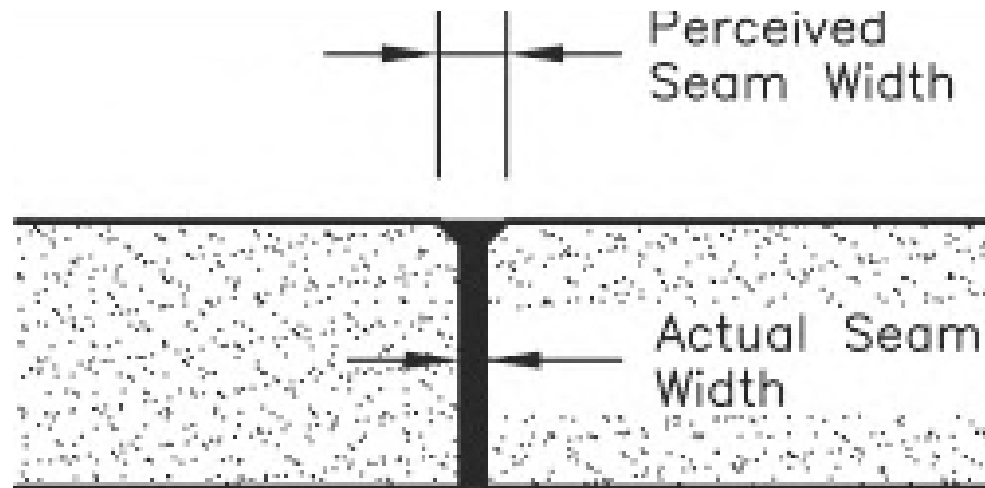


Countertop Seams



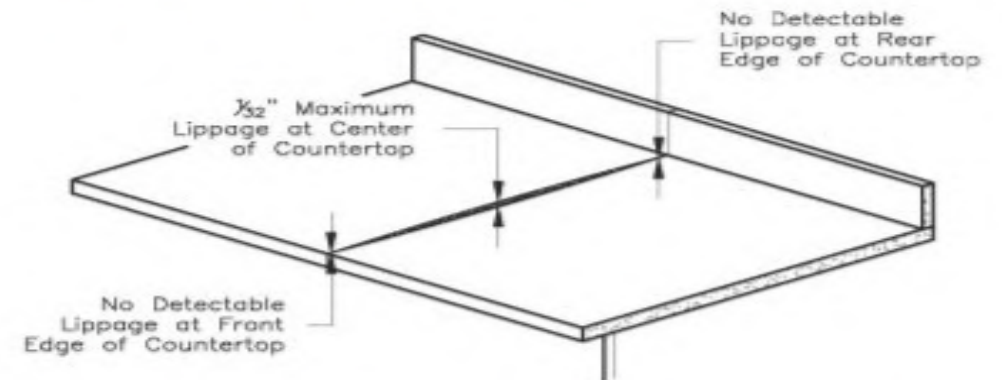
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Visual Accentuation of
Seam Width due to Arris
at stone edges

Lippage. In the stone industry, the term “lippage” refers to the unevenness of the



Allowable Lippage Due to Slab Warp
finished surfaces of two adjacent stone units. Due to the relatively tight seams used in countertop installations, even minor amounts of lippage are noticeable. Lippage may be unavoidable due to permanent warp in the stone.

