

STONEEX Countertop Installation Instructions

Day Before Installation:

- Expect a call from your STONEEX installer to confirm the arrival time.
- A 30-minute arrival window will be provided, and you'll receive a text or email notification prior to arrival.

Preparation Before Installation:

1. Disconnect and Remove:

- Remove the old countertop, including sinks and appliances.

2. Schedule Additional Services:

- Arrange for a plumber and electrician after the installation is done.

Home Preparation:

- Noise and Dust Expectation:
- Installation may create noise and dust. Plan to minimize disruption.

Covering Areas:

- Cover entryways and vents to contain dust.
- Clear a path for easy access to the installation area and cover furniture and floors.
- Remove all items from cabinets.

Move Fragile Items:

- Relocate delicate items (lamps, vases, artwork) from the work areas.

During Installation:

- On Installation Day:
- STONEEX installers will arrive on time within the 30-minute window, equipped for the job.

Requirements:

- Have an adult over 18 present to make installation decisions.
- Keep children and pets away from the work area.
- Ensure your sink fits the base cabinet.

Installer Responsibilities:

- Installation Tasks:
- Install the countertop, placing seams for the best appearance.

- Install a standard backsplash; high backsplashes will be measured after the countertop is in place, with installation typically one week later.
- Clean the area, leaving it tidy.
- Provide care and maintenance guidelines for your new countertop.

Customer Security Information:

- To ensure a secure installation process, please verify the identity of the installers upon arrival. Look for identification from STONEEX and feel free to ask any questions regarding the installation.

Unexpected Site Conditions:

- The final estimate will generally reflect the actual site conditions. However, if unexpected issues such as water or termite damage arise, they may need to be addressed before installation can be completed. Additional labor may be required, and you may need to hire another contractor for necessary repairs.