

**Product  
User Guide  
and  
Warranty**

DuPont™  
**MONTELLI®**  
SOLID SURFACES

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**MONTELLI®**  
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## DuPont™ Montelli® Warranty

Nothing in this warranty is intended to limit any condition, warranty, right or remedy available pursuant to any legislation or regulations of Malaysia except to the extent permitted under such legislation or regulations.

DuPont Company (Singapore) Pte Ltd warrants the following:

1. DuPont warrants to the owner of the original interior worktop or decorative DuPont™ Montelli® solid surface product (the "Montelli® Product"), that should the Montelli® Product fail due to any manufacturing defect for a period of ten (10) years from the date of initial purchase, that DuPont will, at its discretion, replace or repair the Montelli® Product.
2. This warranty does not cover products made by other suppliers.
3. This warranty does not apply to defects in the installation or fabrication of the Montelli® Product.
4. This warranty DOES NOT COVER damage(s) to the Montelli® Product caused by:
  - a. Improper or inadequate care or maintenance
  - b. Any material modification or misuse of the Montelli® Product, for example damage caused by failure to use chopping boards or devices to protect from excessive heat transfer.
  - c. Installation and/or operation outside the Montelli® Products interior environment specifications, for example, outdoor use.
  - d. Physical, chemical or mechanical abuse of the Montelli® Product.
  - e. Damage from exposure to excessive heat (eg. direct heat) due to non use of protective boards/devices or damage due to heat transmission (eg. cooktops, ovens, frying pans, deep fryers or other heat emitting appliances).
  - f. Installation or fabrication of the Montelli® Product.
  - g. Any other improper use of Montelli® Product as stated in the "Use and Care guidelines" listed in the Montelli® Products data sheet.
  - h. For incidents and occurrences beyond the control of DuPont, including without limitation, fire, theft, storms, floods.
  - i. Scratching of the Montelli® Product (refer to item 9 of this warranty document for further details).
  - j. Dissatisfaction with the colour of the Montelli® Product. Printed representations of the colours at your retailer or on our website may vary from actual samples. Accordingly, actual samples of Montelli® Product should be used for your final colour selection, samples of which should be viewed in your home as your lighting conditions may be different from those where you have viewed the samples.
5. This Montelli® Product warranty will cover 100% of the costs of the actual Montelli® Product material. However labour costs or other indirect costs associated with the repair or replacement of the Montelli® Product pursuant to this warranty are not included in the product warranty.
6. To receive coverage under the Montelli® Product ten (10) years warranty, proof of purchase in the form of an invoice needs to be submitted with the warranty claim.
7. This warranty is NOT transferable and applies to the original owner of the Montelli® Product only.
8. Samples of the Montelli® Product which you may be provided with prior to your purchase are only representative and are not an exact replication of what will be installed in your home. Slight variations in the colour and tone of the background are to be expected with this product. This does not affect the product performance in any manner and is not a defect.
9. Your Montelli® Product may suffer varying degrees of wear and tear, including scratching during normal use. This is not a defect in your product and the benefit of your Montelli® Product is that any scratches, scuffs and other marks associated with normal wear and tear can be removed via a sanding and buffing process.
10. Any Montelli® Product replacement or repair must first be authorized in writing by DuPont or its duly appointed representative and must only be executed by a duly authorised Montelli® Product Installer/Fabricator.
11. This warranty applies only for Montelli® Product which:
  - a. Is purchased after 1 February, 2009
  - b. Has not been moved from their original place of installation
  - c. Is maintained according to the Montelli® Product use and care instructions specified in the specification data sheet\*.

\* This document is available via your local Montelli® Product supplier, or can be obtained by writing to DuPont's authorised distributor (for address please refer to paragraph 16 of this warranty document).
12. DuPont does not guarantee that the colour of any material used to repair or replace a product covered by this Montelli® Product will be an exact colour match and it is recommended that the purchaser retain a piece of Montelli® Product from their original benchtop (for example a sink cut-out or cooktop cut-out) which can then be used should repairs be required in the future.
13. If DuPont is unable to repair or replace a product covered by this Montelli® Product warranty, DuPont shall, within a reasonable time after being notified of the defect refund the purchase price of the Montelli® Product provided that DuPont, or its appointed representative, is entitled to the return of the Montelli® Product and is provided with access to the Montelli® Product to enable removal of the Montelli® Product.

**Registration Card**

**No: 11598**

For cover under this warranty, please fill in the form on the reverse side of this card, have it stamped by your dealer or fabricator and mail it back to us within one month of installation.

To obtain warranty service, please contact your Montelli® distributor at the contact details below given.