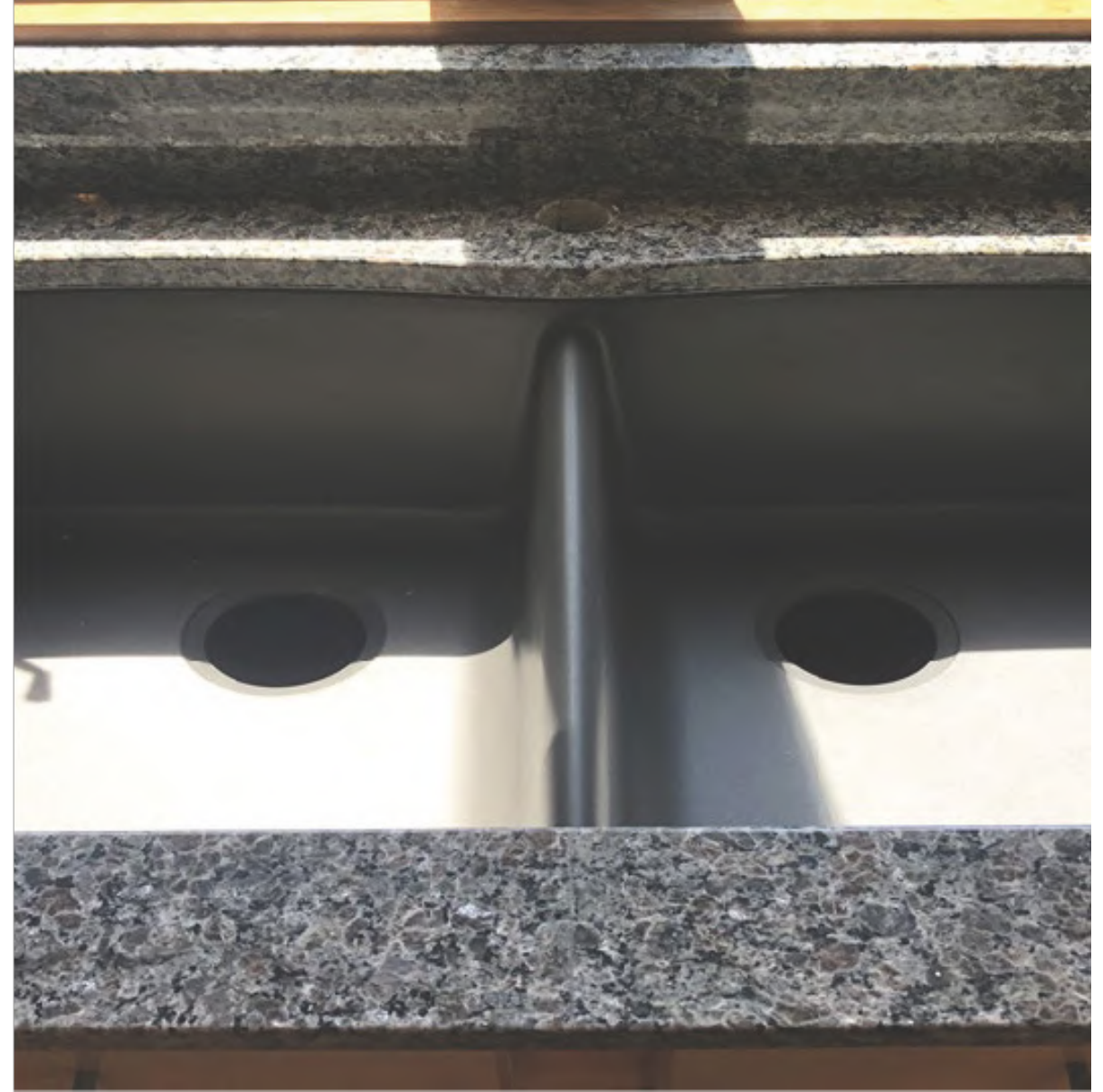


Seams

Sink Center Seams



Sink Center Seams

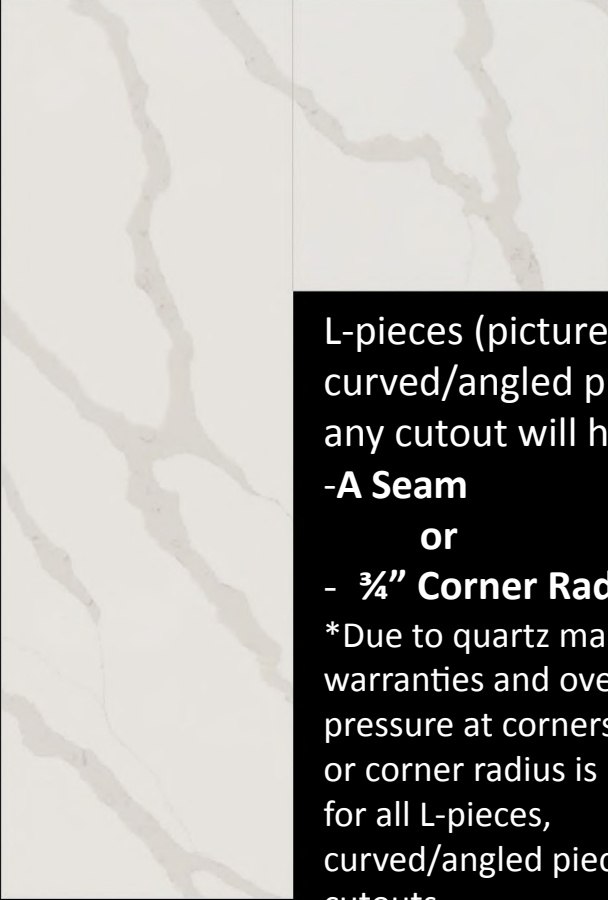


Inside Corner Requirements



Seamed

The diagram shows a top-down view of an L-shaped corner. Two rectangular pieces of light-colored stone with grey veining are joined at a 90-degree angle. A vertical line, representing a seam, runs from the top edge of the corner down to the bottom edge, separating the two pieces.



L-pieces (pictured),
curved/angled pieces and
any cutout will have:

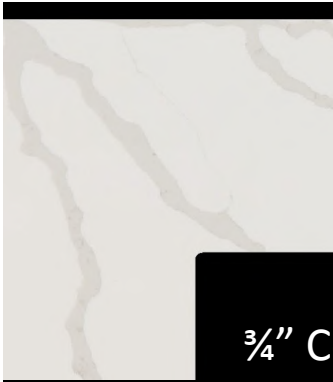
The diagram shows a top-down view of an L-shaped corner. Two rectangular pieces of light-colored stone with grey veining are joined at a 90-degree angle. A vertical line, representing a seam, runs from the top edge of the corner down to the bottom edge, separating the two pieces.

- **A Seam**

or

- **$\frac{3}{4}$ " Corner Radius**

*Due to quartz manufacture warranties and overall stone pressure at corners, a seam or corner radius is required for all L-pieces, curved/angled pieces and cutouts.



$\frac{3}{4}$ " Corner Radius

The diagram shows a top-down view of an L-shaped corner. The corner itself is rounded with a smooth, continuous curve. The stone has a light color with grey veining. The rest of the L-shape is solid black.

