



~ THE PROCESS OF GETTING
NEW COUNTERTOPS ~

~CHOOSE YOUR COLOR/MATERIAL~

Please indicate the type of material you would like to use for your tops. You can choose from : Granite, Marble, Quartzite, Onyx, or any other natural stone. We also carry man-made Quartz, Porcelain and Vetrazzo. Provide us with the color(s) and brand(s) that you liked.

You can browse our website and see our natural stone stock @ www.pinnaclestoneworks.com, or come see us in person. All Pinnacle Stoneworks stock is bought directly from Italy, Brazil, and Spain. Pinnacle offers best prices for our stock material. We are offering sq. ft. prices and 1/2 slab prices. We can also get material from any other suppliers in town. If you do not see what you like at our showroom, we can refer you to a third-party supplier and you can select material from them. We will get your specific chosen slab delivered and fabricated if you put it on hold through us. After you select your material / color and provide us with your layout of where you want your new counters, we will provide you with an estimated quote for your project. It may take up to 2 business days to process your quote. Pinnacle Stoneworks will send the quote directly to your contractor, or, if you do not have a contractor / designer, we will send it to your email.



~TEMPLATE/MEASUREMENT INFO~

After you review your quote and are satisfied with your selection and price, we can move forward and schedule your templating. PSW schedules a template after the template fee is paid for, which is mentioned in the quote. We can template over new cabinets or over existing tops. If you hire Pinnacle Stoneworks, we will demolish the old and install the new countertops on the same day. We do digital templates, therefore the countertops have to be cleared off completely to get accurate measurements. Objects on the countertops can cause a delay in completing the template, inaccurate measurements, and the full area cannot be observed right away. Please have the counters cleared, ready, and accessible at the time of the template. See examples below of what to do and what NOT to do.

NO!

YES!!!

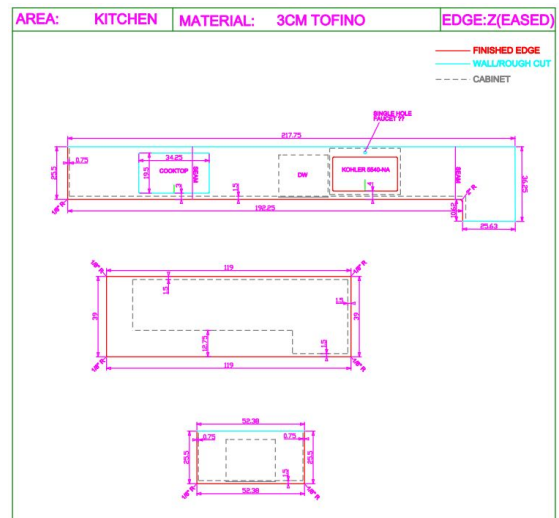
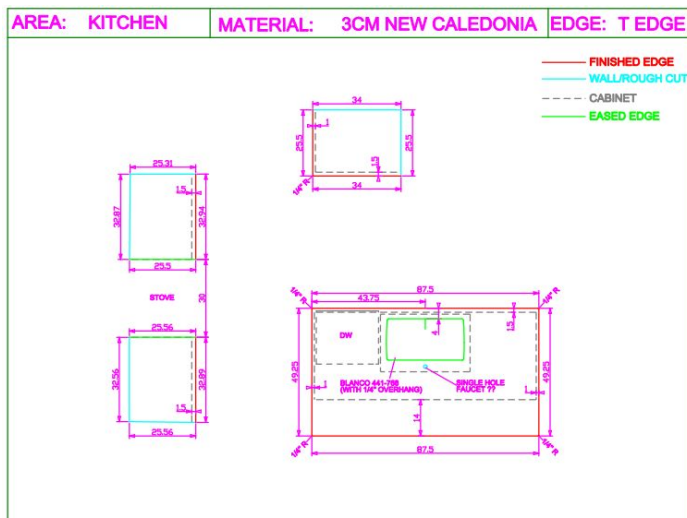


