



SourceBook 2016



This sourcebook has been developed to serve as a convenient reference for you. It includes many aspects of working with Rumford Stone such as our policies, procedures and prerequisites. Our goal is to produce high quality work on time, and by being informed about these processes you can be assured of the best possible experience and outcome. We look forward to working with you!

“Quality Work on Time.”

Our mission is to produce quality workmanship that exceeds industry standards while providing extraordinary service to our customers. Further, it is our desire to foster lasting relationships with our customers, employees and vendors that are based on trust, fairness and mutual benefit.



CONTENTS

PRODUCTS & SERVICES

OUR SHOWROOMS

JOB PROGRESSION

ESTIMATE REQUIREMENTS

MATERIAL SELECTION

LEAD TIMES

STONE INSPECTION & APPROVAL

TEMPLATING

CHANGE ORDERS

PRE-TEMPLATE CHECKLIST

FABRICATING STONE

INSTALLATION

PRE-INSTALLATION CHECKLIST

WARRANTY

Q&A

CONTACT INFO & AFFILIATIONS



WE FABRICATE
& INSTALL:

Countertops

Islands

Vanities

Slab Sinks

Shower
Surrounds

Thresholds

Benches

Shelves

Tub Decks &
Surrounds

Fireplace
Surrounds

Hearths

Furniture Tops

Outdoor Kitchens



Fine Craftsmen of:
**Granite Marble Limestone
Travertine Slate Onyx
Soapstone Quartz**

Showroom Locations:

CONCORD AREA

95A Sheep Davis Road, Route 106, Pembroke
603/ 410-6745

MANCHESTER/NASHUA AREA

714 Daniel Webster Highway, Merrimack
603/ 410-6735



WE INVITE YOU TO USE OUR SHOWROOM
AS YOUR OWN DESIGN CENTER.

WE OFFER COUNTERTOP DISPLAY
VIGNETTES, DISPLAYS AND SAMPLES OF
MATERIAL, EDGE PROFILE DISPLAYS

AND OUR KNOWLEDGEABLE STAFF IS
ALWAYS READY TO ASSIST.

Job Progression Reference



1	Estimate		
2	Estimate Approval		Color selection finalized. Customer signs and pays deposit.
3	Materials Ordered		
4	Schedule Stone Inspection	Schedule Template	Pre-template requirements verified.
		Perform Template	Customer present to approve changes and/or last minute decisions.
		Submit Change Order for Approval, if any	Customer approves change orders prior to fabrication.
5	Stone Inspection Approval, Customer Sign off	Confirm Install Date	Pre-installation requirements have been met.
6	Fabrication		Approx. 7 business days
7	Installation	Final Billing due at installation.	Customer to be present. All appliances moved away from install area.
8	Punch List		

Estimate Requirements



Quotes are generally provided within 24 hours of request. To avoid delays and to aid in accuracy please include the following essential information:

- **Customer & Job information**
 - ❑ Job Name (Homeowner)
 - ❑ Job Site (street address, city & state)
 - ❑ Kitchen Dealer, Designer/Contact, Tel. & Email
- **Drawing Checklist**
 - ❑ Dimensions – length, width & all edge measurements
 - ❑ Stone – type, color, finish, thickness
 - ❑ Backsplash – thickness (2cm standard), height (4”, 6”, full)
 - ❑ Edge profile – indicate edges to be finished and EP type
 - ❑ Sink cutout – location, size, type
 - ❑ Stove cutout – location, type, polished edges
 - ❑ Other cutouts – outlets, grommets, other misc.
 - ❑ Radius corners – greater than 1” should be noted
 - ❑ Arcs – provide height & length
 - ❑ Confirm need for delivery and installation
- **Submit requests to: reception@rumfordstone.com or fax 603.229.0428**