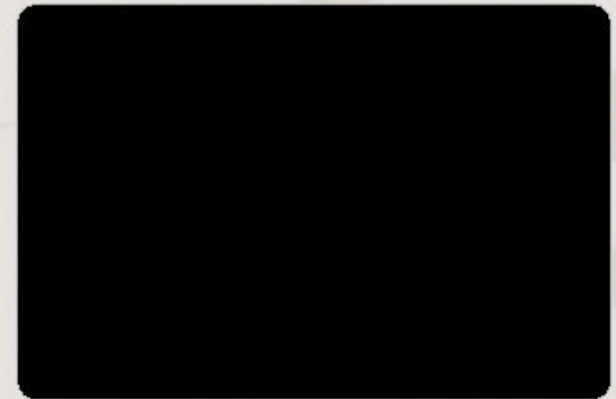
Cutout Corner Requirements

All cutouts require a $\frac{3}{4}$ " corner radius. If you request square corners, seams will be placed at each corner of the sink.

Cooktop Cutout – $\frac{3}{4}$ " Corner Radius



Sink Cutout – $\frac{3}{4}$ " Corner Radius



Install, Are You Ready?

Space Must be Ready for Install!

- All cabinets must be set and leveled by the customer ready for countertops within $\frac{1}{4}$ ".
- All areas must be cleared and ready for installers to remove old tops (if Wisconsin Granite is removing them). Stone countertops are very heavy, and crews need space to perform installs and access the area for install.
- Wisconsin Granite will not move items at a job site for liability reasons. All areas must be clear and ready for install. All pathways from our trucks to the work area must be clear, if items need to be moved Wisconsin Granite installers will ask the homeowner to move these items. If there is snow or ice on the pathway into the work site, it must be removed and de-iced.



NOT READY FOR INSTALL



NOT READY FOR INSTALL

- If Wisconsin Granite arrives on site and the room or access is not ready, we will leave the site and may charge an additional fee.
- If Wisconsin Granite must wait for the site to be cleared out, cleaned out, or prepared for install and Wisconsin Granite must wait, we may charge a fee per crew to wait. If your job has more than one crew, you may be charged an additional fee to wait.
- Make sure your site is ready for install and there are **no other contractors** in the rooms or entryways where we will be installing.
- If you will not be ready for install, contact Wisconsin Granite **48 hours** or more in advance to reschedule. Advance notice less than 48 hours could result in reschedule charges and delays to your install. Having a 1-day conflict does not mean that Wisconsin Granite can arrive 1-day later, Wisconsin Granite books our schedule for customers and we would reschedule your job at the next available opening.



These are ready for install

- These are examples of areas ready for install.





Move Items Prior To Install



Clear Snow



Job Site Access:-Moving Items In Your Home-Clearing Pathway Into Home

Customer is responsible to move items in home and clear pathway into home.

Wisconsin Granite employees will not move items in home due to liability for damages.

Empty your drawers or cover them

- During the installation process dust and debris will fall into the open drawers, if you do not want to clean out the drawers from dust or debris empty your drawers prior to Wisconsin Granite's arrival on your job site.

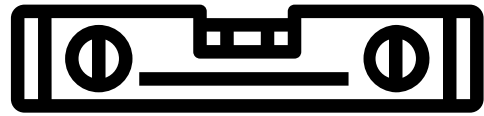


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Cabinets Must be Level



- It is the homeowner's responsibility to have level cabinets, Wisconsin Granite does not level cabinets. All cabinets must be level to 1/4" from end to end of the entire area.
- Stone surfaces are flat and will be leveled to provide you with level countertops, which will require the use of shims between your countertops and cabinets.
- Wisconsin Granite will level the countertop using shims on your cabinets, Wisconsin Granite is not responsible for unlevel cabinets or other related items being unlevel to the countertops such as tile backsplash, molding, outlets, etc.
- Homeowner is responsible to cover gaps after installation of countertops with molding or other techniques if they choose to, Wisconsin Granite is not responsible for gaps between your cabinets and countertops.

Learn More



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ALL ABOUT ...

UNLEVEL CABINETS

UNDERSTAND WHAT TO EXPECT IF UNLEVEL CABINETS ARE
NOT LEVELED PRIOR TO YOUR COUNTERTOP INSTALLATION

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A large gap between your countertop and cabinet can occur if your cabinets are unlevel. Shimming up to a 1/4" is common and frequently done to level countertops. The photo displayed represents a larger gap (more than 1/4") caused by unlevel cabinets. Wisconsin Granite will inform you if your cabinets are unlevel, giving you time to level them prior to your installation appointment. We cannot install seamed or L-shaped countertop pieces if cabinets are unlevel by more than 3/8", unless your countertop piece is a straight run and standard depth. If your countertops are 3/8" unlevel and you have either a seamed or L-shaped countertop piece, your countertops will need to be leveled prior to installation. Your install date may need to be moved to the next available time, if leveling your countertops cannot be achieved prior to your installation date.

***Per The National Stone Institute guidelines, cabinets should be leveled to 1/8" over 10 feet.**



At measure - laser shows unlevel cabinets greater than 1/4"

WHY ARE SOME
GAPS LARGER
THAN OTHERS?