- 14. To the extent permitted by law:
  - a. neither DuPont or nor of its third party suppliers makes any other warranty of any kind, whether express or implied, with respect to the Montelli® Product, and
  - b. except as expressly stated herein DuPont and its third party suppliers specifically disclaim any implied warranties of merchantability and fitness for a particular purpose
  - c. except as provided herein DuPont shall not be liable in either tort or contract for any loss, direct, consequential or incidental damages arising out of the use, or inability to use the Montelli® Product. Some states and territories do not allow the exclusion or limitation of incidental damages

15. This Montelli® Product Warranty is governed by the laws in Malaysia and copyright by DuPont Malaysia. The courts of Malaysia will have exclusive jurisdiction over any dispute arising out of or in connection with this warranty.

16. If you have any further questions regarding this warranty please contact the authorised distributor of DuPont by writing to:

DuPont Surfaces  
 Du Pont Company (Singapore) Pte Ltd  
 1 Harbour Front Place # 11-01  
 Harbour Front Tower One  
 Singapore 098 633  
 DID : (65) 6586-3688 Fax : (65) 6586-3068

17. This is the only warranty made by DuPont for the Montelli® Product. No representative, dealer, sales person of any other party is authorised to make any warranty or promise on behalf of DuPont with respect to the Montelli® product. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon DuPont unless made in writing and signed by an authorized employee of DuPont.

18. This warranty gives you specific legal rights and you may also have other rights.

To obtain services under this warranty write to DuPont at the address given below. Include the phrase "DuPont™ Montelli® Products, 10 Year limited Warranty", include your name, address, a description of the problem, along with photos showing the manufacturing defect. Also include a copy of your original proof of purchase, clearly showing the date and place of purchase.

DuPont Surfaces  
 Du Pont Company (Singapore) Pte Ltd  
 1 Harbour Front Place # 11-01  
 Harbour Front Tower One  
 Singapore 098 633  
 DID : (65) 6586-3666 Fax : (65) 6586-3068

**Distributor's stamp**

[Large empty rounded rectangular box for distributor's stamp]

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Mobile no: \_\_\_\_\_

**Montelli® surfaces applications :**

Kitchen worktop  Sink

Bath Vanity worktop  Basin

Dealer or Fabricator Details:

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_

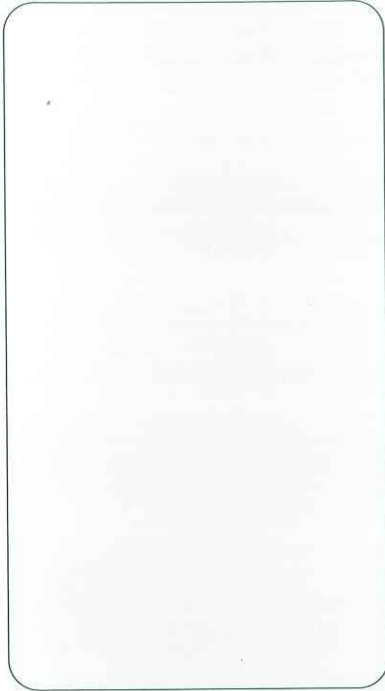
Phone No: \_\_\_\_\_

Authorised Signatory  
(Company Stamp)

[Large empty rounded rectangular box for authorised signatory/company stamp]



Please fix  
postage  
stamp here



## Product User Guide

No: 11598

### Common dirt and stains

Clean with soapy water or household cleaning agent.

### Stubborn Stains

Use an abrasive cleaner and/or a scouring pad.

### Preventing Heat Damage

Avoid placing hot appliances or utensils directly on the surface. Use an insulating material such as a cork mat.

### Preventing Other Damage

Do not cut directly on Montelli® surfaces. Use a cutting board designed for that purpose.

### Damage

Most scratches and minor damage can be easily repaired. Your local dealer or distributor will arrange for this to be done at minimal cost.

### Sinks and Basin

Sinks and basins can be restored with a solution of bleach and water in equal parts. Just fill the sink or basin with the solution and leave to soak for 20 minutes.

## Warranty

**All Montelli® Solid Surfaces come with a ten year product warranty.**

DuPont warrants to the original purchaser that should there be any defect in manufacturing of any Montelli® Solid Surface product within the first ten years of installation DuPont will, at its option, either repair or replace the defective product without charge to the purchaser.

### This warranty does not cover:

- Fabrication and/or installation not carried out in accordance with Montelli® Fabrication guidelines as detailed in Fabrication Guide for fabrication and installation.
- Misuse of the product in contravention of the Product User Guide published by Montelli®.