Material Selection & Procurement



- Material procurement and approval usually drives the schedule of the project.
- When the order is submitted, we review our in-stock inventory first, then check our local supplier
 - Delivery from a local vendor takes approx. 1 week
 - If the material is not available from a vendor, it could take 1-8 weeks to become available
 - We are happy to suggest alternates that meet the customer's requirements for timing and budget
- **Stone Inspection Appointment**
 - We encourage customers to look carefully as well as touch the entire surface of their stone to avoid surprises at installation
 - If stone is rejected, customer may select different stone from our stock OR visit a local supplier to select stone
 - Delay of stone approval may impact fabrication and installation date, regardless of the reason
 - **Regarding stone selection at vendor warehouse** – *customer should sign slab at vendor's or return to warehouse in Bow to confirm it is the stone they selected*

Maintaining Lead Times



- In order to maintain a 7-day lead time (business days) from template date to installation, order your countertops at the same time as your cabinets to allow for material approval
- Be sure job site is prepared for templating. The most common cause of delays is lack of “readiness.” Refer to Template Preparation Checklist.
- Once template is complete, you will receive a Template Packet that will list any additional information still needed.
- Once all information is received, we will confirm we are proceeding to fabrication.

MON	TUES	WED	THU	FRI
template date	confirmation sent	missing info due; change orders approved	production	production
production	production	installation (standard)	premium edges, select materials or finishes may require extra production time	

Stone Inspection & Approval



- Each slab of stone is unique – it varies from samples and even slab to slab.
- We encourage careful inspection of the movement, vein and grain of the stone.
- We cannot emphasize enough how important it is to look at and touch the stone – it will be around for a very long time and we want you to enjoy your choice.
- Your Customer Service Representative will schedule an appointment for you to view and approve the stone slab/s for your project prior to fabrication.
- Stone inspections take place at our warehouse and are by appointment only, to ensure that your stone is in stock and a member of our team is available to assist you.
- Our warehouse is located at 284 River Road in Bow, NH.

Stone Inspection & Approval



- **About Fissures**

- Fissures are naturally occurring clefts in stone that, when intact, are not considered defects requiring repair or replacement. They typically appear as a thin hairline distortion in the surface of the stone. They can be caused during the quarrying process or later during fabrication or installation.
- A fissure can represent a weak point in the slab where the stone may come apart during handling, especially in areas where there is to be a cut out. To ensure this does not happen we take every precaution.
- In the event we feel there is a risk that a fissure might separate, we will install steel reinforcement into that area of the stone and fill and smooth if needed. This is a preventative measure to ensure the material will remain intact during the fabrication, transportation and installation processes. This will have no bearing on the long term performance of your countertop.
- In our 20 years of experience, we have never had a fissure come apart or lengthen after the stone has been installed. In the unlikely event that this did occur, we will repair or replace the stone in accordance with our normal warranty guarantee.

Stone Inspection & Approval



Stone Inspection: Expectations

- Granite is a natural stone therefore colors and patterns vary from slab to slab and even within a slab
- Samples you have viewed are a representation of the stone and not an exact match of what will be installed
- Colors may vary by tone, shade and hue. Veining will vary.
- Pits, fissures and inclusions are normal occurrences and not considered to be defects
- Plan to take the time to look closely at your stone, including touching it to find naturally occurring features that are unique to the piece
- Considerations for seams and cut outs include: slab size, kitchen layout, site conditions, crew safety, material yield, cabinet structure, customer preference. Final decision is made by fabricator and will be reviewed at templating appointment.

Stone Inspection & Approval



Stone Inspection: Guidelines

- Safety is our number one priority, please follow the guidance of our staff on site
- Children must be supervised at all times
- Only Rumford Stone employees will be allowed to handle material
- You will be asked to carefully check the physical appearance, survey the surface for naturally occurring texture, pits, fissures, etc.
- Template layout can be scheduled once template has been made (a 2nd appointment) and an additional charge may be applied for this service.
- Approval form must be signed in order to proceed with fabrication
- Please call to reschedule if you are unable to keep your appointment

Templating



- Typically the templating process takes 2-3 hours depending on the job. Arrival time is usually a window of approximately 2 hours. You (the customer) or another authorized individual must be present during the entire process to answer questions, make decisions, and give approval.
- Items on the enclosed Template Preparation Checklist must be completed prior to template date. Please do not hesitate to contact your Customer Service Representative if you have any questions regarding these requirements.
- Please call your Customer Service Representative no later than 48 hours before template appointment if job site requirements will not be complete.
- If we travel to the site and must reschedule due to lack of job site preparation or the lack of an authorized individual on site, we will charge a return trip fee and will also reschedule your installation date.