Countertop set on highest cabinet, sitting flush on cabinet - no shims



Cabinet lower than starting point 1 shim needed



Continuation of cabinets unlevel 3 shims used



Countertop sitting on shims to level with highest cabinet



Lowest cabinet and most unlevel from the highest cabinet - several shims needed



Shim from bottom to
level your cabinets
prior to install arrival





Unlevel
Cabinets



Cabinet Level & Countertop Level



Cabinet Level & Countertop Level



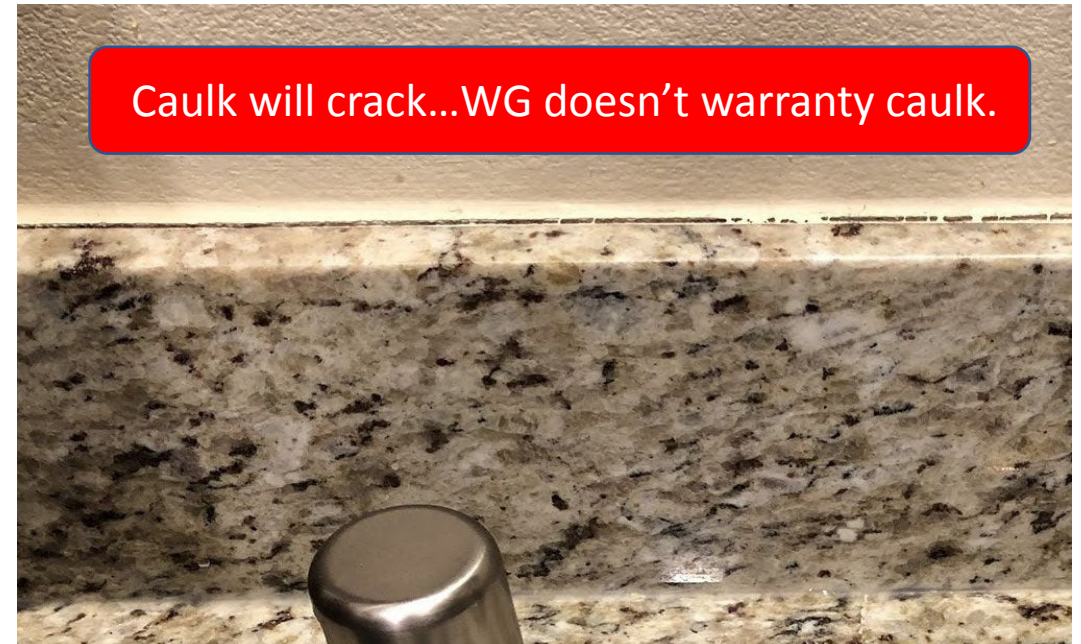
Wisconsin Granite will need to place shims to level your countertop. Unlevel cabinets will result in larger gaps between cabinets and countertops.



Unlevel cabinets can also result in cracking of stone or seams.

Caulk

- Caulk requires maintenance, it will settle and shift, and Wisconsin Granite will not warranty caulk of backsplash to walls.
- It is likely you will need to apply or touch up caulk every year, this is considered a maintenance item. As your home settles and shifts caulk will move and will need to be applied again. Wisconsin Granite can handle this for you but there will be a service charge to apply caulk again, there is no warranty on caulking after the installation.