~AFTER THE TEMPLATE / CAD

PROGRAMMING~

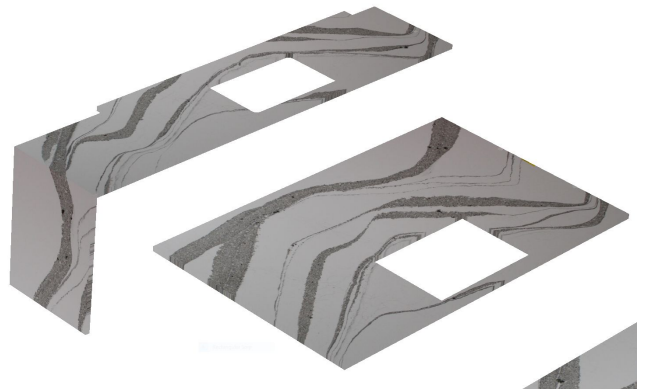
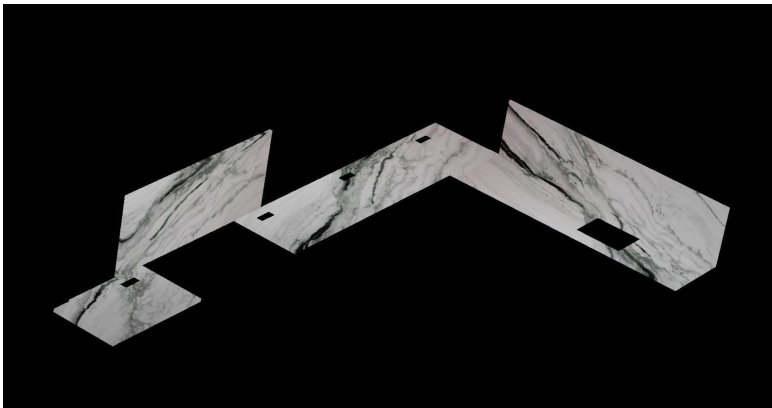
After the template is complete, our CAD programmer, Carlos, will email you the final shop drawings. This is the final opportunity for you to see how your tops will be cut before the paperwork will be sent to the fabrication shop. This will be the statement that will be attached to your drawings at the bottom of the email :

*** Enclosed are the shop drawings for your project. Please review and confirm that all the details are correct. Please note, the even though it is our template technician's responsibility to measure for proper fitment of the tops, we ask you to confirm that we have correctly placed your: sink cutouts, faucet holes (number of holes), cooktop cutouts, downdraft, and any other hardware that will be cut into the slab counters we are fabricating for you. Please also confirm that the edge detail, overhangs, backsplash heights (if applicable), corner radiuses (sizes), and the material for each area are what you are expecting. Please take your time to make sure everything is correct, as this is the final chance to catch any mistakes or make any changes that we or you may have because we are working as a team! An additional trip charge will be applied for any additional work/labor required after installation that was not originally included in the final drawings. Once approved, Pinnacle will not be responsible for any mistakes. ***



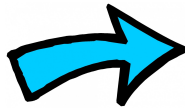
~ADDITIONAL CAD SERVICE~

We offer a service called “color rendering”. In this process, we put the laser layout from the template over actual slabs that the client selected. We show how the countertops will look on the stone with all the movements and veining. We can work with the customer in our office with Carlos, our CAD technician, or we can provide the colored drawings and communicate by email. This service allows us to move the template over the stone per customer desire to see the vein placement and how the color of the material will connect at the seam location. The customer will be the designer and choose the way the counters will look, the area where the slab will be cut, where the cutouts will be, and the design that will be seen on the surface. This service is optional and we charge \$50 per slab to do this 3-D layout. If you option out of this service, Pinnacle will try their best to accomplish a good flow for you to their best abilities.



~SCRIBE SEAM SERVICE~

Our company's owner, Sergey, came up and invented the "Scribe Seam Technique". It allows us to cut the seam within the vein and attach the two counters / pieces with a hidden seam in the vein pattern. This process requires extra material and labor. The scribe seam makes an illusion as if you installed one full piece without any seams. This can be completed at an extra charge depending on the material, color and size of the seam. If you option out of this service, your seam will be cut by an ordinary way, in a straight line, and it may or may not be seen, depending on the material / color.



