



## GRANITE SHIELD

Floors, Tops, Walls, Kitchen,  
Baths & Halls  
We Seal It All!!!

### Granite, Natural Stone, Glass, Stainless Steel, Grout and Other Items Warranty Information

**Granite countertops:** The Granite Shield sealing process is under warranty for the lifetime of the sealed surface against staining to the surface. At the time of sealing the applicator should have sealed the entire surface including all granite edges such as around the sink and near stove. Should a countertop have a soap dispenser the soap dispenser would have needed to be removed by applicator to silicone around the hole (an extra charge.) Should there be any gaps between sink and granite the applicator should have recaulked sink area (an extra charge) or have homeowner do so. If any such staining occurs after the Granite Shield process has been applied, Granite Shield will repair and reseal the application surface at Granite Shield's expense. This warranty covers staining arising under normal usage and care in the natural stone with the Granite Shield sealing process for a lifetime of the surface from the date applied provided you are able to present a valid proof of payment and valid proof of application by an authorized Granite Shield applicator. A valid proof of purchase is an authorized Granite Shield applicator receipt specifying name, address, item sealed, sq. ft. sealed, date purchased, cost of item, showing full payment and paperwork that matches what the authorized Granite Shield applicator has provided the Granite Shield corporate office. Warranty is regarding repellency and to stop staining under normal conditions. Warranty does include exterior granite countertops such as outdoor BBQ's. This warranty is for granite countertops and not shower walls, flooring or sinks. Granite Shield for granite countertops is maintenance free meaning it never needs to be sealed again, granite cleaners, refreshers and or revitalizers are not needed and shouldn't be used. The countertop still needs to be cleaned and spills need to be wiped up within a reasonable amount of time, it's not self cleaning. Accidents do happen, spills happen but never cleaning or wiping up a spill is abuse.

For glossy granite sealed with the Granite Shield process no specific cleaner is recommended. The Granite Shield process has made the countertop glass like and should be cleaned how a glass table or window is cleaned. Over the counter granite cleaners or polishers aren't recommended or needed. Soap and water shouldn't be used because it can leave a dull, smeary, lifeless mess on your granite but can be corrected with denatured alcohol. Harsh chemicals such as Goo Gone, Ajax, Comet, CLR, or Lime-Away should never be used on granite or any type of natural stone. After installation of the Granite Shield sealing process harsh chemicals such as lacquer thinner should not be used to clean. When cleaning your glossy granite sealed with the Granite Shield process think of your granite as glass. For glossy granite sealed with the Granite Shield process cleaners such as Windex ammonia based cleaner, Clorox bleach wipes, denatured alcohol or a 50/50 solution of denatured alcohol and water with a clean microfiber towel is the best over the counter cleaners and the preferred cleaner is Granite Shield's Granite Kleen and Kleen N Shine with a clean microfiber towel. A clean microfiber towel on granite should always be used instead of a paper towel or terry cloth. An occasional cleaning around the faucet area on the surface may need to be cleaned with a non abrasive cleaner such as Granite Shield's Silicabright from not wiping up water leaving a residue when washing hands. For honed granite a neutral stone cleaner and not required but should use Granite Shield's Kleen N Shield cleaner and white terry cloth towel.

**Granite for swimming pools:** Warranty for granite used by or in swimming pools has a limited 1 year warranty due to the Ph level in water in pools and the granite must be cleaned periodically and maintained with Granite Shield's Kleen N Shine Repellent cleaner.

**Natural stone countertops:** Natural stone countertops such as marble, travertine and limestone have a lifetime warranty for repellency, etching of the stone is not under warranty. Countertop is to be cleaned periodically with Granite Shield's neutral pH stone cleaner Nustone Kleen. Countertop is to be maintained at least once a month with Granite Shield's Kleen N Shield or Granite Shield's Kleen N Shine can also be used to bring a shine to the countertop.

**Man-made countertops:** Lifetime warranty for interior countertops such as quartz and solid surface acrylic. Man-made countertops are not meant for exterior and Granite Shield will not warranty man-made countertops for exterior use. *Does not include concrete.*

**Calcite based stones:** Etching of calcite stones such as 2 known granites Absolute Black (gray spots or gray rings) and Blue Bahia (Bahia family) and marble/travertine/limestone due to acidic liquids and alcohol is not covered under warranty. Liquid including water with a lower pH level lower than 7 is considered acidic. Calcite based stones sealed by Granite Shield are under warranty regarding repellency and staining, not etching. Calcite based stones sealed by Granite Shield will reduce the etching on your marble



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and travertine up to 80% and Granite Shield has etch removal polishes which take about 5 minutes to remove an etch or repolish. Acidic juices, alcohol including red wine and vinegar can etch your marble and travertine if it is left unattended on your stone surface. Spills should be wiped up immediately on calcite based stones to prevent etching. Granite Shield applicators will be able, for a fee, remove etches in your stone. In most areas we offer full restoration services to our customers.

