



Installation Guide



This document is a guideline to ensure that your kitchen is ready for your new worktops to be fitted. Please ensure that all the following points are complete so that there are no issues on installation.

PLEASE NOTE, FAILURE TO FOLLOW THESE GUIDELINES MAY RESULT IN DELAYS IN THE INSTALLATION OF YOUR WORKTOPS & RESULT IN ADDITIONAL CHARGES FOR ANY CALLBACKS

- **Sign off**

On the day of installation, we need you or someone authorized to sign off on the installation on site e.g. Builder, kitchen fitter, partner, parent etc.... (Installations can take from 1.5 – 3 hours). If you cannot be present to sign off, any issues noticed after the installers leave should be notified to us by email within 24 hours. An approximate timeframe will be given the day before the appointment. Due to the nature of the job delays can occur and sometimes our installers will be running late. The person present on site will be responsible with signing off on all aspects of the installation and should make aware to the installers any issues they have.

- **Parking & access.**

Our installers will need parking available close to or on site for a large van (**Remember**, stone is heavy and for safety we try to minimize the distance our installers have to carry stone to the job site). Please ensure this is available along with any permits required. Please ensure there is safe & clear access to the property i.e. no skips or scaffolding in the way. If clear and safe access is not available our installers can decide it is unsafe to proceed. Other trades that are working in the path to the job site i.e. driveway, hallway etc.... will need to vacate the area while installation is taking place.

- **Appliances**

- i) All appliances which are to be fitted in or require a cut out in the worktops must be on site. This includes but is not limited to sinks, hobs, pop-up sockets & taps. Any appliance which our surveyors took back with them will be returned to site.
- ii) Belfast, ceramic, composite and quartz sinks must be in the final position, fitted or rebated into the carcass with all necessary supports in place. If they are not in place, someone must be present to lift and fix these in place. Our installers are not responsible for installing or carrying these fixtures into the final position needed to get the measurements required. This is your kitchen companies responsibility.
- iii) Range cookers must be installed in the final position with all necessary documents relating to installation and clearance gaps required.
- iv) Where backsplashes or full wall cladding are required cooker hoods and all wall mounted units & panels must be installed unless advised otherwise by our surveyor.
- v) Any sinks, taps, hobs, pop up sockets or wall mounted sockets (in cases of full wall cladding) should be disconnected and made safe by a qualified professional. If our installers arrive on site and any of the above are still connected and/or not made safe and cause obstruction to the worktops being fitted, then the installation may not take place.

- **Wall cladding, backsplashes & shelves:**

In some circumstances with wall cladding and backsplashes it is a requirement to remove pelmets and/or gables to allow a tighter finish. This will be advised to you by our surveyor and will need to be completed before our installations team arrive. If it has been requested that a socket needs to be moved this needs to be completed before we arrive. All sockets which are to be placed in the stone need to be disconnected and made safe. Granite Tops are not responsible for providing grounds/support for stone shelves.

- **Wall finishes and decorating**

Plastering which has taken place after templating can result in worktops not fitting correctly. If this has occurred, you must notify the office immediately as a new template may be needed. If our installers arrive on site and plastering has taken place after survey, then fitting may not take place due to stone not fitting correctly. Fitting of glass, steel or tile backsplashes or any painting and decorating work should be carried out after installation of worktops. Due to the heavy nature of stone we will not take responsibility for any marks or damage done to painted & finished walls.

- **Base units**

- i) All base units be fixed together and secured to the wall and level in their final position. Island units need to be fully built, assembled, squared off and in position. **In the case of 12mm porcelain/ceramic materials all base units must have full sub tops and adequate support as advised by our surveyor.**
- ii) All end panels must be fitted to ensure correct overhangs can be added.
- iii) All appliances without a base unit which are fitted beside another appliance must have a 18mm panel between them. Where an appliance such as a dishwasher or washing machine is installed beside a full height end panel a baton or appropriate support must be installed level with the height of the base units. It is not the responsibility of Granite Tops to carry out work required to cabinetry to ensure necessary support for the stone.
- iv) Cabinet doors should be installed or be available on site for reference to determine appropriate overhangs. True handleless kitchens (those with a rail system) should have the rail and all doors fully installed.

- **Temporary & existing worktops, tiles & window boards**

- i) All temporary or existing worktops need to be removed in full from the base units.
- ii) Where tiles are present and being removed (fully or partially), these must be removed before installation.
- iii) If you have ordered a window board and there is an existing wooden/tile/plastic etc...one in place this must be removed before installation.

- **Working area**

The area in which the installation is to take place should be free of all obstructions such as uninstalled appliances, tools, general clutter etc... The worksurface where the stone is to be installed must be cleared of any obstructions such as plug in appliances (kettles, toasters, microwaves), temporary/existing tops or dust sheets covering the units. Due to the weight of stone we request that any tradesperson (painter, electrician, plumber etc...) leave the area where installation is taking place for the duration of the installation so as not to hinder or obstruct our installation team.

Additional notes:

- **An additional call out charge of €200 will be charged if the above guide is not followed and we cannot carry out the installation. If there is any aspect of this guide you are unsure of please email info@granitetops.ie and we will be happy to clarify and explain the points in more detail.**
- **The decision to abort an installation call for safety reasons is at the discretion of the installers on site. Management will not override the decision made by the installer not to fit for safety concerns. Decisions to abort an installation call for other reasons will be jointly made by installers and management.**
- **After installation it is common for a fine layer of dust to settle on your worktops 24 hours after.**
- **After the installation is completed, our installers will go through care & maintenance with you and leave you a bottle of cleaner. If you are unsure of any details, please email or call us and we can explain in more detail.**
- **Sinks must not be plumbed for at least 12 hours after installation to allow time for sealant to cure.**
- **Installing cladding in some circumstances may result in an additional days measuring & fitting.**
- **Jobs with extra detail such as profiled edges, recessed drainers etc... take longer production time and are not subject to standard production timeframes. This will be advised to you by our production team**