



## 10-YEAR LIMITED PRODUCT WARRANTY

### **Residential Warranty Guidelines:**

The following warranty applies to you, the owner of a permanent residential installation of 909 Surfaces Collections (Foundation and or Prima) further referred to as 909. Basix International warrants to the original purchaser of these solid surface sheets and sinks to be free of manufacturing defects for a period of 10 (ten) years after initial installation. Basix International's liability under this warranty is to repair or replace, at its option, such product if it fails due to a product manufacturing defect (as determined by an authorized warranty service representative) under normal use according to our quality evaluation results.

The warranty does not cover any damage caused by:

- Improper fabrication, transportation, handling, or installation of the product purchased.
- Physical or chemical abuse, damage from excessive heat, or breakage not due to a defect in the manufacture of the product.
- Excessive heat means exposure to heat of such a degree that white marks, white rings or cracks appear on the product.
- Chemical abuse includes improper use of cleaning agents such as using bleach or drain cleaner on the product without prompt cleaning.
- 909 product which has been moved from the original place of installation.
- Vandalism or acts of nature.

Basix International will repair any area of the installation that has a manufacturing defect. If a repair is not possible, Basix International will replace the defective area of the installation. Basix International obligation to you is limited solely to repair or replace the 909 product purchased, including necessary reasonable labor charges which are determined solely by a Basix International representative.

You shall reasonably cooperate with Basix International or its representatives in their efforts to perform their obligations under these warranties.

This warranty covers seam performance but not appearance. Silicone seams are not covered by this warranty. This warranty does not cover any damage of 909 due to improper installation, used or maintained appliances which are either built into 909 or placed or stored on 909. If after, or during installation, you decide that you do not like the color you selected, replacement is not covered by this warranty.

This warranty is transferable up to 10 years to a new owner as long as that new owner submits the original proof of purchase.

**Warranty Claim Procedures:** To obtain service under this warranty, visit the Basix International warranty website at [www.basixwarranty.com](http://www.basixwarranty.com). Basix International must be advised in writing of the purported defect(s) prior to the expiration of the warranty period. The customer must furnish to Basix International the original fabricator or installer and proof of original purchase.

## Commercial Warranty Guidelines:

The following warranty applies to the original owner of the commercial installation of 909 Surfaces, (Foundation and or Prima Collections) further referred to as 909. Basix International warrants to the original purchaser of these solid surface sheets and sinks to be free of manufacturing defects for a period of 10 (ten) years from the date of purchase. **This a product only warranty, not a fabrication and/or installation warranty.**

**Basix International makes no express or implied warranty, including, without limitation, the warranties of merchantability, fitness for a particular purpose (even if that purpose is known to Basix International), or from any course of dealing or trade usage regarding 909 products.** Basix International shall assume no risk or liability for results obtained by the use of products covered by this warranty, whether used singly or in combination with other materials.

The warranty does not cover any damage caused by:

- Improper fabrication, transportation, handling, or installation of the product purchased.
- Physical or chemical abuse, damage from excessive heat, or breakage not due to a defect in the manufacture of the product.
- Excessive heat means exposure to heat of such a degree that white marks, white rings or cracks appear on the product.
- Chemical abuse includes improper use of cleaning agents such as using bleach or drain cleaner on the product without prompt cleaning.
- 909 product which has been moved from the original place of installation.
- Vandalism or acts of nature.

In addition, Basix International shall not be responsible for any damage or injury caused in whole or in part by climate, job site condition, architectural and engineering design, structural movement, acts of vandalism, accident, war, or defective or improper workmanship by the fabricator or installer or any laborer, or any other damage or injury not solely and directly caused by defects in products covered by the warranty.

If after, or during installation, you decide that you do not like the color you or your designee selected, replacement is not covered by this warranty.

The sole obligation and liability of Basix International under this warranty shall be to provide replacement product during the warranty period where an authorized warranty service representative determines that products contain material defects arising from the manufacturing of 909 Surfaces. It may be determined, solely at the discretion of Basix International or its service agent, that a repair will be performed instead of replacement product. It is understood that Basix International has no obligation whatsoever to perform such repair, but may, at its option, elect to do so. In such event Basix International or its service agent will perform the necessary repair, including cost of labor in the actual performance of the repair of product. Any other costs associated with or arising out of the repair will be the responsibility of the owner. Except for the foregoing replacement or repair obligations, Basix International shall have no liability for any other loss, damage or expense, arising out of or in connection with 909 or its installation. In no event shall Basix International be liable for special, indirect, incidental, punitive, consequential or any similar or other damages (including without limitation, damages for loss of business profits, business interruption or any other loss), whether or not caused by or resulting from the negligence of Basix International even if Basix International has been advised of the possibility of such damages.

You shall reasonably cooperate with Basix International or its representatives in their efforts to perform their obligations under these warranties.

Warranty Claim Procedures: To obtain service under this warranty, visit the Basix International warranty website at [www.basixwarranty.com](http://www.basixwarranty.com). Basix International must be advised in writing of the purported defect(s) prior to the expiration of the warranty period. The customer must furnish to Basix International the original fabricator or installer and proof of original purchase.

# GENERAL SURFACE CARE TIPS

Routine care and maintenance will keep products from 909 Surfaces looking new and as great as the day they were installed.

## ROUTINE CARE

Cleaning with readily available countertop cleaners will remove every-day dirt and stains. Stubborn stains can be removed with bleach, bleach-based cleansers or non-abrasive cleansers such as Soft Scrub®.

## DO NOT USE HARSH CHEMICALS

The surface can be damaged by harsh substances, including chemicals such as paint thinner, acetone based nail polish remover, drain cleaners and toilet bowl cleaners.

## PREVENT HEAT DAMAGE

As with all countertop materials, it is important to minimize direct heat exposure. High temperatures and abrupt changes in temperature can damage the surface. To prevent damage, always use hot pads or trivets under frying pans, pots and heat-generating appliances.

## REMOVING MINOR SCRATCHES IN SOLID SURFACING ONLY

Lightly sand in random, circular motion using ScotchBrite® or similar pads followed by light scrubbing with an abrasive cleanser or Soft Scrub®. Although lightly sanding with 220 or higher grit sandpaper can help to remove scratches, it is recommended that this only be performed by a solid surface professional.

## REMOVING MINOR CUTS

As with all countertop materials, you should not cut directly on your Basix International countertop. Always use an appropriate cutting board when cutting on your countertop. Although sanding with 220 or higher grit sandpaper can help to remove cuts in solid surface countertops, it is recommended that this only be performed by a solid surface professional.

# 909 SURFACES SINKS

## CLEANING

Clean your sink with readily available kitchen or bath surface cleaners. Soft Scrub® or abrasive cleansers with a sponge or ScotchBrite®pad may also be used periodically to remove residue.

## DISINFECTING

Fill your sink 1/4 full with diluted household bleach (1 part water/1 part bleach). Be sure to get some of the solution into the overflow opening to disinfect that area. Let the solution stay in the sink for 15 minutes, then wash sides and bottom as the solution drains. Rinse the sink with water.