

# Fabrication By Valley Countertops

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**Welcome to Winnipeg**  
**Thursday February 7<sup>th</sup>, 2019**





**40 YEARS OF COUNTERTOP EXCELLENCE**

## **Our Vision**

**To be the best company for our employees, customers, and shareholders.**



## Objective

Sell more premium countertops

## Training

Understand the complete process of countertop installation at Home Depot

## Impression

Help customers understand without over complicating

## Result

Eliminate misunderstandings - know where to find the answers



## 40 YEARS OF COUNTERTOP EXCELLENCE

- **Over 120 employees**
- **20,000 sq ft facility**
- **Local warehouses**
- **Founded in 1979**
- **Head office in Abbotsford, BC**



**1979** – Valley Countertops is founded in a chicken coop in Abbotsford BC. We begin producing Laminate countertops by hand

**1986** - Valley goes high end and invests in a new facility and equipment to produce Corian

**1982** – Abe Krahn buys in as shareholder at Valley, his son remains the General Manager and Main Shareholder to this day

**2001** - Valley becomes the first company in BC to import Quartz. They select Silestone as the best of the category and begin distribution

**2002** – Valley signs contract with HD and begins installations services for 7 Lower Mainland stores

**2010** – Valley expands to cover all of Western Canada for HD making Quartz available in all western provinces

**2019** – Valley Countertops turns 40 years old, a significant milestone in the industry

**2014** – Valley signs contract with HD to produce Granite Countertops for all of Western Canada

# You May Have Seen Us...



**Single Family Developments**



**Surrey Public Library**



**Olympic Village**



# You May Have Seen Us...



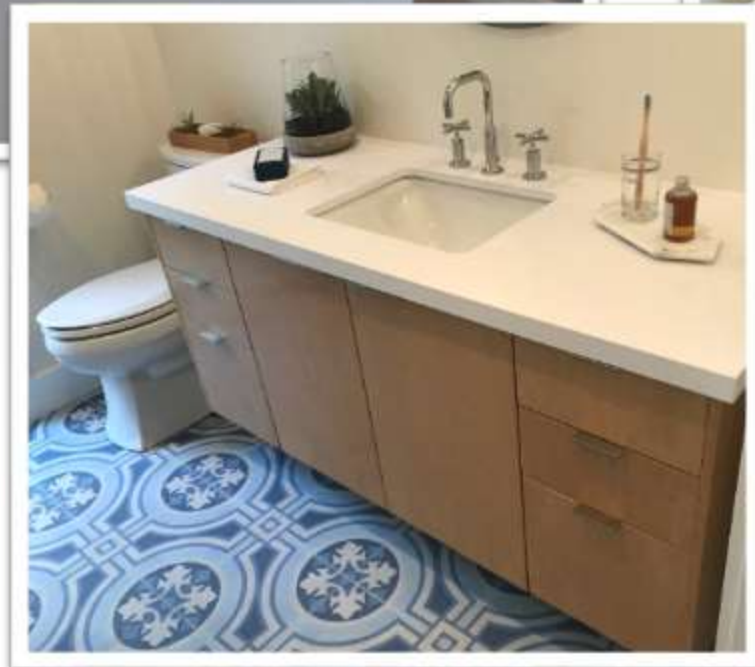


**40 YEARS OF COUNTERTOP EXCELLENCE**





# You May Have Seen Us...



## Fun Facts

- VCI has been in business for **40 years!** (Established in 1979)
- Servicing Home Depot stores for the past **17 years**
- We employ over **120** employees
- VCI installed **128,000 SF** of countertops for THD in the last 12 months
- That's approx.
  - **5120 Kitchens** or **21,333 vanities!**
  - **426 Kitchens** per month
  - **2.5 Kitchens** per hour or **10.45 Vanities** per hour!!!
- In 2017, we averaged **72 MPOs per week**
- The average in the last **7 weeks is 105**

# The Valley Advantage

## Warranties & Maintenance



Most natural stone countertops come without any warranty. At Home Depot our customers never have to worry about their natural stone purchase as we provide an exclusive, no charge **15 year stain protection warranty** for common kitchen & bath use *AND* there is no need to reseal, **EVER!**

## Custom Options



For a space that reflects our customers' personal style customize their countertop to suit their space. Choose from **6 unique edges that are all CNC finished, radius the corners, add a waterfall, go seamless!** Its entirely up to you\*\*

## Advanced Tooling



All countertops are measured by our team of experienced installers using the best technology in the world. We begin with **laser measurements, AutoCAD precision drafting, Slabsmith digital layouts and Water-jet finishing**

## Peace of Mind



Home Depot certifies that all persons visiting your customers' home and handling their personal information have had their **criminal background check** completed and passed.

## Pre-Booked Installations



**Unlike others** we can quote, template and **book installation at the measure appointment.\*** Having only one appointment to measure and a pre-booked installation date to plan other trades saves our customers time and eliminates uncertainty and stress around their project.

## Inclusive Pricing \$



In many cases just choose your colour, the templating, installation, eased edge, rough sink cutout and faucet holes are included! **Plus only pay for the square footage you use!** Most stone shops charge for the entire slab plus labour!



\*when payment details are provided and signed off at measure.

\*\*Additional charges may apply for some options



# CRM - Benefits

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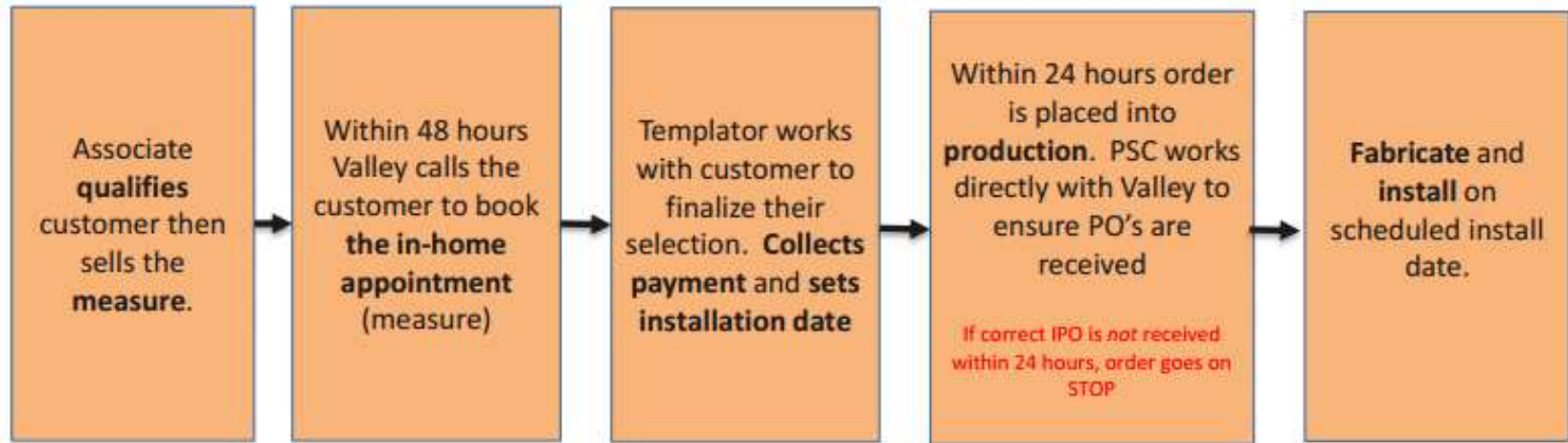


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# In-Home Closing

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Great experience = Happy Customer!



