

Customer Instructions for an Optimal Experience



Thank you for choosing The Counter Solutions Team for your countertop needs. We are committed to creating a great measuring and installation experience for you. In order to provide the best service, please review this brief checklist to help you prepare for the arrival of your template or install technician.

Your Template Experience

You will be contacted directly by one of our template technicians on the day your countertops are scheduled to be measured to verify their arrival time. Please review and complete this simple but important checklist before they arrive to ensure an efficient and accurate template experience.

- Please remove all objects or construction material from the top of cabinets.**
If existing countertops are in place, remove all household items. Your technician will require an unobstructed view of the fronts of cabinets and walls to develop the drawing that will be used for fabrication of your countertops.
- If you are not using a Counter Solutions sink, please make sure your sink is on site.**
If it will be under mounted, we will most likely be taking the sink back to our shop to measure it and ensure a perfect fit.
- If you are using a farm/apron sink, we require that it is installed prior to templating.**
- Ensure faucets and all other fixtures (soap, water purifier, disposal switch) on site for templating.** If this is not possible, please be prepared to provide fixture specifications and to discuss number of holes and locations in which they need to be drilled.
- Be prepared to supply the make and model numbers of new stoves and cooktops.**
If you are using existing appliances, make sure they are on site for us to verify dimensions.
- A "decision maker" will need to be on site to assist in making any final choices required for sizing or design.**
We understand that most of these decisions and selections have already been made in participation with your salesperson, designer or builder, however, we appreciate the opportunity to doublecheck information before your countertops go into production.

Your Install Experience

Just as on your scheduled template day, your installation team will contact you with information pertaining to their arrival time. Please prepare accordingly by following these steps to assist in a safe and successful countertop installation.

- Coordinate the removal of existing countertops.**
To facilitate the installation process smoothly, please ensure the removal of your existing countertops before our installation crew arrives. If Counter Solutions is tasked with this removal, we kindly request that you empty the contents of the lower cabinets. While our team diligently works to minimize mess, there may be some dust or debris during the removal process. Clearing the cabinets enables thorough cleaning both during and after installation.

Please note that countertop removal involves a demolition process. While we strive to minimize damage, we may encounter various installation methods such as screws or liquid nails, which can present challenges. Additionally, underlying walls, supports or cabinets may not always be perfectly level. While we will make every effort to limit damage during removal, we cannot accept responsibility for potential touch-ups needed on paint, caulk, trim, or supports post-installation. (Refer to the "Completing Your Experience" section below for further details.)

- Clear any construction material or tools from cabinets** so our team is ready to carry countertops in when they arrive.
- Disconnect any water, gas or electrical lines.**
This would include an existing sink or an existing cooktop. Our Counter Solutions Team members have been instructed to avoid disturbing any existing plumbing, gas or electric lines as they are not licensed plumbers or electricians.
- Remove top drawers of cabinets** so our installation team has access to the underside of the new countertops. If this proves for any reason to be too difficult, your installation team will be happy to assist.
- Provide a safe and unobstructed route from where our team will park their vehicle to where your countertops will be installed.** This would include snow and ice removal, removal of construction related material and furniture if the situation requires. Whatever could be done to coordinate easy access to the room where the work is being done is appreciated and your install team will communicate and assist where needed.
- Appliances, new and existing, must be onsite for the installation of your new countertops.**
Your installation team will need access to all appliances in order to verify the sizes of cooktop cutouts, stove and fridge openings.
- A “decision maker” will also need to be onsite during your installation** to assist with any minor questions your installers may have. Your installation team may require further information if faucet holes need to be drilled or if they have any questions that may help to ensure your satisfaction. We would also appreciate your time to review and approve of the work once the installation has been completed.

Completing Your Experience

- Coordinate with a painter if caulking is required along drywall surfaces.**
Caulking where the countertop or splash meets the drywall will only be performed by your install team if specified as an additional service at the time of order. It is the responsibility of the homeowner or contractor to address these areas as needed for ongoing maintenance.
- Coordinate with a certified plumber or electrician.**
Our Counter Solutions Team members are not certified plumbers or electricians and will not be qualified to assist in reconnecting any water, electric or gas lines. Please be aware that the silicone we use to attach your sink will need 24 hours to cure, so it's best to schedule a plumber to connect the sink the day following your installation.
- Coordinate with your contractor or trim carpenter.**
Your countertop installation crew will not have the materials, tools or expertise to assist in any further trim, drywall, customer supplied support or cabinet work you may require to finish your project.

Upon completion of your installation, your team will provide care and maintenance information for your new countertops. We recommend visiting your product's website for any additional information regarding general product information or care and maintenance. As always, our team members are happy to answer any questions you have at time of install or connect you with someone who can.