Change Orders



- Each time we perform a template, the actual, field verified measurements are compared to against the drawings and information that the original quotation was based upon.
- Variances between field measurements and the original information provided are submitted to our estimating department for review.
- A Change Order form will be forwarded to you detailing the necessary changes and requesting approval of the changes.
- Changes to the original quotation must be approved prior to fabrication. This is critical to the process and late approvals can delay the installation date.
- Change orders are normally billed as part of the final payment. In some instances, large change orders may require an additional payment prior to work proceeding.

Template Preparation Checklist



- **Existing Countertops and/or New Cabinets**
 - Existing counters and back splash must be removed prior to templating appointment
 - New base cabinets must be installed in their permanent location
 - We will assess the levelness of the cabinetry at templating
 - If cabinets are not level, it is the responsibility of the customer to do what is necessary to level them prior to installation
- **Undermount Sink(s)**
 - Must be available at the job site
 - Verify the sink purchased fits in the base cabinet
 - Our Templater will need to take the sink to our fabrication shop to ensure accurate fabrication of the sink cutout. The sink will be returned at the time of installation.
 - Undermount sink installation is included but related plumbing is to be completed by others
- **Drop-In Sink(s)**
 - Must be available at the job site
 - Verify the sink purchased fits in the base cabinet
 - Drop-in sinks and related plumbing are to be installed by others
- **Farm Sink(s)**
 - Farm sinks (manufactured) must be pre-installed before template

Continued on next page...

Template Preparation Checklist



Other details to discuss with your Customer Service Representative

- **Faucet(s) and soap dispensers**
 - Must be available at the job site
 - Verify the placement and size of holes for faucets and soap dispensers (to determine space requirements)
- **Dishwasher(s)**
 - Top-mount dishwashers should be available at the job site
 - Side-mount dishwashers do not need to be on site at template
- **Stove: Cook Top(s)**
 - For cook tops with separate down draft vent, both the cook top and the down draft unit must be available at the job site
 - Specific dimensions from the manufacturer's spec sheet are required for templating purposes. The specific model of the cook top must be identified.
 - The cook top must be present for installation.
- **Stove: Range(s)**
 - Slide-in ranges must be on-site for templating (Free standing ranges need not be on-site at template)
 - All other ranges: If the unit is not on site yet, specific dimensions from the manufacturer's spec sheet are required for templating purposes. The specific model of the range must also be identified.
 - All ranges must be at the job site for installation.

About Fabricating Stone



Stone is a natural product and can be fragile to handle during fabrication & installation.

Seam location may be determined by optimal product yield, variations in the material and/or for stability purposes.

Seams may be visible however they are colored to match stone as closely as possible.

Installation



- In order to ensure a successful installation, please make sure all the items on the following checklist are completed prior to the installation date. Do not hesitate to contact your Customer Service Representative if you have any questions regarding these requirements.
- We understand that some problems may arise that are out of your control. If your job site will not be ready for installation, we will be happy to reschedule. We ask that you contact us as soon as possible to avoid any unnecessary delay in rescheduling your appointment.
- We require that the customer or another authorized individual be present during the entire installation process. This individual must be able to approve the final installation and sign an Installation Approval Form. You will be provided with an estimate of the length of time for installation, although the actual time required may vary depending on the size and complexity of your job.
- In the event we travel to the job site to do the installation and the items on the checklist are not complete or the customer or another authorized individual is not on site, the installation will be rescheduled and you will be charged a return trip fee.