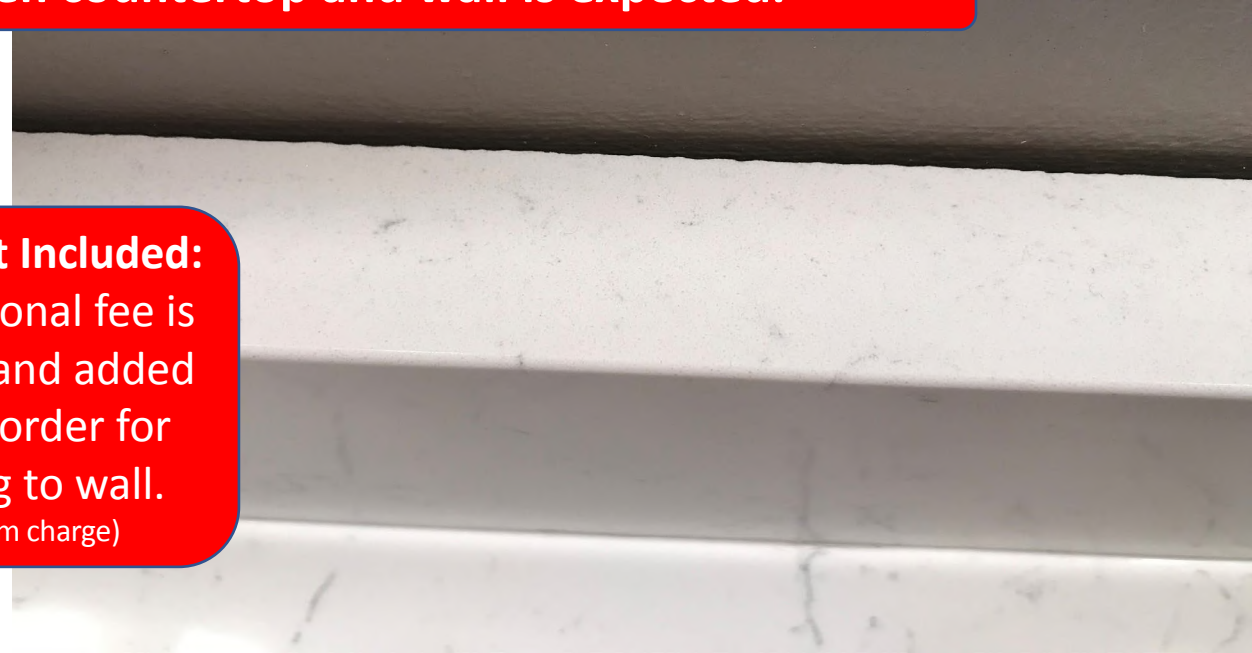


Caulk

Included: stone to stone caulking



Walls are not even, spacing between countertop and wall is expected.



Caulk Not Included:
An additional fee is
charged and added
to your order for
caulking to wall.
(per room charge)

**If your wall is bowed or
uneven, gaps may be
present behind your
backsplash.**



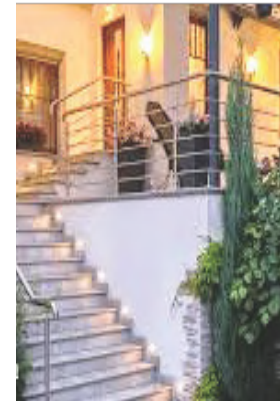
Access to Job Site

Extra labor charges may be applied to your project due to stairs, oversized pieces, 3 wall pinch, sharp corners, or access to your job site.

3 Wall Pinch - over 84 inches will require additional staff or special equipment to be used. An additional fee will be added to your order.



Difficult access, several stairs, or a large piece may require an additional fee. This will be determined and adjusted at the time of measure, if not before.



Decision Maker MUST be present for Installation

- Decision maker must be present during the install for the entire process. Unexpected items can come up that require feedback from the homeowner to decide so the install can proceed.
- Decision maker must be present for final approval of the job at completion and to provide final payment upon job approval.

**DECISION
MAKER**

APPROVED

Stone Is Heavy...Brackets May Be Needed

**Brackets installed by customer prior to template/measure appointment.
Unless contract states that Wisconsin Granite is installing.**

- Unsupported granite/quartz cannot exceed 1/3 of the supported top to a maximum overhang of 10" for Granite and maximum overhang of 12" for Quartz. If you have more than one side of overhang, it is likely that the corners will need a bracket. Discuss with your salesperson.
- Unsupported stone that is fragile cannot exceed an overhang of 6 inches.
- Wisconsin Granite offers brackets and installation of brackets for an additional fee. We have stock brackets but can also order custom brackets for non-standard designs.

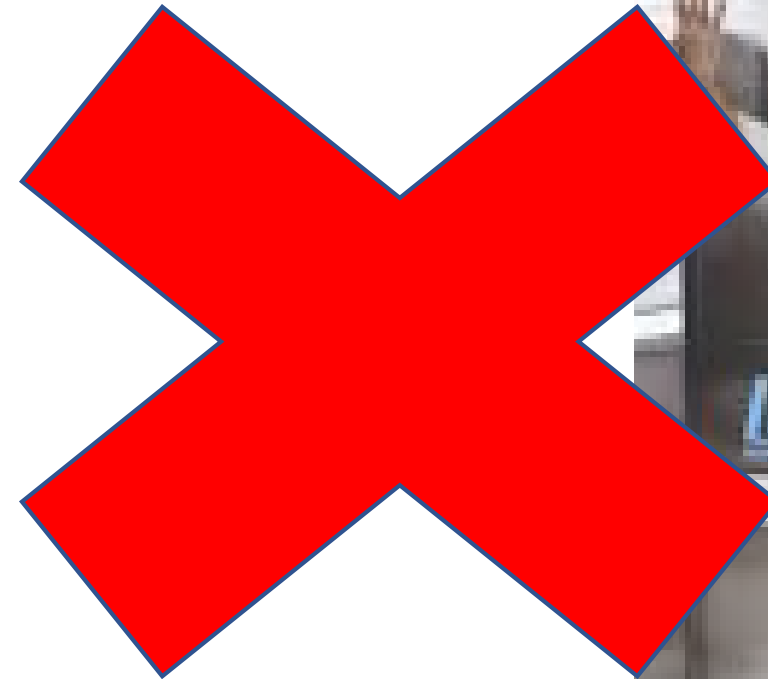
Discuss brackets with your salesperson at the time of signing the contract.

Don't let brackets delay your installation.



Wisconsin Granite's Contract States:

- 1. Moving of Appliances:** Wisconsin Granite will not move appliances. If Wisconsin Granite determines an appliance needs to be moved during the installation of your countertops, WG will require the customer to move the appliance. If a customer cannot move the appliance themselves and approves WG to move the appliance, WG is not liable for any damages such as but not limited to, damage to the appliance, floor, walls, and cabinets.