- **Review the project**
- **Discuss what needs to be in place before the measure can proceed**
- **Collect e-mail addresses**
- **Send CIP form**

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# In-Home Closing – The Measure



- **Laser Template**
- **Design & Details reviewed**
- **Custom Quote**
- **Confirmed Installation**
- **Payment Taken**



# In-Home Closing – Templator Checklist

JOB NAME: **Jacqui Waddingham** WORK ORDER: **98833**

**TEMPLATOR CHECKLIST**

Templator to fill out checklist completely during the measure appointment

**Before Templating:**

Confirmed countertop color with customer ☐ YES ☐ NO

Confirmed edge profile(s) with customer ☐ YES ☐ NO

Confirmed sink cut-out detail (i.e. reveal, flush or overhang) and exact sink opening size (if sink not on site do not proceed-call CSR) ☐ YES ☐ NO

Confirmed cutting of gables or dust covers with customer ☐ YES ☐ NO

Gave customer "Understanding the Countertop Installation Process" document to read before doing the measure ☐ YES ☐ NO

**During Templating:**

Confirmed cabinets are level within 1/8" ☐ YES ☐ NO

Allowed 1/8" clearance between each edge of counter top and wall ☐ YES ☐ NO

Manually checked digital measurements with a measuring tape ☐ YES ☐ NO

Marked cut-out centers and confirmed min size of surrounding c-top req'd ☐ YES ☐ NO

	Front(mm)	Back(mm)	Side(mm)
Polished Granite, Eco, Geos Kitchen Sink	100	100	100G/150Dekton
Polished Granite, Eco, Geos Kitchen Sink	100	100	100
Polished Vanity Sink	100	50	90/150Dekton
Unpolished Cut-out	75		

Recorded sink make and model number on template ☐ YES ☐ NO

Noted on template height of new finished countertop above finished floor (this needs to be a min of 913mm for a slide in range) ☐ YES ☐ NO

**Plumbing Checklist (to be done on every job):**

1. Are shut off valves working properly? ☐ YES ☐ NO

2. Are all drain pipes 1.25" or 1.5" PVC (No Copper or Cast)? ☐ YES ☐ NO

3. Are all supply lines threaded? ☐ YES ☐ NO

4. Are all faucets and sinks being installed brand new? ☐ YES ☐ NO

5. Is all electrical connect into a water filtration system? ☐ YES ☐ NO

6. Do supply lines connect into a water filtration system? ☐ YES ☐ NO

**is Plumbing OK to do? (if any of 1,2,3,4,5 are "no" or 6 is "yes" plumbing cannot be accepted)**

Has picture been taken of plumbing? (only one picture showing shutoffs and drain into sink and drain into wall) ☐ YES ☐ NO

**After Templating:**

Manually checked digital measurements with a measuring tape ☐ YES ☐ NO

Took pictures of existing damage ☐ YES ☐ NO

Took pictures of each section of countertop ☐ YES ☐ NO

Took pictures of access restrictions (i.e. elevators, narrow stairs or walkways, etc.) ☐ YES ☐ NO

Took pictures of the Countertop Installation Process" document with customer and had customer sign document ☐ YES ☐ NO

Discussed "Understanding the Countertop Installation Process" document with customer and describe below ☐ YES ☐ NO

Are there any special parking, workspace, use of existing items or delivery issues? (if so take pictures and describe below) ☐ YES ☐ NO

- Notes page is for CSR's only. Any communication to engineering must be noted on the template drawing.
- Maximum countertop size is 54"x117". 1.2cm Corian 4.5lb/SF. 2cm Stone 11lb/SF. 3cm stone 18lb/SF.
- Engineering will determine final seam locations. Standard location is 65mm from inside corner.

- Customer receives all details of their project
  - Options listed by room
  - Option to pay by two forms of card/loan
- All supplier contact info listed**
- Install date listed**



# In-Home Closing – CIP Form

4. Preparing for the measure appointment

VCI would like to thank you for giving us the opportunity to provide you with information regarding the countertop services that VCI offers. To ensure a positive experience, we have composed the following information to guide you through the countertop measure, manufacture and installation process.

**Understanding the Countertop Installation Process**

Thank you for giving us the opportunity to provide you with information regarding the countertop services that VCI offers. To ensure a positive experience, we have composed the following information to guide you through the countertop measure, manufacture and installation process.

**1. The Material**

VCI offers several premium countertop products using materials that have different performance and aesthetic characteristics. Due to variations in the core ingredients, surface appearance within each countertop will vary in color, shade and pattern change at seams. These materials will also show texture variations and pitting. Bolder patterns will have a more dramatic color and/or pattern change at seams. These characteristics are to be expected and are not considered a defect. Please ensure that you are comfortable with the material you have selected, that will best meet your needs. (For more information see section 2 below.) Please feel free to talk to the VCI representative at the measure appointment if you have any questions regarding the material that you have chosen.

**2. Preparing for the Measure Appointment**

Thank you for booking a measure appointment. This appointment will last approximately 1-2 hours, and we will take the time to answer any questions that you may have regarding our products and services, so that you can make an informed purchase. In order to be prepared for this appointment, please review all of the details listed below and ensure that you have met these requirements prior to the measure appointment. (Note: If you choose the In-Home Closing Program, you will be asked to provide credit card information and you will then be able to schedule an install date.)

- Cabinets:** Ensure that all cabinetry including any finished end panels will be completely and permanently installed prior to the measure appointment, and that all existing countertops will be cleared off for the measure appointment.
- Note:** Tilt-out trays are not compatible with under-mount sink installations. Only newly purchased sinks will be templated at the time of the measure appointment. Existing sinks cannot be reused. Under newly purchased sinks will be templated at the time of the measure appointment.
- Existing Sinks, faucets, appliances and brackets:** Ensure that all items that will be mounted into or onto the countertops (such as sinks, faucets, soap dispensers, hot/cold water dispenser, cook tops, brackets, etc.) will be on the job site prior to the measure appointment. Undermount Apron and farmer sinks MUST be installed prior to the measure appointment. All cutout sizes will be confirmed at the measure appointment. Dishwashers, free-standing stoves and refrigerators are also required to be onsite to confirm measurements.
- Note:** If the above items are not on site as required, or if any changes are made after the measure appointment, another measure appointment will be required and another measure fee will be charged.
- Existing tiles and mirrors on walls:** If existing tiles and mirrors are not being used in the new project, they need to be removed prior to the measure appointment; this will ensure a good fit of the countertops to the wall. If the existing tiles and mirrors are being used in the new project, there may be gaps underneath or at the ends of the tiles or mirrors. **Incidental damage of existing tiles and mirrors during installation are not the responsibility of VCI.**
- Seams:** The location of seams that will be required will be discussed and determined at the time of the measure appointment. Remember, all seams in stone countertops are visible.
- Countertop finish (overhang) at sink:** If an Undermount sink is being installed in the countertops, the sink edge finish (overhang, flush, or reveal finish) will be discussed and determined at time of the measure appointment.
- Countertop surfaces:** Please ensure all countertop surfaces have been cleared off prior to the measure appointment.

**3. At The Measure Appointment**

At the measure appointment, the VCI representative will review and confirm all the details concerning your countertops. The customer (or designated decision maker over the age of 18) must be present during the entire measure appointment. VCI uses sophisticated laser units and programs to accurately measure the cabinets, walls and integral appliances to ensure accurate slabs. The digital template provides a considerable amount of detail that is used by the manufacturing machines that produce your countertops. VCI will require your signature on this document and on the digital template (which the VCI representative will produce at the measure appointment) confirming all of the details of your order before the order is processed. If you choose the In-Home Closing Program, you will be asked to provide credit card information and you will then be able to schedule an install date.