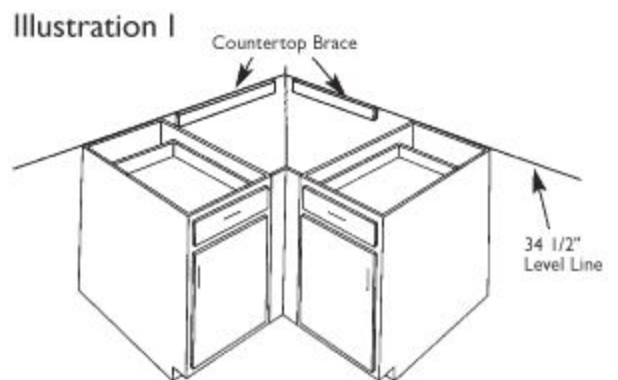
~LEVELED CABINETS~

When installing new stone or quartz countertops over new or old cabinets, always remember that your cabinets need to provide good support. Cabinets need to be installed and leveled. If these are old cabinets, you need to make sure that they are leveled. If the cabinets are not leveled, leveling adjustments need to be completed. The customer or their contractor is responsible to complete that in order to prolong the life of the new countertops. While doing templating, Pinnacle Stoneworks staff will determine if any additional work needs to be completed to the cabinets for a better support system. We will make recommendations, but it is the customer's decision to either complete the leveling themselves, hire a contractor, or hire a Pinnacle Stoneworks professional to level the cabinets. It's the customer's responsibility to confirm that the cabinets installed are level. Stone / quartz tops do not bend like Formica tops over an uneven surface. If at the time of installation Pinnacle Stoneworks installer's will discover that an area is not level, they will use wood shims as a temporary support to be able to complete the install. All gaps between the top of the cabinet and new counter that will be left from the shims will have to be filled or covered by a wood trim/scribe molding by the owner/contractor.



~DISHWASHER / BLIND CABINET~

The back of the dishwasher or the back of a blind cabinet that have no back panels need to have back wall supports installed. The customer / contractor has to install and make sure the supports are in place prior to installation. Dishwashers cannot be attached to the stone countertop, they have to be attached with a special metal plate trim that Pinnacle can install at an additional charge. All new dishwashers have side attachments. Blind cabinet supports / braces need to be there in order to hold up the countertop so it won't collapse under its own weight.



~OVERHANG SUPPORT~

Island overhangs need to have supports for natural stone over 6". Quartz counters need support if the area of the overhang exceeds 25% of the supported counter or overhangs over 10". All bar overhangs need to have supports regardless of the material if the overhang exceeds 4". Supports or brackets can be built and installed by the customer, or contractor. The supports can also be invisible steel, or they can be carved into the stone. Pinnacle can be contracted to do that type of work for you.



~DEMOLITION SERVICE~

Demolition of the old tops is an extra charge and it will be completed by Pinnacle only if Pinnacle was contracted for this scope of work . You can hire your own contractor or do it yourself. It is required to be done if you have old cabinets with old countertops. Demolition or removal of your old tops needs to be done before installation. Templates can be done over old countertops. It is best if the demolition is done before the template so PSW can see all the issues right away. If you contract PSW to do your demolition, we will do it either a day before or the same day of installation. If you contract PSW to do demolition, you need to prepare and protect your drawers, rollers, appliances, and other personal belongings from being damaged. PSW contractors will take care of protecting the floors with mats. We will try our hardest not to damage your belongings but sometimes it cannot be avoided. Set aside and clear your countertops from small appliances and everything that will be in the way during this process. Please protect your appliance by taping cardboard over them. Remove the sliding drawers and put them aside. Protect your drawer rollers and tracks by taping over them with painters tape. Clear out the bottom drawers or put a protective blanket over the items in the lower drawers to avoid dust, scratches, dings, and other issues to happen. Pinnacle is not responsible to do plumbing, disconnect and/or reconnect. We are also not responsible to clean up your drawers after demolition. There might be some cases where bits of drywall can come off with the previous counter or tile. If the new counters do not cover the damage from removal, we are not responsible to patch up the drywall or paint the walls. Please look at the next page for examples of how to prepare for demolition, and what can happen if you're not prepared.

~ PREPARING FOR DEMO ~



~NOT PREPARED FOR DEMO~



~TIGHT SPACES ~

There are many situations in which Pinnacle installs countertops in between 3 walls. Because of limited space, the installers may accidentally scratch the walls. PSW fabricates the countertop to maximally cover gaps between the counter and the wall. Stone does not bend and we need to put down the counter at an angle to make it fit. If the piece we are installing is extremely large and heavy between 3 walls, we reserve the right to create a seam through the sink cutout for safe installation. All of the details will be provided at the time of the final drawing approval with the customer. Nothing will be done without the customer knowing or approving. Our installers try their hardest to steer clear of damaging the walls, but when the countertops pieces are large and in a tight space, there is a chance the countertops might harm the drywall or the paint. PSW is not responsible for patching up the drywall or painting. It is the homeowner's/contractor's responsibility to take care of the drywall damage.