Incidental Damage

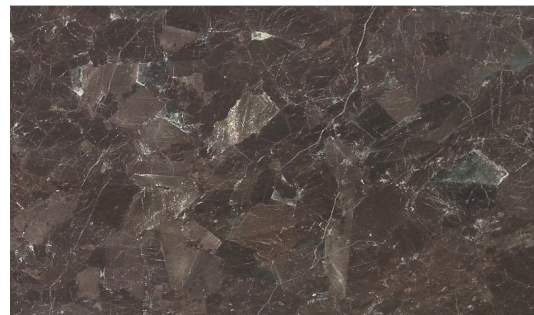
Care will be exercised during the countertop installation; however, scrapes, punctures, or dings to wall surfaces are possible, as are scratches and scrapes to cabinetry. In most cases, cabinets can be easily repaired with a cabinet touch up kit and drywall also easily repaired by the customer.

This is considered incidental damage and is the responsibility of the customer NOT Wisconsin Granite.



Natural Stone, Fissures, Rust, & Surface

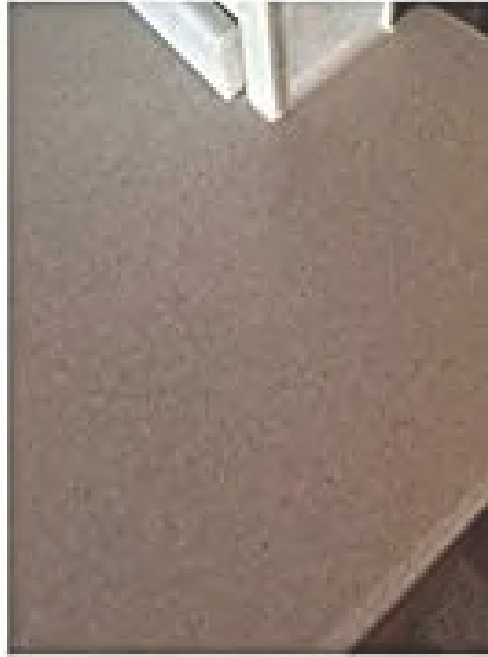
- Natural stone may have fissures (which may look like a crack), mineral deposits, or rough areas. The slab you pick is the stone we use. These are natural items in the stone, not faulty material.
- Examine your stone selection to ensure you are happy with your stone choice, these will be present in your countertops after installation.
- The stone you select is the stone WG uses, view your stone and review the surface to ensure you are happy with the stone that will be used in your project.
- Natural stone may also contain mineral deposits such as iron. Iron deposits can rust or have rust marks in or on the stone. Rust marks are not covered under warranty. There are products available to remove rust marks.



Crack & Chip Repair



BEFORE



AFTER



BEFORE



AFTER



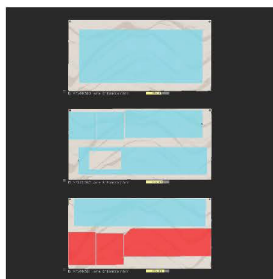
BEFORE



AFTER

ALL ABOUT DIGITAL LAYOUTS

Should you purchase a digital layout? It depends; if you have veined or patterned stone, Wisconsin Granite would suggest you buy a layout. You can view how your countertops will look installed by purchasing a digital layout.



LEARN
MORE



This information only
applies if you:

**Purchased a
digital layout,
and it shows on
your sale order.**

Laser Measure Done ✓ Now Programming Time!

After your laser measurement appointment, we will program your measurements to prepare for the digital layout.

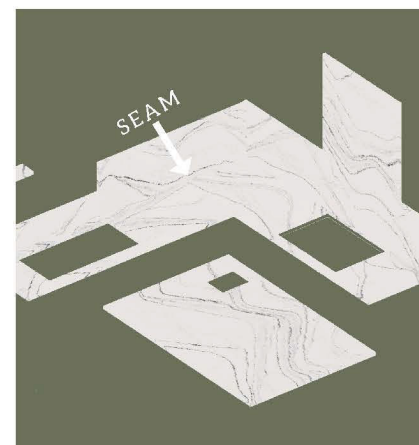
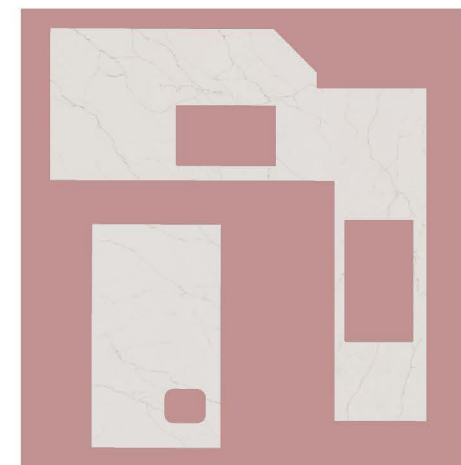
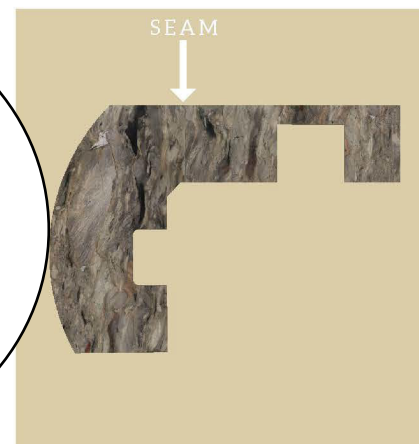
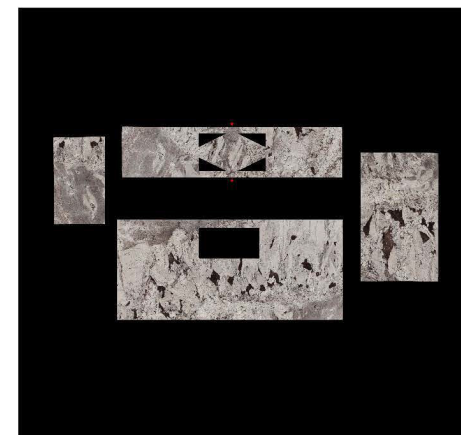
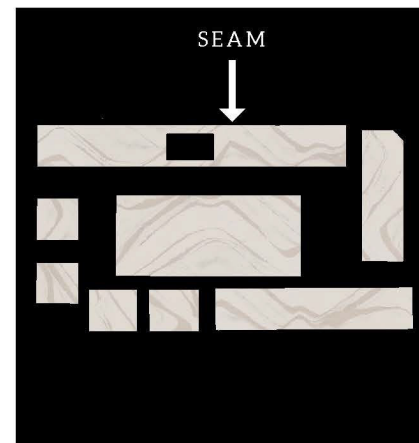
Photos 📷 of Slabs!