Customer acknowledges and agrees with the above items

☐

- Customer receives all details of their project
- Options listed by room
- Option to pay by two forms of card/loan
- All supplier contact info listed
- Install date listed





# In-Home Closing – Sign-off

- **Customer receives all details of their project**
- **Options listed by room**
- **Option to pay by two forms of card/loan**
- **All supplier contact info listed**
- **Install date listed**

**VALLEY COUNTERTOPS INDUSTRIES LTD** Name \_\_\_\_\_

Quote # **14475 (R:0)** Installed On-Site

**Billing Address:**  
THE HOME DEPOT CANADA #7047  
3950 HENNING DRIVE,  
BURNABY, BC, V5C 6M2  
**Billing Contact:**  
THE HOME DEPOT CANADA #7047  
Billing Contact  
Tel: (604) 294-3030  
Customer MPO: 88538193

**Site Address:**  
Burnaby, BC, V3N 2W6  
**Site Contact:** \_\_\_\_\_

**VCI Contacts:**  
CSR: Crystal Swadden  
Phone: 1-800-506-8997 Ext 111  
Email: cswadden@valleycountertops.com

**Customer PO:** \_\_\_\_\_ **Proposed Date:** 1/30/2019 8:30 AM

Qty	Unit	Description
Not Selected		
46	SOFT	2cm SiteStone - Grey Expo (J) Polished Installed Group A
33	LN FOOT	4cm - Double Radius (8mm) (#416)
3	EACH	Corner - Radius 3/4" to 3" (or clipped)
6	EACH	Custom - Corner - Inside Square (J Seam)
1	EACH	Custom - Polish Cutout - for SINK with Inside Corner Radius < 40 mm
1	EACH	Custom - Special Handling-Large tops/Site Access/Shop Handling
1	EACH	Cut Out - Polished Eased Edge Undermount (#1210/#210/#310)
1	EACH	Cut Out - Unfinished - for Appliance or Drop in Sink - one FREE
1	EACH	Note: This is an In-Home Sale
1	EACH	
1	EACH	

**Kitchen upstairs:**

Qty	Unit	Description
7	SOFT	2cm SiteStone - Stellar Snow (R) Polished Installed Group D
6	LN FOOT	4cm - Eased (#400)
4	LN FOOT	SiteStone Backsplash Group 4 (D) Up to 4"

Sub Total	\$5,208.00
Taxes	\$260.40
Total of Install Order	\$5,468.40
Credit Back Measure Fee	\$157.50
Total amount to be charged on Credit Card[s] by The Home Depot	\$5,310.90

Card Type	Credit Card #1	Credit Card #2
Name on Card	VISA	
Last 4 Digits		
Exp. Date (MM/YYYY)	Provided	Not provided
CVV Code		
\$ Amount		
Postal Code on CC BH		

**Card Holder Signature (#1)** \_\_\_\_\_ **Date:** \_\_\_\_\_

30781 Simpson Road, Abbotsford BC, V2T 6X4  
TollFree: 1-800-506-8997 Fax: 804-852-9006 TollFree: 1-800-953-3495  
cswadden@valleycountertops.com



# Understanding the Daily Updates

**CONFIDENTIAL**

Client

**CONFIDENTIAL**

PSC Report

12/03/2018

Measure Appointment

Confirmed for Dec 3 2018 8:00AM to 10:30AM - -

NEW

LITTLE (Store 7047)

Order Type	Status	PO #	VCI Order #	Shipping Address:
Measure	Active	87934716	12110	6825 JOFFRE AVE, BURNABY

11/13/2018

Order Created

11/13/2018

Phone Call

Call to book measure - Left voicemail Follow up Phone Call planned for 11/20/2018 8:00 AM

11/14/2018

Phone Call

2nd Call to book measure -

Notes from last phone call:

Booked Nov 27

11/27/2018

Measure Appointment

Confirmed for Nov 27 2018 1:30PM to 3:00PM - -

NEW

Mosher - (Store 7047)

Order Type	Status	PO #	VCI Order #	Shipping Address:
Install	Active	87686072	12367	10 - 4335 Northlands Blvd, Whist

11/20/2018

Order Created

11/20/2018

Phone Call

Call to book install - Booked Nov 27

11/20/2018

Entered Production

11/27/2018

Install Appointment

Confirmed for Nov 27 2018 12:30PM to 1:00PM

NEW

Ng - (Store 7047)

Order Type	Status	PO #	VCI Order #	Shipping Address:
Measure	Active	87591403	11135	3269 Parker St, Vancouver

10/17/2018

Order Created

10/17/2018

Phone Call

Call to book measure - Waiting on cabinet order Follow up Phone Call planned for 12/7/2018 8:00 AM

Trotti - (Store 7047)

Order Type	Status	PO #	VCI Order #	Shipping Address:
Install	Active	87786674	11722	147 - 8400 Shook Rd, N

11/02/2018

Order Created

11/02/2018

Phone Call

Call to book install - Booked Nov 30 - customer requ

11/02/2018

Entered Production

11/30/2018

Install Appointment

Confirmed for Nov 30 2018 8:00AM to 11:30AM

NEW

**CONFIDENTIAL**

Orders on Stop

The following orders are on stop awaiting information from Home Depot in order to proceed

Customer	Date	Order Type	VCI Order#	THD IPO	THD MPO
THE HOME DEPOT CANADA #7032					
Orchard					
PSC to provide revised Install PO: Need IPO- Melissa dealing	01/21/2019	Install	13843	0	88390679
THE HOME DEPOT CANADA #7084					
ARMSTRONG					
PSC to provide PO for In Home Closing Order: customer to pay in store next week,	01/29/2019	Install	13875	its	88295000
THE HOME DEPOT CANADA #7171					
Butterfield					
PSC to provide PO for In Home Closing Order:	01/28/2019	Install	13849	its	88622635
Brummond					
PSC to provide PO for In Home Closing Order:	01/28/2019	Install	13855	its	88712485
THE HOME DEPOT CANADA #7255					
CHARLTON					
PSC to provide PO for In Home Closing Order:	01/29/2019	Install	13878	its	88691703
THE HOME DEPOT CANADA #7273					
Hoogendoorn					
PSC to provide PO for In Home Closing Order:	01/28/2019	Install	13850	its	88736702

Quotes needing install POs

The following quotes are awaiting install POs from Home Depot

Customer	Date	VCI Quote#	THD MPO	Subtotal
THE HOME DEPOT CANADA #7084				
Eley Terillo				
THE HOME DEPOT CANADA #7141	1/9/2019	Q-14487		\$7,987.50
Victoria Howard				
THE HOME DEPOT CANADA #7252	1/21/2019	Q-14641	88727255	\$8,084.00
Porter Judy				
THE HOME DEPOT CANADA #7273	1/29/2019	Q-14501	88623326	\$2,940.00
BEV MIYOSKA				
	1/21/2019	Q-14109	88049447	\$8,935.50

End Of Report

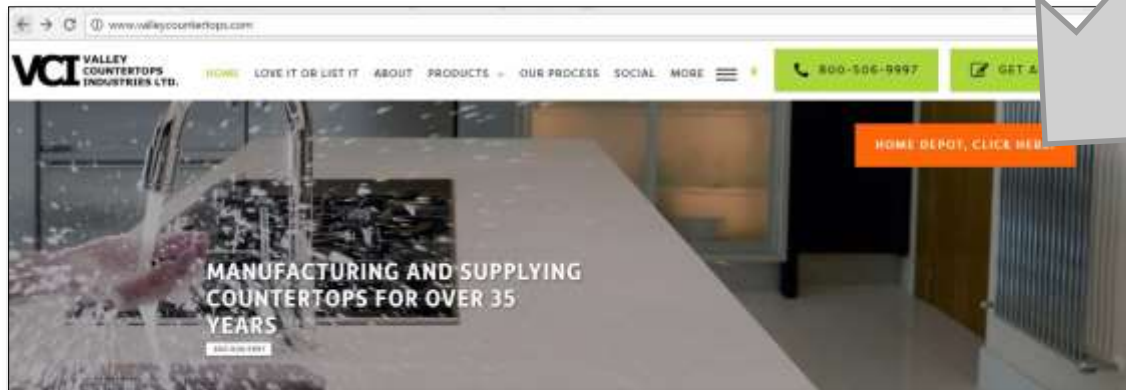
v3.1 CR - [ Confidential ] Page 37 of 52 Generated For 11/26/2018