Pre-installation Checklist



- Payment (check or credit card) for balance due is expected at installation.
- We need driveway access for our truck, and parking as close to the building as possible. There should be a clear, unobstructed path from the parking area to the installation site. Please be sure the path is free of potential tripping hazards.
- Stove (cooktop, range) must be at the job site
- Faucet(s)/soap dispenser(s) must be at the job site
- Sink: Undermount Sink(s)
 - Our Installation team will bring your undermount sink with them
 - We will install undermount sinks, but not plumbing
 - Related plumbing should not be completed for at least 24 hours after installation of the stone
- Sink: Drop-In Sink(s)
 - Must be available at the job site
 - Drop-in sinks and related plumbing are to be installed by others
 - Related plumbing should not be completed for at least 24 hours following installation of the stone
- Existing Countertops and/or New Cabinets
 - Existing counters and back splash must be removed
 - New base cabinets must be installed in their permanent location

Pre-installation Checklist



- **Special Considerations**
 - Installation of countertops is a construction process
 - ✦ Installers/Templaters will not be removing footwear
 - ✦ Expect dust throughout the site and dirt on the floor
 - ✦ Remove fragile items from the work area and along the entrance path
 - ✦ Draping and enclosing the work area may help to contain dust
 - Care will be exercised during installation, however
 - ✦ Scrapes, punctures or digs to wall surfaces may occur
 - ✦ Scratches and scrapes to cabinetry may occur
 - ✦ Final wall finishing should be completed after installation
 - ✦ Touch-ups to walls or cabinets may be required and are the responsibility of the home owner.
 - Winter Installations
 - ✦ Snow must be removed for driveway access as well as to the house
 - ✦ Heat and electricity are required to complete installation

Sealing your Natural Stone



- Sealer saturates the pores of the stone which in turns slows the penetration of spills. It does not make the stone stain-proof – it simply buys you extra time to clean up.
- Each stone is slightly unique in how much sealer it accepts and how often it should be reapplied. Stones that are lighter in color or have a finish other than polished tend to require more initial coats of sealer and benefit from sealing on a more frequent basis.
- Rumford Stone will apply the first coat of sealer as part of the installation process.
- **WATER TEST:** To test whether the stone would benefit from additional applications, pour a small amount of water on the stone. If the water soaks into the stone after a few minutes then the stone will accept more sealer.
- We recommend 511 Porous Plus Miracle Sealant by Dupont. It is available in our showroom locations and most home improvement stores.
- Be sure to read the instructions on the label of the sealer that you purchase. Generally, to apply sealer, simply spread it on the stone with a cloth or paper towel. Let it sit for 24 hours, then wipe up any sealer that might remain. Use the water test (above) to determine if additional applications are warranted.
- It is good practice to reapply sealer on an annual basis to maintain the beauty of your stone.

Warranty

Rumford Stone warrants to the original purchaser of this product that the stone is free from defects in the workmanship provided by Rumford Stone and that the product has been inspected and approved by Rumford Stone and by you. This warranty is valid for as long as you own the home where your stone was installed.

This warranty applies to stone installed in its original location by a Rumford Stone trained professional and becomes null and void if the stone is moved in any way from its original installation location or has been serviced or treated by any party other than Rumford Stone. This warranty covers only the materials and workmanship supplied by Rumford Stone and expressly excludes defects in materials or workmanship supplied by any party other than Rumford Stone.

Any claim against this warranty must be submitted in writing to Rumford Stone. Within thirty days of receipt of a claim, Rumford Stone will contact you to arrange for a Rumford Stone field inspector to inspect the stone. Upon verification by the Rumford Stone field inspector of a valid claim made against this warranty, Rumford Stone will, at its option, repair or replace, in whole or in part, the affected material. Failure to reasonably cooperate with Rumford Stone after the submission of a claim shall void all warranties.