We will take photos of your chosen slabs on a large green screen. The slab photos are used to position your countertop pieces onto the slab, moving and shifting the pieces to create the best flow and design.*

Digital Layout Done! 💻 Email Sent!

We will email a digital picture of the completed digital layout. You will be able to review and approve the layout. We ask digital layouts to be approved within 24 hours of receiving them to keep your installation on schedule.*

*SIZE OF PIECES, THE SHAPE OF CABINETS, THE NUMBER OF SLABS PURCHASED, AND THE OVERALL FLOW OF STONE WILL AFFECT YOUR FINAL RESULT. FOR EXAMPLE, IN A U-SHAPED KITCHEN, THE FLOW MAY GO IN TWO DIFFERENT DIRECTIONS. IN FULL-HEIGHT APPLICATIONS, THE THICKNESS OF THE STONE WILL NOT ALLOW VEINS AND FLOW TO MATCH PERFECTLY.



Have additional questions, ask us!



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This information only applies if:

You have tile backsplash and do not plan to remove.

A frequently asked question we receive:

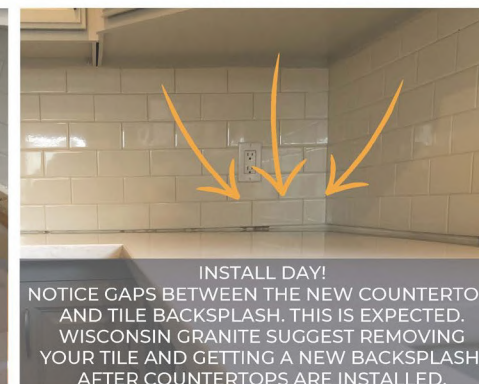
"Can I keep my tile backsplash and just get new countertops?"

Yes, you can BUT take a moment to understand what to expect.

- Your current countertops are likely shimmed, which would cause the installation of quartz or natural stone not to be flush with your existing tile backsplash, causing gaps. In addition, the thickness of your new countertops may be too wide. If there is not enough room between your cabinet and tile, your new countertops may not get installed on your scheduled date, and you would need to remove the tile prior to the installation. Sometimes this may not be known until we begin to install the new stone
- Your current countertop thickness differs from your new quartz or natural stone thickness, which would cause gapping and potentially not allow the new stone to fit in the space.
- Keeping your tile may also result in Wisconsin Granite not being able to level the countertop correctly if there is not enough room between the existing tile and your new countertop.
- Quartz and Natural Stone have to be level; we cannot install unlevel to line up with your tile backsplash.
- We cannot cut the backsplash to line up with your tile.