v1.0 PR - [ Confidential ] Page 1 of 2 Generated For 1/30/2019 4:30:13 AM



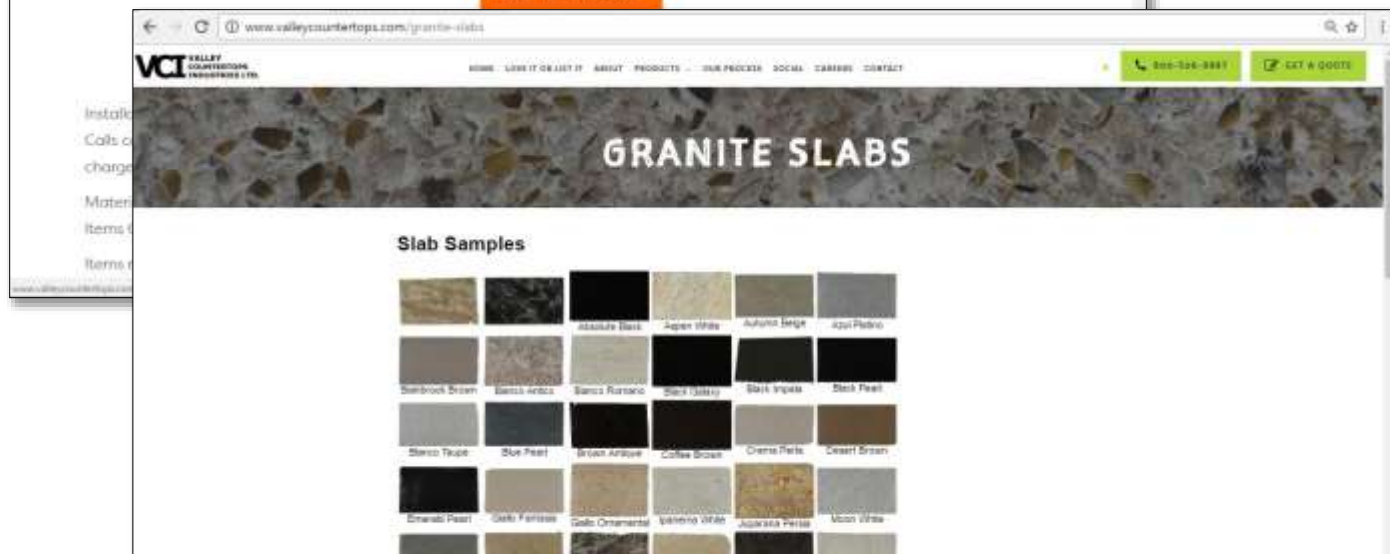
# Web Portal

*Click Here*



<http://www.valleycountertops.com/>

Password: 4663





# Valley Stone Sales @ HD



## HD Sales By Area (HD Fiscal Year)

HD Fiscal Year											
Area	Store ID	Prov	Feb2013 - Jan2014 Sa	Feb2014 - Jan2015 Sa	Feb2015 - Jan2016 Sa	Feb2016 - Jan2017 Sa	Feb2017 - Jan2018 Sa	Feb2018 - Jan2019 Sa		Current Projected	+/-
MB			\$694,231.56	\$724,805.69	\$685,097.71	\$714,738.99	\$766,900.39	\$715,776.51		\$738,018.15	(\$28,882.24)
7086	WINNIPEG	MB	\$169,041.60	\$199,710.68	\$124,636.34	\$256,246.04	\$221,945.14	\$168,795.96	>>	\$174,041.03	(\$47,904.11)
7180	WINNIPEG	MB	\$114,185.61	\$113,161.11	\$116,784.52	\$117,351.83	\$117,647.66	\$118,173.16	>>	\$121,845.21	\$4,197.55
7058	WINNIPEG	MB	\$103,642.46	\$103,866.55	\$103,309.68	\$68,660.36	\$110,553.09	\$116,710.27	>>	\$120,336.86	\$9,783.77
7057	WINNIPEG	MB	\$127,543.11	\$127,402.98	\$184,533.36	\$125,816.26	\$120,433.56	\$114,828.89	>>	\$118,397.02	(\$2,036.54)
7038	BRANDON	MB	\$80,974.96	\$88,616.66	\$88,342.59	\$58,417.24	\$88,087.84	\$100,909.22	>>	\$104,044.82	\$15,956.98
7056	WINNIPEG	MB	\$98,843.82	\$92,047.71	\$67,491.22	\$88,247.26	\$108,233.10	\$96,359.01	>>	\$99,353.22	(\$8,879.88)



\*all numbers in cost

# THD vs. Competitor

## Inclusive Pricing \$

Home Depot	Competitor
Measure fee \$150	Measure fee \$179
Pay only for the measure to get a firm quote that will not change	Pay for the entire countertop ballpark – quote <b>WILL</b> change after measure
Eased edge included	Eased & Bevel* inconsistent offering
One sink cutout included	Sink cutout \$215 - +\$6.14/sq ft on a 35 sq ft job
Edge upgrades \$19, \$24 Example: Bullnose edge on typical job 25 lin ft = \$475	Edge upgrades \$36 Example: Bullnose edge on typical job 25 lin ft = \$900 or <u>\$425 more than HD</u>
Permanent Penetrating Sealer – <i>Never seal your countertop again</i>	Topical Sealer, must be reapplied every year - Approximate cost over 5 years \$1750*
15 Year Stain Warranty	No Stain Warranty
Plumbing offered	No plumbing option
Example Cost of Upgrade <b>\$475</b>	Higher Cost to Upgrade <b>\$1115</b>
5 Year Cost of Ownership <b>\$0</b>	5 Year Cost of Ownership <b>\$1750</b>



**Value =  
Savings +  
Backed by  
THD**



## Warranties & Maintenance



Home Depot	Competitor
15 Year Stain resistance warranty	NO Warranty <b>MUST</b> be sealed every 6 months to 1 year
No need to re-treat ever again	Approximate cost \$350/ treatment approx. \$1750 over 5 years

## Selection & Retail Transparency

Home Depot	Competitor
30 Colours	Roughly 20-25 Colours
Published pricing	Many are quote only
Pay <b>ONLY</b> for what you use	Quote only colours, Pay for all material waste

## Installations



Home Depot	Competitor
<ul style="list-style-type: none"> <li>3-4 weeks to install</li> <li>Customer pre-select install date (only available with in home closing)</li> </ul>	<ul style="list-style-type: none"> <li>Inconsistent: "it will be 7-8 weeks" no date given</li> </ul>



\*based on average stone maintenance costs

**40 YEARS OF COUNTERTOP EXCELLENCE**

# Inside the Shop

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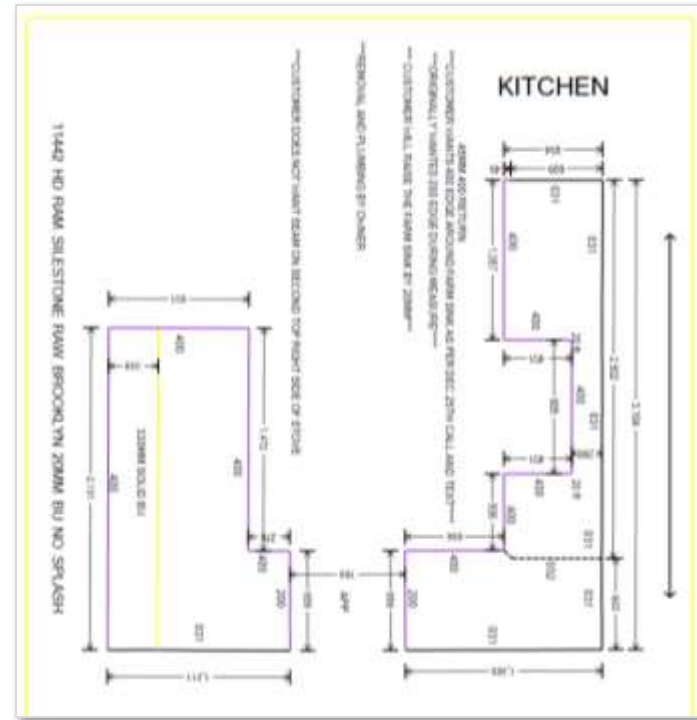
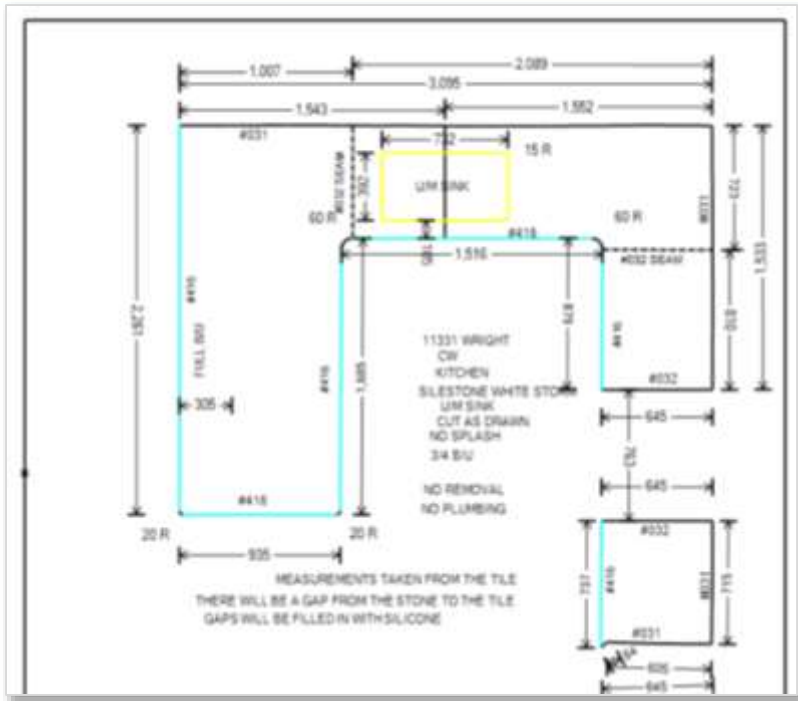
## Best technology for the best stone tops

- ACAD templating, layout and engineering
- Waterjet cutting
- CNC finishing
- CRM project management software





# Inside Corner Options



# Directional Materials

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# Directional Materials – Images from Insta



2,607 likes



2,607 likes

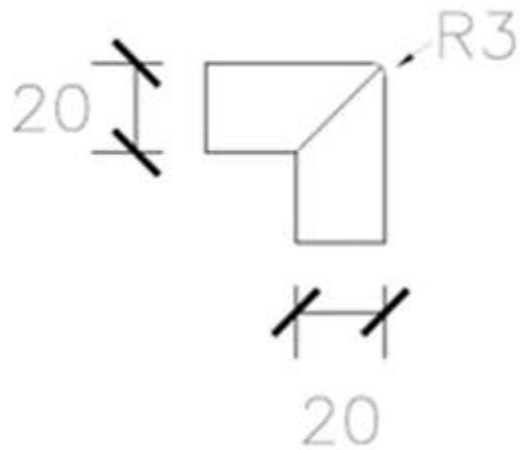


2,607 likes

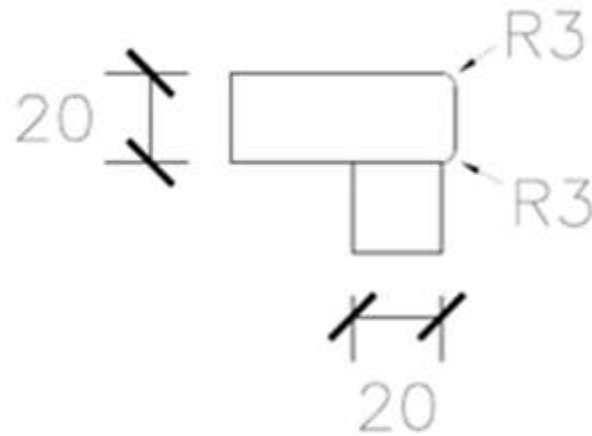


# Gables/Waterfalls

**Mitred Gable (Waterfall)**  
(Extra Charges Apply)



**Recessed Gable**





**40 YEARS OF COUNTERTOP EXCELLENCE**



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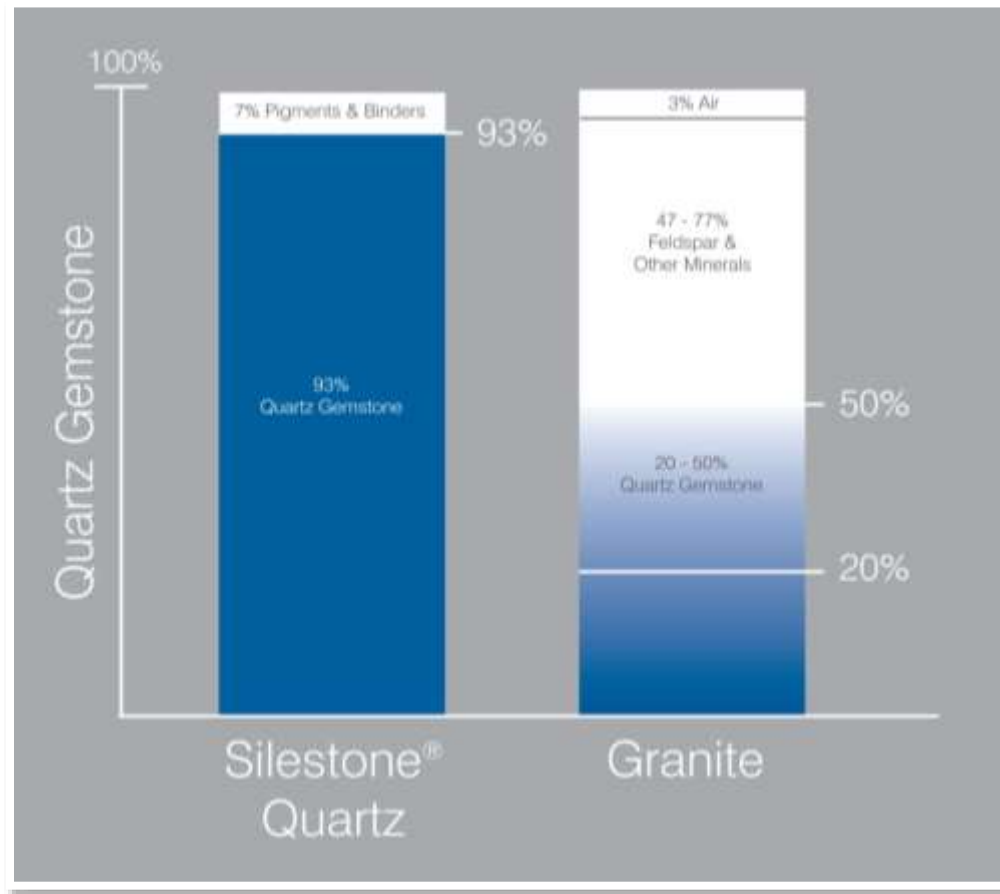
**SILESTONE®**  
by COSENTINO



**RECYCLED SURFACES**



# What is Silestone?



RECYCLED SURFACES





# ECO Raw Materials



Porcelain - Mirror - Crystallized Ash - Glass - Stone Scraps - Corn

## Advantages of using Recycled Raw Materials

Every year we expect to recycle the equivalent of 65 million glass bottles!

### *Post-consumer Waste*

Garbage accumulation all over the world is a fast growing problem as consumer consumption increases. The source of raw materials is almost infinite (iron scrap) and it undergoes a burning process that is highly efficient. (Quitariamos iron scrap).

### *Post-industrial Ceramic*

Material from bathrooms, dishes, cups, shower pans and defective porcelain tiles. There is no other use for this material - it cannot be incorporated into any other industrial product.

This material is reused in the production of ECO by Cosentino which saves building up tons of waste in landfills year after year.