~SAVING YOUR OLD TILE

BACKSPLASH~

If a customer is replacing old tops and trying to save existing tile, they need to note that the stone or quartz is on average 1-1/4" thick, while old tops are on average 1-3/4". Several options can be utilized to solve this problem. You can either install plywood sub tops to raise the new tops up to the tile and have scribe wood molding be installed by the carpenter to cover the plywood under the c-top overhang. Or, about 4" of old tile can be removed and matching stone splash can be installed. We can also install new 4" stone splash over the old tile. The customer will have to decide which way they want to go and Pinnacle will help them to make a design that works and looks good. It is necessary to tell us that you want to keep your old backsplash when we start the project so there won't be any gaps, holes, and walls seen.



~FARM / CAST IRON SINKS~

It is the customer's / contractor's responsibility to build a platform for a farm or apron sink. The top of the farm / apron sink edge needs to be flush with the top of the cabinets. These types of sinks with supports need to be installed prior to the template. Cast iron sinks are really heavy and cannot be attached to the stone. This will cause instability, breakage, and the sink just will not hold itself up and collapse. Cast iron sinks require special metal supports that are sold separately by a plumbing supplier. The cast iron sink needs to rest on the special brackets that are attached to the front and back of the cabinet. This way, the weight of the sink is supported by the cabinet. Pinnacle will not provide them and will not install them. The sink and supports need to be installed before the template. The customer will need to order the supports from the plumbing company where they purchased the sink. The customer is required to let the PSW staff know they will be having these types of sinks so we can accurately type the quote, fabricate and install the counters.



~STONE DOES NOT BEND~

When Pinnacle Stoneworks installs stone or quartz backsplash, please note that stone DOES NOT bend. Do not be surprised when after installation you will notice wavy walls or gaps. Stone cannot adopt and be flexible to follow the wall. You have an option to not install stone slab backsplash and just use tile. Backsplash is a straight line on average 3" - 6" in height that is set against the wall. If your walls are crooked, that will be seen if the backsplash is included in your installation. It is the owners / contractors responsibility to straighten out the wall before the template or install, or it can be filled in after install with drywall mud. Please keep in mind that PSW is NOT responsible to fix, texture or mud your walls. We will try our best to do what we can, but PSW will not be at fault.



~WALL COLOR / CAULK COLOR~

When the installers finish installing your counters and / or backsplash, we caulk the thin gaps in between the wall and the stone. We carry white or almond colored paintable caulk on us and we will use whatever caulk color better fits your wall paint. However, we do not have any paint on us and it will be the owner's / contractor's responsibility to tape the stone and paint over the caulk to match their own wall color. Unfortunately, we cannot paint it for you, and we do not have any paint colors, especially if you choose custom colors for your walls. Please see below for the correct way the customer can paint over the caulk and keep the stone from getting dirty from the paint. PSW uses clear silicone caulk between the stone splash and counter.

PINNACLE STONEWORKS RESPONSIBILITIES:



CUSTOMER / CONTRACTOR RESPONSIBILITIES:



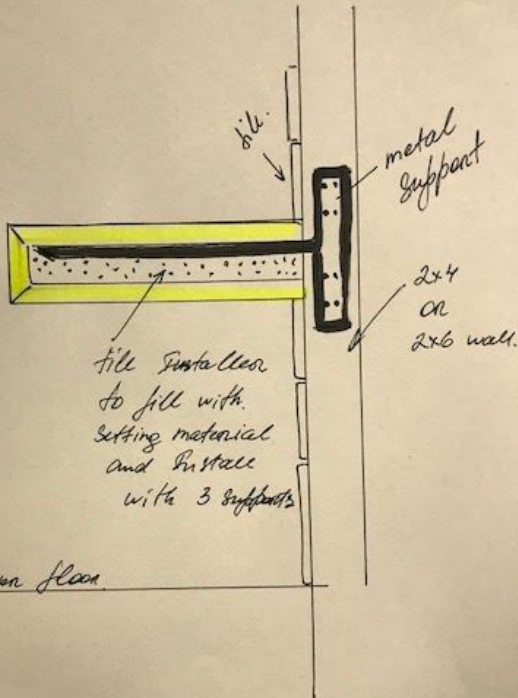
~BRIDGE BEHIND STOVE~

For stoves that have a dial in the front, we have an option to install a bridge out of matching stone behind the stove. This way, it will look nicer and the stove will not have a gap in the back. This service is optional and has additional charges. This service needs to be requested and wooden support needs to be installed prior to the template.



~FLOATING OPTIONS~

You have an option to have floating shower benches, shelves, fireplace hearth, etc... In order to install the floaties, the owner or contractor needs to install brackets inside the drywall. The brackets need to be in place prior to the template and installation. They need to be leveled and be able to support the weight of the stone. The drywall removal / installation is to be done by the owner / contractor. Pinnacle is not responsible if the brackets get torn out or holes are seen. Please see attached on how the floating benches are done correctly.