**Flooring and grout:** Flooring is under warranty for 10 years from the time of application, 5 years at 100%, years 6-10 are prorated. Expected wear will vary depending on hardness and texture of surface, type of area, surface wear, frequency and type of maintenance products used. Extreme weather conditions, harsh cleaning methods including Tilex and high-alkaline, acidic or solvent-based cleaners will affect wear. Granite Shield does not warranty against dirt and soil accumulation on floors. Regular cleaning will be needed to keep floors and grout looking new. Clean only with neutral stone cleaner and for longer wear use Granite Shield's Kleen N Seal Rejuvenate cleaner. For Heavy duty cleaning use Granite Shield's Kleen N Shield. Flooring and grout sealed by an authorized Granite Shield applicator must be cleaned with a neutral stone cleaner and cleaned at least once a month with Granite Shield's Kleen N Seal Rejuvenate cleaner for warranty to be valid. An occasional cleaning with Granite Shield's Kleen N Shield. When washing floors, flooring and grout must be dried with a white terry cloth towel otherwise can leave dirt on the surface, streak from water or leave a residue.

**Natural stone shower walls:** Natural stone shower walls sealed by an authorized Granite Shield applicator has a 3 year warranty but must be maintained with a neutral stone cleaner and at least once a month cleaned with Granite Shield's Kleen N Shield cleaner for warranty to be valid.

**Glass, stainless steel, porcelain and sinks:** Glass, stainless steel and porcelain is under warranty for 5 years from the time of application. Glass, porcelain and stainless steel needs to be cleaned with the non abrasive cleaner Silicabright and non abrasive cleaning pad at least once a month along with Granite Shield's Kleen N Shine Repellent cleaner for warranty to be valid. Recommended cleaners are Granite Shield's Silicabright, Granite Kleen and Kleen N Shine. Do not use oil or mineral oil to clean stainless steel it causes fingerprinting and will void the Granite Shield warranty. Porcelain needs to be cleaned with a non abrasive cleaner such as Soft Scrub or Silicabright and non abrasive cleaning pad at least once a month along with Granite Shield's Kleen N Shine Repellent cleaner for warranty to be valid. The warranty is regarding repellency and to be easier to clean and not for staining. Includes porcelain toilets and sinks and sinks such as real granite, composite granite and engineered stone.

**Exterior stone:** Exterior stone other than natural stone countertops sealed by an authorized Granite Shield applicator has a 3 year warranty but must be maintained with a neutral stone cleaner and at least once a month cleaned with Granite Shield's Kleen N Seal Rejuvenate cleaner for warranty to be valid. An occasional cleaning with Granite Shield's Kleen N Shield for added long term protection.

**Exterior Concrete:** Concrete sealed by an authorized Granite Shield applicator has a 3 year warranty. An occasional cleaning with Granite Shield's Kleen N Shield for added long term protection.

### To obtain warranty service

**Original owner:** The original purchaser must submit a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax to the Granite Shield corporate office once job has been completed. The original purchaser must submit a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax to the Granite Shield corporate office before a warranty can be approved and performed.

**Secondary owner:** The original purchaser must provide secondary owner with a copy of this signed warranty and valid proof of purchase. Original purchaser must have submitted a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax for transfer of the Granite Shield warranty to be active with the Granite Shield corporate office for secondary owner warranty to be active.



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### **What to do if it is believed there is a warranty**

Contact the Granite Shield corporate office via mail, email or fax with a written detailed explanation of if you were present during the seal job the steps of the process the applicator did, what has been sealed and color, what has occurred, cleaning products you have and are currently using and photos. As much detail the corporate office can have the better to determine the problem. Include a copy of the Granite Shield warranty card, Granite Shield customer worksheet and valid proof of payment. You must keep original proof of purchase for a valid warranty service.

Granite Shield  
Toll Free: 877-477-3254  
Fax: 951-344-8264  
Email: GraniteShield@Hotmail.com  
18451 Collier Ave. Unit D  
Lake Elsinore, CA 92530

Once warranty is approved the Granite Shield corporate office will send out the applicator and/or company that did the sealing.