The cost of repair or replacement shall be borne by Rumford Stone or its authorized representatives and includes the labor charges necessary to repair or replace the stone material. This warranty covers only the labor and material costs associated with the removal and replacement of the defective stone. If replacement of the stone is deemed necessary, replacement will be made with a stone marketed by Rumford Stone at the time of replacement, that is as nearly identical as possible to the original stone in color, grain, and grade. The determination as to the appropriate remedy shall be at Rumford Stone's sole discretion.

This warranty does not cover surface scratches, stains, etching, or any defects that arise as a result of normal wear and tear, abuse, or are naturally occurring in the stone. This warranty does not cover defects that arise as a result of structural movement or the expansion and contraction of substrates. This warranty does not cover the cost of any repairs or replacements undertaken prior to your receipt of claim verification from Rumford Stone.

This warranty is limited to the provisions stated above, and no other warranty, expressed or implied, exists. The implied warranty of merchantability or fitness for a particular purpose is expressly excluded. Except as provided herein, and unless otherwise precluded by applicable law, Rumford Stone shall not be liable for any loss or direct, consequential, or incidental damages arising out of the use or inability to use the stone for the intended application.

Q&A

Can I cut on my granite countertop?

Yes, with normal use, nothing in your kitchen will cut or scratch your granite countertop. You will, however, dull your cutlery, so use a cutting board.

Can my granite countertop be damaged?

With normal use, nothing in your kitchen should damage your granite countertop. However, granite is not indestructible. In the highly unlikely event that you do chip or damage your granite countertop, just save the damaged pieces/chips and contact us. **In over 10 years of doing business, we've only encountered one instance where a customer damaged the edge on a granite countertop by dropping a heavy ceramic lid from an upper cabinet. In that case, we simply repaired the chip.*

Can I put hot pans on my stone countertop?

Yes. With normal cooking, nothing that comes out of your oven or off your stove is hot enough to damage your natural stone countertop. **Please note that this is not the case with engineered stone products like Cambria® and Caesarstone®.* Always use a trivet or hot plate on the surface of these materials.

How do I disinfect stone?

Simply use a disinfecting (non-oil based) cleaner or a weak, diluted chlorine solution.

My sample of granite has pits on the surface – will I have these on my countertops? Is this a defect?

“Pits” or “divots” are naturally occurring voids between quartz granules in a stone finish that occur during the slab polishing process at the factory where your stone was originally processed. These naturally occurring voids are more common in certain colors of granite. We ask all our customers to inspect their slabs prior to fabrication. In some cases, the voids can be filled during the fabrication process if the customer points them out during the stone inspection.

Q&A *continued...*

Is it necessary to have seams?

Seam locations are determined based upon a combination of factors: cabinet layout, size of available slabs, and job site logistics. We endeavor to make as few seams as possible. When installing seams, we use a combination of mechanical and epoxy adhesive bonding processes to ensure that seams are a tight thin line. Once the two pieces of stone are bonded, we fill the seam using a colored, polyester resin.

Will seams show?

Yes. Seams in a stone countertop are not “invisible”. We train our installers to produce seams that are a thin line and colored as closely as possible to the stone. Depending upon the color and veining of the your stone, a good seam should not stand out when you look a countertop.

Will my granite look like the sample?

Not usually. Just like fingerprints, no two pieces of granite are the same. Samples are provided as representative examples of what you should expect for color, veining, and grain structure; which can change from slab to slab. You should always inspect your stone slabs before fabrication.

Does granite stain?

It can. Unsealed granite can absorb oils resulting in a “stain”. We seal all our granite countertops to protect against oil stains. In the unlikely event that you stain your granite countertop, please call us for instructions/products to remove the stain. It is good practice to seal your countertops every 6 to 12 months.

Can I seal my countertops myself?

Yes. It is a spray and wipe process and we can give you instructions.

Is it necessary to seal natural stone?

Yes. Natural stone is porous. The best sealer will depend upon the stone that you choose.



603.224.9876
rumfordstone.com



RUMFORD STONE
IS A PROUD MEMBER OF:

