



Official LIFETIME No-Stain Warranty

Qualifying Hard Surfaces for Lifetime Warranty:

Nominal 2CM and 3CM or greater thickness granite (all finishes), marble, travertine, quartzite, and slate, treated with the Granite Shield® process receive the below detailed Granite Shield® Lifetime Warranty for residential interior and exterior use and commercial business interior and exterior applications.

Exclusions, limitations, and/or requirements apply for “engineered” quartz slab media, concrete, concrete-matrix slab media, natural stone slab flooring, shower enclosures, tile and grout and pool areas. Refer to this warranty for full details.

Granite Shield® is under warranty for the service life of the natural stone against staining to the surface. If any such staining occurs after the Granite Shield® process has been applied, Granite Shield Inc. will repair, or replace, and reseal the application surface at Granite Shield Inc.’s expense. Replacement of a stained segment will occur at Granite Shield Inc.’s own discretion. This warranty covers staining arising under normal usage and care in natural stone with Granite Shield® for the lifetime of the surface from the date of an authorized application, provided the warranty holder is able to present a valid proof of ownership and validated application by an authorized Granite Shield® applicator. See Official Warranty Registration Card, presented with your authorized application for documentation requirements.

The Granite Shield® Lifetime Warranty is not limited to food and beverage staining and includes all natural stone species in residential, commercial, and exterior environments.

The Granite Shield® Lifetime Warranty is fully transferrable at any time.

Granite Shield Inc. will replace a stained segment at their own discretion should the Granite Shield® sealing process fail and the resulting stain cannot be removed. A site inspection must first be conducted by a Granite Shield Distributor or other approved representative to assist in determining there were no instances of abuse, neglect, misuse, vandalism or lack of proper care and maintenance.

Tile backsplashes, plumbing disconnect and reconnect, and other materials or labor may not be covered.

Warranty exclusions:

1. Defects that occur naturally in natural stones, including but not limited to pitting, fissures, or mineral clouding.
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, or build-up from water, waxes, or polishes.
4. Fracture of stone due to thermal shock or trauma received to the stone such as walking or sitting on a surface or other actions resulting on excessive pressures being exerted on the stone.
5. Etching. Etching may occur on marble, travertine, onyx, limestone, and 2 known calcite granites (Absolute Black and Blue Bahia) and is not covered under any Granite Shield® Warranty. Etching may result on these stones or stone species with exposure to acidic liquids, vinegar, and alcohols.

Etching may be reduced up to 80% on natural stones treated with Granite Shield® when maintained with select Granite Shield® care and use products



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Pool Areas: Natural stones treated with Granite Shield® in pools and/or pool areas receive *a limited one (1) year warranty against staining* due to inconsistent chemical Ph levels of the water.

Kleen N Shine™ is required for monthly use (even in off seasons) on natural stones installed in these areas and is recommended for continued use after warranty expiration. Non-transferrable. See also “warranty exclusions” for limitations.

Shower Enclosures: Natural stones and other hard surface media treated with Granite Shield® in showers receive *a limited three (3) year warranty against staining*. Warranty covers enclosures made of natural stone and/or tile and grout.

Kleen N Seal™ rejuvenate cleaner is required for monthly use on natural stones installed in these areas and is recommended for continued use after warranty expiration. Non-transferrable. See also “warranty exclusions” for limitations.

Concrete: Concrete treated with Granite Shield® in interior or exterior applications receive *a limited three (3) year warranty against staining*. Driveways, automotive oils and other mechanical use lubricants are excluded. Concrete stain repellency is limited to food and beverage on decorative and recreational work surfaces.

Kleen N Seal™ rejuvenate cleaner is required for all “routine” cleaning use on all concrete and is recommended for continued use after warranty expiration. Non-transferrable. See also “warranty exclusions” for limitations.

Glass, Stainless Steel, and Porcelain: All surfaces, fixtures, and countertops made from glass, stainless steel, and porcelain receive *a limited five (5) year warranty against staining*. Warranty covers staining from food and beverage, staining from soap scum, and staining resulting from hard water minerals.

Kleen N Shine™ cleaner is required for monthly use on glass and porcelain and is recommended for stainless steel. Granite Shield Inc. also recommends the use of Kleen N Shine™ on glass, stainless steel, and porcelain treated with Granite Shield® after warranty expiration. Non-transferrable. See “warranty exclusions” for limitations.