~STONE MAINTENANCE

(NATURAL STONE)~

Keeping your granite stone clean, beautiful and unique is quite simple. Here are a few easy steps you can follow : wipe the counters with a damp towel, do not let stains sit, use natural stone cleaners, and fill in stone pits that form over time . Natural stone needs to be re-sealed every 6 months with a sealer you can purchase from us. (Please ask a Pinnacle Stoneworks employee for more information on the sealer we can provide!) Please click on the link below to get detailed information on how to take care of your new natural counters:

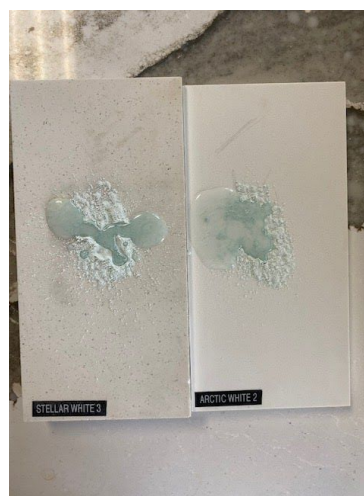
<https://www.thespruce.com/how-to-clean-stone-countertops-4134226>



~STONE MAINTENANCE (QUARTZ)~

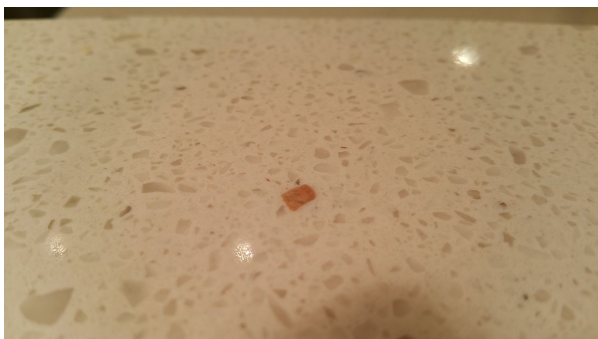
Unlike natural stone, quartz does not need to be sealed. However, you need to be more careful with stains and placing hot stuff on the quartz counters. You cannot set hot stuff out of the oven on quartz, because there is a chance it will stain yellow or crack. Quartz contains more pores than natural stone, and therefore it is more easily penetrated. The upkeep is similar with all stones : wipe the counters with a damp towel, do not use acidic / harsh cleaners, do not let stains sit, and fill in stone pits over time. For white quartz, use Comet or Bar Keeper's to clean up dust, stains, dark spots, scratches, and other issues. Please click on the link below to get a detailed description on how to take care of your new counters :

<https://www.thespruce.com/how-to-clean-stone-countertops-4134226>



~REPAIRS~

Chips, scratches, wearing down, breakage happens... Therefore, we got your back! If you notice defects or something wrong with your material, please contact us immediately. We will fix the issue right away if you discover a flaw during the time of installation. Pinnacle only covers and has warranty for the material and surface quality that was purchased from our stock only. Any other imperfections that you might notice with man-made quartz or stone purchased from a third party is not under Pinnacle Stoneworks warranty. We will need to investigate available options for the client if that is the case. For an additional charge, Pinnacle Stoneworks can send a repairman to fix your counters, re - buff, re - polish, fill in chips / holes, re - seal, or re - caulk your sinks. Please note, we do not cover the repair charge if you damage the product yourself. Do not walk, stand, or climb the counters in order to prolong the life of your counters and save them from being damaged. Every case is special, so please email us pictures of your damage / defects, contact info, address, and quote / invoice number, and we will make sure to resolve the problem as soon as possible.



~PAYMENT INFO~

In order to get yourself on the schedule for a template, the template fee needs to be collected. Before Pinnacle Stoneworks starts fabricating your counters, you have to pay the balance of your order in full. We do not fabricate and install until the invoice is fully paid out. PSW accepts checks, cash, and cards. There is a 3% convenience fee charged by a third party for the card payments. You can walk - in to pay, call to pay over the phone, or mail us a check. The check has to be in our office a minimum of 5 days before the anticipated installation date. You can send us a photo of the check through email or text before you put it in the mailbox to confirm the payment and speed up the process. If the check gets rejected, denied, or bounced back at the bank, there will be an additional \$25.00 fee added to your bill.



PLEASE CONTACT
PINNACLE STONENWORKS TO
GET STARTED TODAY!
YOUR NEW COUNTERTOPS
AWAIT...

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