### **Warranty does not cover:**

1. Defects that occur naturally in natural stone.
2. Abuse, neglect, misuse, vandalism or lack of proper care and maintenance.
3. Dissatisfaction with natural characteristics for natural stone including but not limited to color, veining, quartz, mineral deposits, water lines, pits, fissures, loss of gloss or discoloration due to cleaning products such as soap and water, waxes, polishes etc. Food particles left on stone.
4. Fracture of stone due to temperature change such as near fireplaces, stoves and placing pot and pans directly on to stone.
5. Granite and or marble cleaners, refreshers or revitalizers: Unfortunately due to the increasing popularity of natural stone many over the counter natural stone cleaners and polishers and online natural stone cleaners and polishers are popping up on the market and some are not safe for natural stone and can cause problems. \*Caution some over the counter cleaners and polishers that say they are granite and marble cleaners and polishers contain mineral oil, wax and/or silicone and should not be used on granite sealed with Granite Shield.\* Mineral oil left on granite (sealed or unsealed) long periods of time can change the color of the granite and discolor. Wax, plastic, acrylic and silicone can yellow, crack, peel or scratch and can leave a thin layer of film on your granite. \*Cleaning products that contain such ingredients will void the Granite Shield warranty. Cleaning products that contain silicone, plastic, acrylic, wax and mineral oil or any type of oil is considered abuse to natural stone and improper care and maintenance.\* If in areas where you clean your granite (sealed or unsealed) changes color or discolors may indicate it was caused by cleaning products. Baby oil is mineral oil, baby oil shouldn't be used to clean granite or any type of natural stone.
6. Non Granite Shield sealers used to seal by authorized Granite Shield applicator.
7. Use other sealers that are not Granite Shield sealers after sealed by an authorized Granite Shield applicator.
8. Applicator that performed the service but never submitted the required paperwork to the Granite Shield corporate office to register the seal job.

### **For the warranty to be complete**

For the warranty to be registered the Granite Shield applicator must provide documentation that is required to the Granite Shield corporate office for the warranty to be registered which includes a signed copy of this warranty. The warranty will not be considered registered and can not be activated until the Granite Shield applicator turns in his/or her required documentation. The customer must complete the warranty registration for the warranty to be activated by fax, email or mail a copy of the Granite Shield warranty card along with a Granite Shield customer worksheet receipt so the warranty will be in effect with the Granite Shield corporate office.

### **Should a stain be unable to be removed from a granite countertop:**

Granite Shield will replace granite countertop should the Granite Shield sealing process fail and a stain is unable to be removed as determined by an authorized Granite Shield inspector provided there was no abuse, neglect, misuse, vandalism or lack of proper care and maintenance.





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## Granite Shield Permanent Sealer Warranty Registration card - Please Print



Applicator's Company Name \_\_\_\_\_ City \_\_\_\_\_ St \_\_\_\_\_  
 Applicator's Name \_\_\_\_\_ Applicator's Phone Number \_\_\_\_\_  
 Customer Name \_\_\_\_\_ Phone Number \_\_\_\_\_  
 Customer Address \_\_\_\_\_ City \_\_\_\_\_  
 St \_\_\_\_\_ Zip \_\_\_\_\_ Sign \_\_\_\_\_  
 Date Sealed \_\_\_\_\_ Customer Provided with Itemized Receipt? \_\_\_\_\_  
 Customer Provided with Warranty & Cleaning Instructions? \_\_\_\_\_  
 What was sealed: Granite Counters  Marble Counters  Glass  Flooring   
 Stainless Steel  Shower Doors  Shower Walls  BBQ Island  Cement   
 Other  Location Sealed   
 Total Amt Paid \$ \_\_\_\_\_ Customer's Signature \_\_\_\_\_

GRANITE SHIELD WARRANTY CARD: Sealed after 4/1/11. The Granite Shield process for granite countertops is under warranty for the lifetime of the sealed surface against staining to the surface if applied by an authorized Granite Shield applicator. Flooring is under warranty for 10 years from the time of application, 5 years at 100%, years 6-10 are prorated. \*\*\*Etching of calcite stones such as 2 known granites Absolute Black and Blue Bahia and marble/travertine/limestone due to acidic liquids and alcohol is not covered under warranty.\*\*\* For the warranty to be registered the Granite Shield applicator must provide documentation that is required to the Granite Shield corporate office. Within 30 days of sealing completion customer must go to [www.GraniteShieldOnlineWarrantyRegistration.com](http://www.GraniteShieldOnlineWarrantyRegistration.com) to register warranty with the Granite Shield corporate office. The customer to complete the warranty registration for the warranty to be considered activated must within 30 days of seal job completion fax or email this completed warranty card, a copy of the Granite Shield customer receipt (customer proof of purchase listing what was sealed, location & sq. ft.) so the warranty will be in effect and activated with the Granite Shield corporate office. Fax number: 951-344-8264 By turning in this warranty card customer acknowledges they have read the warranty and cleaning procedures that are also available to view anytime at [www.GraniteShield.com](http://www.GraniteShield.com). This is a warranty certificate not warranty information. Granite Shield will replace granite countertop should the stain be unable to be removed as determined by an authorized Granite Shield inspector provided there was no abuse, neglect, misuse, vandalism or lack of proper care and maintenance. Granite Shield is a registered trademark.

Applicators are independent contractors and not employees of the Granite Shield corporate office.

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