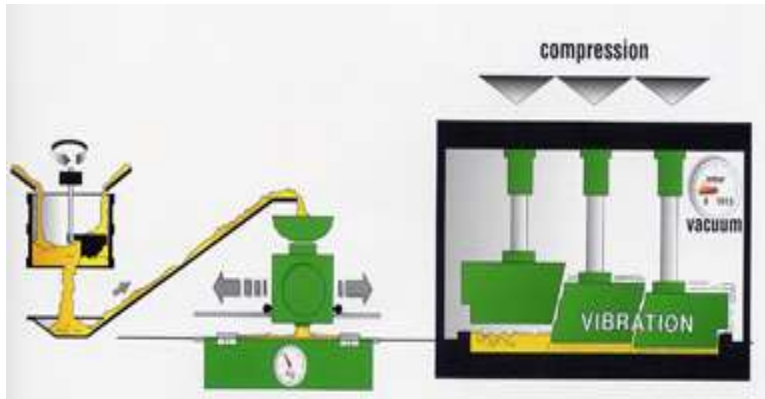
Riverbed



Terra



# Manufacturing Process



# Manufacturing Process



RECYCLED SURFACES

**SILESTONE®**  
by COSENTINO





# Manufacturing Process

Each slab is then sandwiched between two heated plates, which remains in direct contact with the slab until the hardening phase is complete





# Manufacturing Process



# Manufacturing Process



**SILESTONE®**  
by COSENTINO



# Manufacturing Process

The final polish is checked with the most sophisticated instruments prior to warehousing and distribution



# Characteristics



## Non-porous and Stain resistant:

- Only Non-porous Stone
- No Sealing
- NSF Certified for Healthcare and Commercial food prep
- Resists common household stains
- High performance against chemical damage



## Scratch resistant:

- 7 on the Mohs hardness Scale
- Harder than steel knives
- Only Diamond, Topaz and Sapphire are harder than quartz.



## Heat resistant:

- Class 1 fire rating
- Will not scorch or burn
- Withstand Temperatures to 430F
- Trivets still recommended



## Impact Resistant:

- Engineered for Greater Durability
- 5 times stronger than Granite
- No voids or weak points
- More resistant to damage





# Selling Highlights - GreenGuard



Leading the movement towards cleaner, safer surfacing materials, Silestone Quartz has been awarded GREENGUARD Indoor Air Quality Certification from the GREENGUARD Environmental Institute.



# Selling Highlights - NSF®

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Live safer.™

NSF led the development of more than 75 standards and protocols for sanitary food equipment, and has certified thousands of products as safe to use in restaurant and commercial kitchen settings. NSF food equipment standards include requirements for material safety, design, construction and product performance.



RECYCLED SURFACES





MANUFACTURING AND SUPPLYING  
COUNTERTOPS FOR OVER 35  
YEARS

800-506-9997



 **DEKTON®**

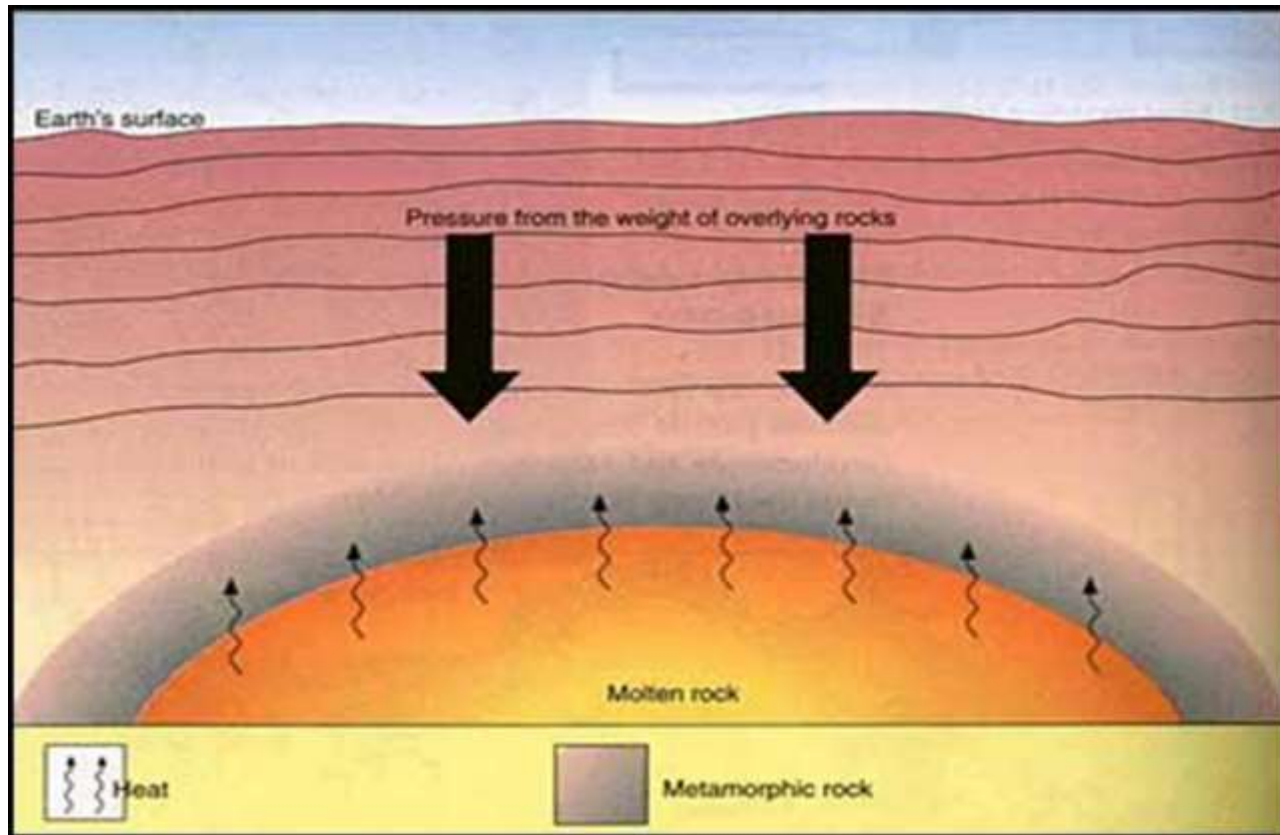
**Ultracompact Surfaces**





# Mother Nature

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# Sinterization Process

## SINTERISATION PROCESS / PROCESO DE SINTERIZACIÓN



1. Minerals  
Compacted

2. Minerals  
Crystalize

3. Crystal  
Network

4. Network  
Liquefies

5. Liquid  
Solidifies

6. Ultracompact  
Slab

1200°  
Celsius

25°  
Celsius

Press

Oven

Ultracompact  
Slab

# Video

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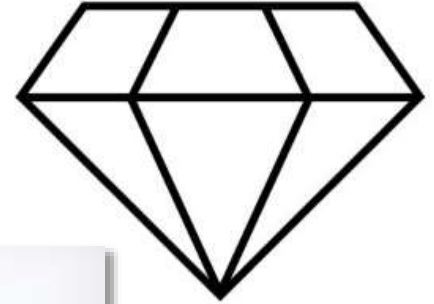


**VIDEO**

# Scratch Resistant

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- More scratch resistant than quartz countertops
- Will not scratch using common household utensils





# Heat & Scorch Resistant

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- Withstands temperatures up to 800 degrees Celsius
- Hot pan placed directly on surface does not burn, scorch, or cause thermal shock



# High Impermeability

- Very low porosity throughout slab, not just on surface
  - ASTM C373
  - +/- 0.04%
- No need to seal
- Excellent for applications where hygiene is important
- Highly stain and chemical resistant
  - ASTM C1378
- Clean with hot water