Tile and Grout Flooring: Flooring of natural stone or ceramic tiles and grout receive *a limited ten (10) year warranty against staining* in residential and commercial applications. The limited 10 year warranty covers staining, years 1 – 5 at 100% with years 6 – 10 being prorated.

Kleen N Seal™ rejuvenate cleaner is required for monthly use on flooring treated with Granite Shield® and is recommended for continued use after warranty expiration. Dirt accumulation is not covered under this warranty. Routine cleaning between the monthly use of Kleen N Seal™ should use a neutral stone cleaner when floors are made from natural stone slab or tiles. Routine cleaning of ceramic flooring should be cleaned with non-abrasive tile cleaners that are low alkaline, non-acidic, and non-solvent based floor cleaners.

Non-transferrable. See “warranty exclusions” for limitations.

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Engineered Quartz Media: Engineered quartz media receive *a limited Lifetime Warranty against staining* under the same description as natural stones with the exception of outdoor uses. Engineered stones are not designed, manufactured, or intended for exterior use by their manufactures and therefore are not eligible for exterior warranty coverage of any kind by Granite Shield Inc. or their partners or affiliates. Concrete and concrete-matrix media does not qualify as an “engineered” quartz media.
100% transferrable. See “warranty exclusions” for limitations.

Care & Use:

Polished granite and Engineered Quartz Media treated with Granite Shield® do not require special care and use products. Soap and water should not be used because it can leave a dulling build-up on your granite. Most build up can be corrected with denatured alcohol and a clean micro-fiber towel. Harsh chemicals such as Goo Gone™, Comet™, CLR™, and Lime-Away™ should never be used on any natural stone surface. Granite Shield Inc. recommends ammonia based glass cleaners, “wipes” containing bleach, or a 50/50 mix of denatured alcohol and water with a clean microfiber towel for routine cleaning of polished granite. **Kleen N Shine™** by Granite Shield Inc. is the preferred cleaner as it does not contain chemicals that cause build up and has been formulated for natural stones treated with the Granite Shield® process. Always use a clean microfiber towel. Kleen N Shine™ is a Kosher Certified natural stone cleaner.

Honed and matte natural stones treated with Granite Shield® do not require special care and use products. Soap and water should not be used because it can leave a dulling build-up on your granite. Most build up can be corrected with denatured alcohol.

Harsh chemicals such as Goo Gone, Comet, CLR and Lime-Away should never be used on any natural stone species

Kleen N Seal™ rejuvenate cleaner and a white terry cloth towel is preferred for routine cleaning of these natural and engineered stone finishes.

Warranty Tranfers:

Secondary owner: The original purchaser must provide secondary owner with a copy of all documentation originally provided by the authorized Granite Shield® applicator at the time of treatment. This will include the signed warranty, valid proof of purchase. Original purchaser must have submitted a copy of this signed warranty, valid proof of authorized application (or valid proof of purchase), and warranty certificate (registration card). The Granite Shield Inc. corporate office must be contacted by the original warranty holder via phone, mail, or email with confirmation of the requested transfer of warranty ownership and all contact information including name and phone number of the new holder. Only the Granite Shield® Lifetime Warranty for natural and engineered stone surfaces may be transferred.
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What to do if it is believed there is a claim for warranty:

Contact the Granite Shield Inc. corporate office via mail, email or fax with a written detailed explanation of what has occurred, photos would be greatly appreciated. Include a copy of your Granite Shield® Lifetime Warranty card, Granite Shield® customer worksheet and valid proof of payment. You must keep original proof of purchase for a valid warranty service.

Warranty Claims and Transfers:

Granite Shield Inc.
Ph. 877-477-3254
Fax: 951-344-8264
18451 Collier Ave. Unit E
Lake Elsinore, CA 92530

To Schedule a Warranty Claim Site Inspection:

GS Delmarva Distributing
Ph. 302-547-7715
Fax: 443-709-2072
For MD, D.C., DE, VA & WV
www.GraniteShieldUSA.com

Customer Name (Please Print)

Date Sealed

Customer's Signature

Date, if different from above.

Customer Address (Please Print address where Granite Shield® was applied)

City: _____ State: _____ Zip: _____

Applicator Signature

Date