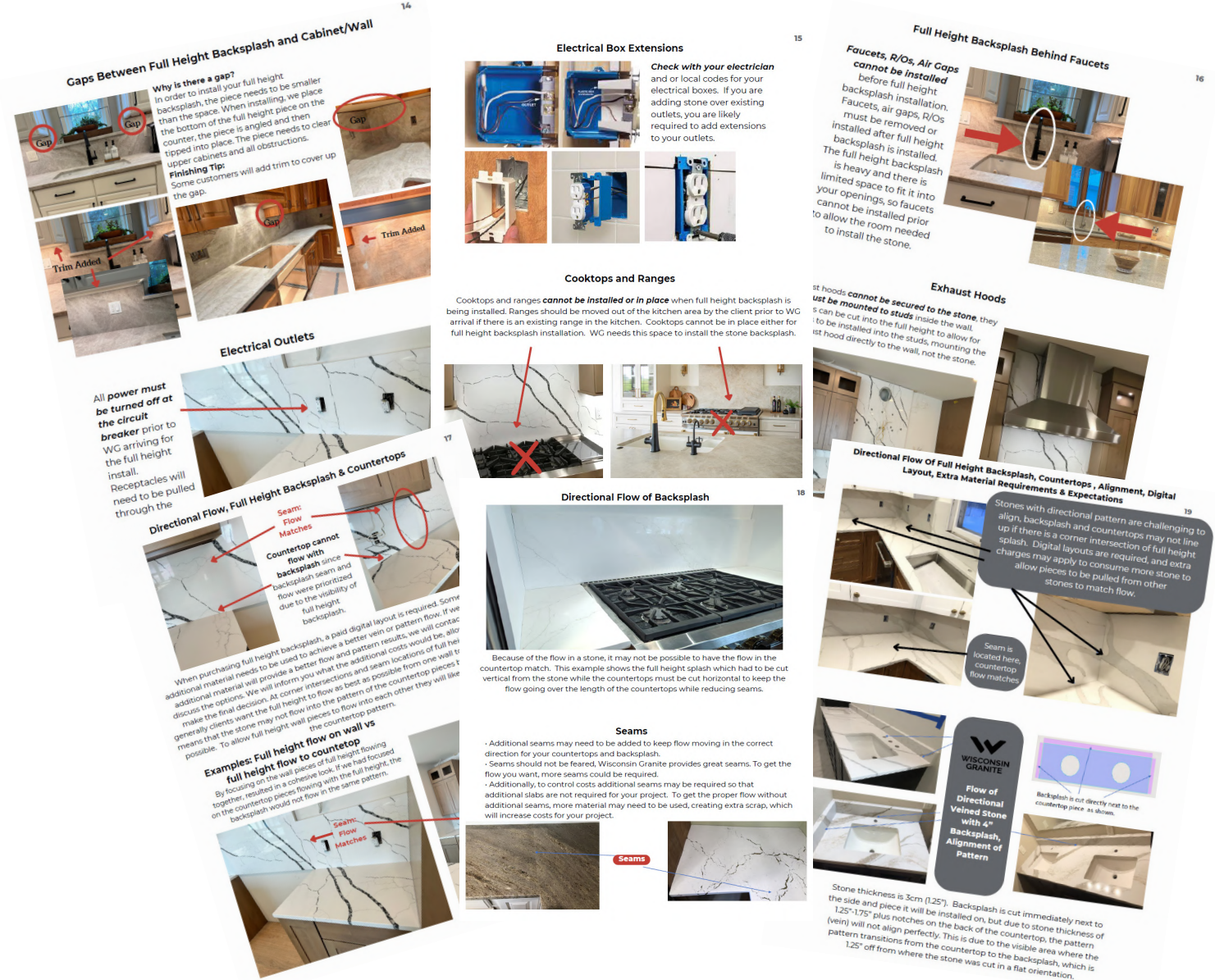
WHAT TO DO WITH THE GAP?
THERE ARE OPTIONS...INSTALL A TILE QUARTER ROUND PIECE TO COVER AND EVEN OUT THE GAP OR FILL THE GAP WITH TILE GROUT OR SILICONE GROUT.
FOR BEST RESULTS - REMOVE THE TILE AND INSTALL NEW

WHAT TO EXPECT IF YOU WANT TO KEEP YOUR CURRENT TILE BACKSPLASH



Only applies if you are having full-height stone backsplash installed:

Don't order full-height backsplash without viewing The Wisconsin Granite Resource Guide Pages 13-19



Add the extended warranty to your order today!

5-Year \$399 10-Year \$599

Easily avoid the sticker shock of countertop repairs.

Just one repair could be \$500 or more! Granite Gold Countertop Protection Plan covers what manufacturer warranties won't - the most common, accidental damages. For one low price, your countertop is protected for 5-10 years.

***No additional charges or fees and no limits on claims when accidents happen. Granite Gold will take care of the repairs for you.**

Not Covered: Shower, Tub Decks, Hearth, Fireplace

Wisconsin Granite includes a 1-year warranty on your order. The warranty applies to installation and materials which is non-transferable. Physical damage to the stone is not warranted.

Accidents happen, but you don't need to be stuck with expensive repairs; we offer the Granite Gold Protection Plan.



What's Covered?

Stone Types:

- Granite
- Quartz
- Quartzite
- Marble
- Slate
- Soapstone

Household Stains:

- Food and Beverage
- Oil
- Cosmetics
- Rust
- Human and pet bodily fluids and waste

* Not including perspiration, hair oils, or body oils.

Accidental Damage:

- Chipping, cracking, pitting, and scratches
- Etching (dulling of surfaces)
- Hard water marks and deposits
- Caulking, grout and joint expansion

* Not including heat damage to quartz.

Easily avoid the sticker shock of countertop repairs. Just one repair could be \$500 or more!

Granite Gold® Countertop Protection Plan covers what manufacturer warranties won't - the most common, accidental damages. For one low price, your countertop is protected for 5 or 10 years.

No additional charges or fees and no limits on claims when accidents happen - Granite Gold® will take care of the repairs for you.

Not Covered: Shower, Tub Decks, Hearth, Fireplace

Wisconsin Granite includes a 1-year warranty on your order. The warranty applies to installation and materials which is non-transferable.

Physical damage to the stone is not warranted.

Requesting Service Is Simple

1. File a claim online or by phone within 30 days of when damage occurred. Claims filed through Granite Gold® not Wisconsin Granite.
2. Granite Gold® team will process your claim and schedule an appointment for repair.
3. A Granite Gold® authorized stone technician will repair the damage at no additional cost to you.

Sign Up Required Prior To Your Measure Appointment

5-YEAR

\$399

10-YEAR

\$599

What to Expect

- Outstanding service and support
- Communication and guidance
- Competitive prices with great selection and options



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