# Attributes of Ultracompact Surfaces

**VIDEO**



# Dekton Fabrication By Valley Countertops

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**Typical installations**





# Installed Displays



**7057**

**7032**



**7122**



# Details Installed



Mitered Edges on Patterned Material



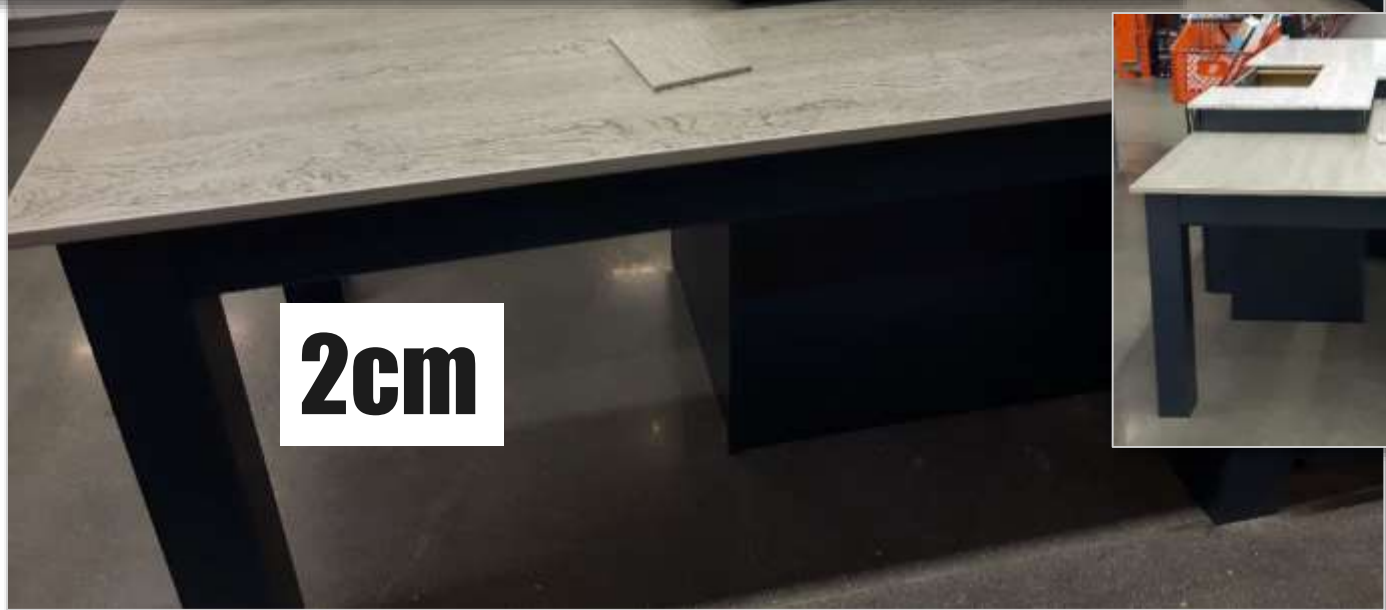
Radius Corners on  
Square Sinks



Seams on Veined Material



# Edge Colour



# Chip Repairs

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**Repair Kit by  
Cosentino**



**Repair by  
Cosentino  
Professional**





# Warranties

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Cosentino, S.A. warrants to the owners of installed Silestone® quartz and ECO surfaces for a period of twenty five (25) years from the date of installation of the surfaces in your residence that the material will be free from manufacturing defects. If a manufacturing defect occurs during the warranty period, Cosentino, S.A. will at its option, repair or replace the defective surfaces.

- Fabrication & Install Included
- Transferrable





GĒOS

**RECYCLED GLASS SURFACE**

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# GEOS

Is made of  
**57-65%**  
recycled glass



GEOS Recycled Glass Surface are durable, earth-friendly and affordable. With a carefully chosen mixture of both pre-consumer and post-consumer glass, GEOS is not only beautiful, it is sustainable.





# the GEOS Color Collection | 2016



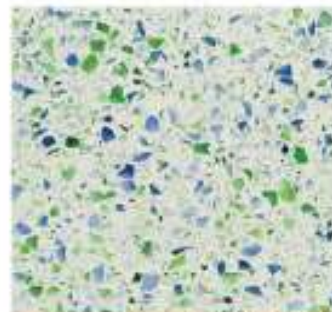
AMBER COAST



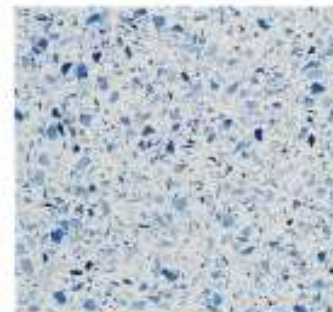
ASHEVILLE



ASPEN



AUCKLAND



AVALON



NEW!

CIRRUS



FAIRFAX



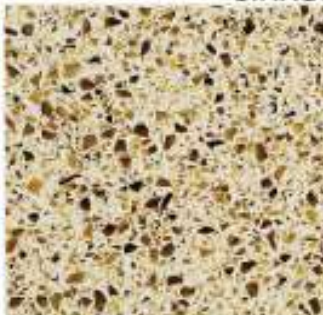
JUNEAU



COFFEE KONA



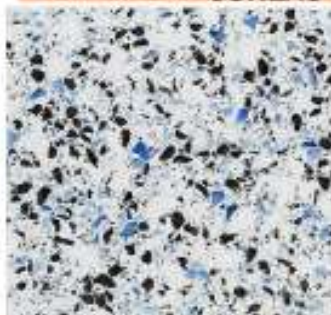
WHITE BIRCH



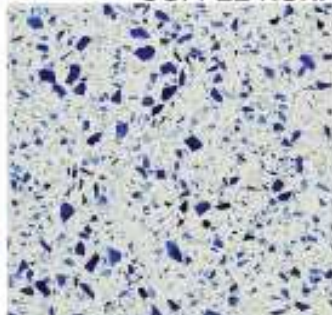
KONA



LAKE SHELL



MARINA BLACK



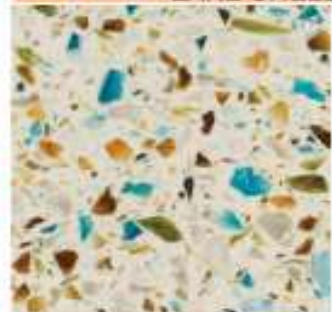
MARINA



OCEAN SHELL



RED ROCKS



RINCON



ST. LAWRENCE



WHEAT

HomeDepot  
Colors





# Granite



# What Is Granite?

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Igneous rock formed  
through the cooling  
and solidification  
of magma or  
lava!!



# HD Granite is...

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## **Stain resistant:**

- No Sealing
- NSF Certified food prep
- Resists common household stains

## **Impact Resistant:**

- Stone is hard and durable
- Formed by the earth's natural processes



## **Scratch resistant:**

- 6 on the Mohs hardness Scale

## **Heat resistant:**

- Class 1 fire rating
- Will not scorch or burn
- Withstands high Temperatures
- Trivets still recommended



# The Treatment

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- **Chemical Resistance** –withstands the use of any typical household cleaning chemicals
- **Thermal Stability** – The treated Granite surfaces will stand temperatures up to 300C (572F)
- **UV Stability** – The treated Granite is suitable for outdoor or indoor application.
- **Mechanical Resistance** –The sealer penetrates into the granite surface and is anchored by the chemical bonding of the material.
- **Optical Appearance** – The treated Granite's natural stone color and beauty is not changed by the colorless treatment.
- **Warranty** – These attributes resulting from the chemical bond sealer technology allows us to provide an extended limited warranty of 15 years and never needs to be resealed.





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# Selling Highlights - NSF®

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# Care and Maintenance

HD Granite countertops are easy to clean and maintain. Use soap and water, or cleaning products like Fantastik® or other cleaning products containing vinegar. The advanced stone technology of HD Granite makes our product extremely resistant to damaging chemicals. You may use the following cleaners and products to remove difficult spots or spills;

Lacquer Thinner	Fantastik®	Rubbing Alcohol
CeramaBrite	Mineral Spirits	Soap & Water
Formula 409®	Lysol	GreenWorks

*Caution should be exercised in the handling and storage of any of the above cleaners/ products.*

If you have an area that appears to be stained: Soak affected area with one of the recommended cleaning products for up to 10 minutes. -Scrub the area.



## Caution

Repetitive exposure to extreme heat, oven cleaners, Drano®, Liquid Plumber®, and floor strippers may damage the polished finish. Use of oven/grill cleaner may discolor the stone and should be avoided.



# Recap - Comparison

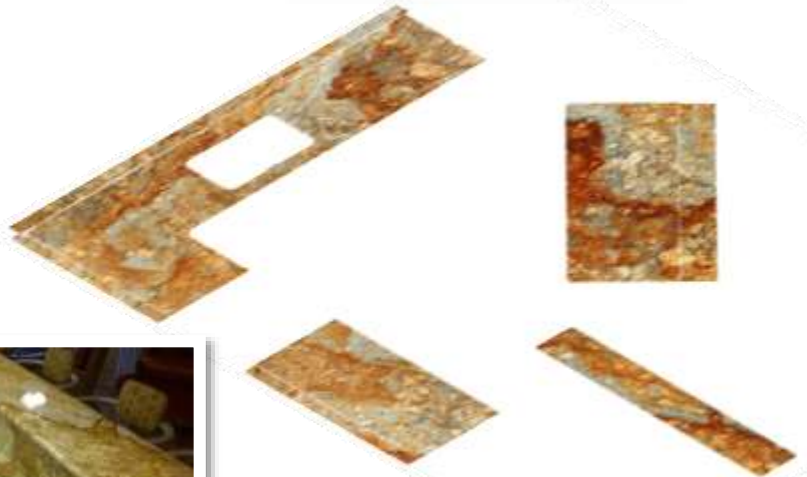
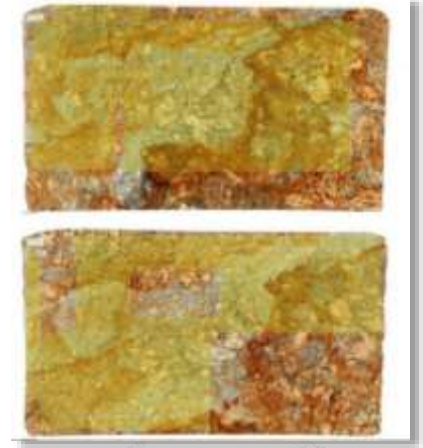
	<b>Silestone &amp; ECO</b>	<b>Dekton</b>	Natural Granite	Solid Surface	Ceramic Tile	Laminate
Stain Resistant	<b>Yes</b>	<b>Yes</b>	<b>No</b>	Yes	Yes	<b>No</b>
Burn Resistant	<b>Yes</b>	<b>Yes</b>	Yes	<b>No</b>	Yes	<b>No</b>
Scratch Resistant	<b>Yes</b>	<b>Yes</b>	Yes	<b>No</b>	<b>No</b>	<b>No</b>
Mold/Mildew Resistant	<b>Yes</b>	<b>Yes</b>	<b>No</b>	Yes	Yes	<b>No</b>
25- Year Warranty	<b>Yes</b>	<b>Yes</b>	<b>No</b>	Varies	<b>No</b>	<b>No</b>
P+®	<b>Yes</b>	<b>Yes</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
Greenguard®	<b>Yes</b>	<b>Yes</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
NSF®	<b>Yes</b>	<b>Yes</b>	<b>No</b>	Yes	<b>No</b>	<b>Varies</b>





# Key Features

- Only A grade slabs
- Treated at the factory for stains (15 Year Warranty)
- NSF® & GreenGuard® Certified
- Installs Guaranteed (\$, install warranty)
- Digital templating and advanced tooling
- AutoCAD layouts
- Professional installations



# Characteristics

Inter-crystalline boundaries



# Characteristics

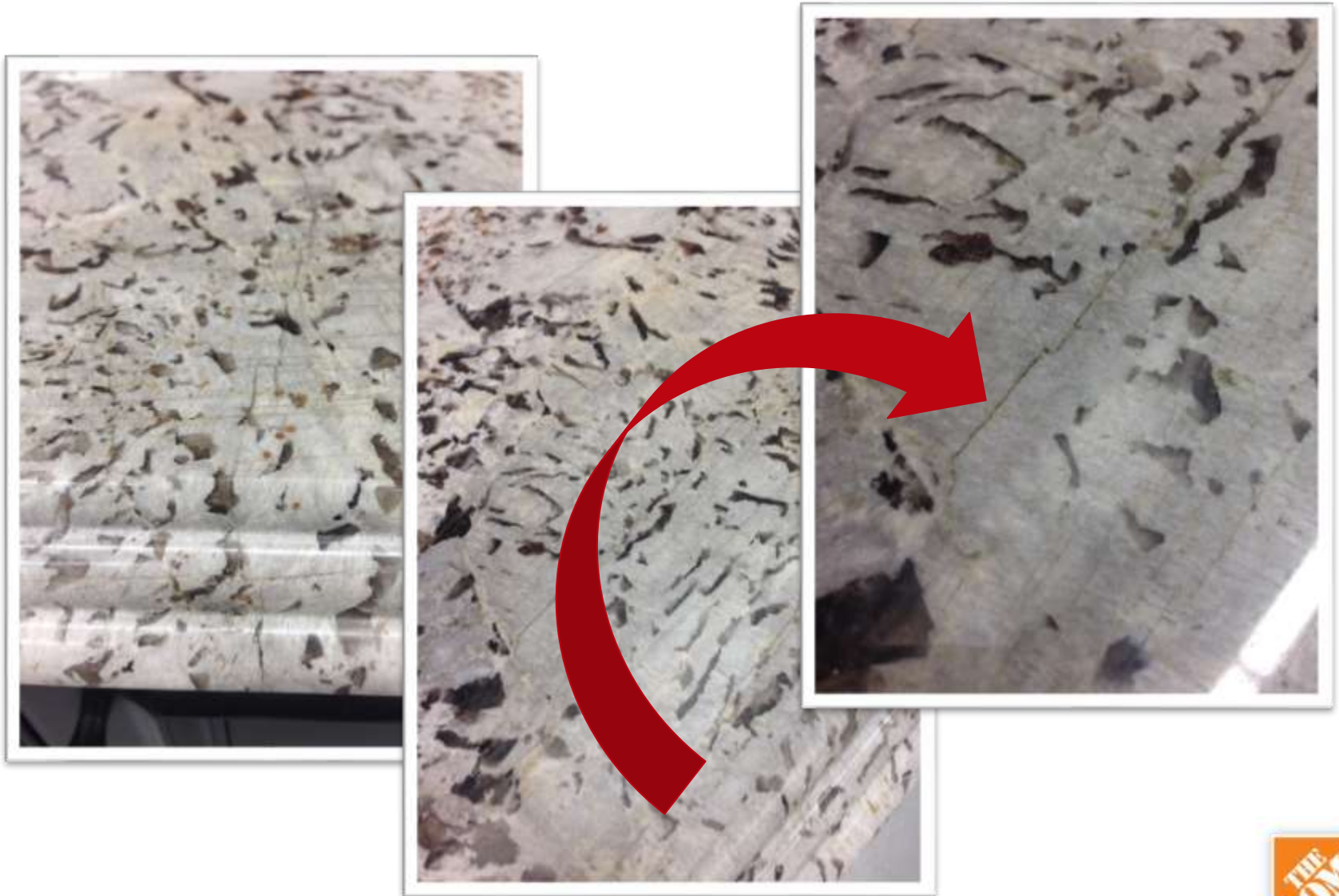
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# Characteristics

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# Acceptable Repairs

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# Service Calls

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**\$340 Retail**

- Seams
- Chips
- Cleaning



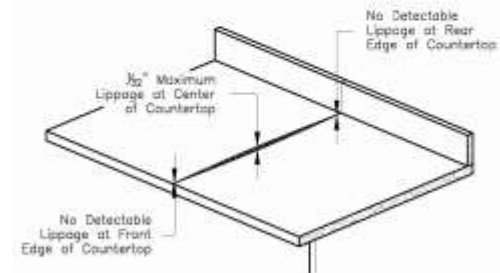
## *A Homeowner's Guide to Natural Stone Countertop Installation*



**MARBLE  
INSTITUTE  
of America**

**Joint (seam) widths** between two stone units should equal  $1/16"$  (1.5 mm), with a tolerance of  $\pm 1/64"$  ( $\pm 0.4$  mm). In such cases where a larger joint width has been specified, the tolerance is to be  $\pm 25\%$  ( $\pm 1/4$ ) of the nominal joint width. Joint width does not include the dimension of an *arris* (a small chamfer, approximately  $1/16" \times 1/16"$ ) on the stone edge. When an arris is used, the perceived joint width may be greater than the actual width due to the seam filler occupying the width of the arris.

**Lippage.** In the stone industry, the term "lippage" refers to the unevenness of the



Allowable Lippage Due to Slab Warp  
finished surfaces of two adjacent stone units. Due to the relatively tight seams used in countertop installations, even minor amounts of lippage are noticeable. Lippage may be unavoidable due to permanent warp in the