

# 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**



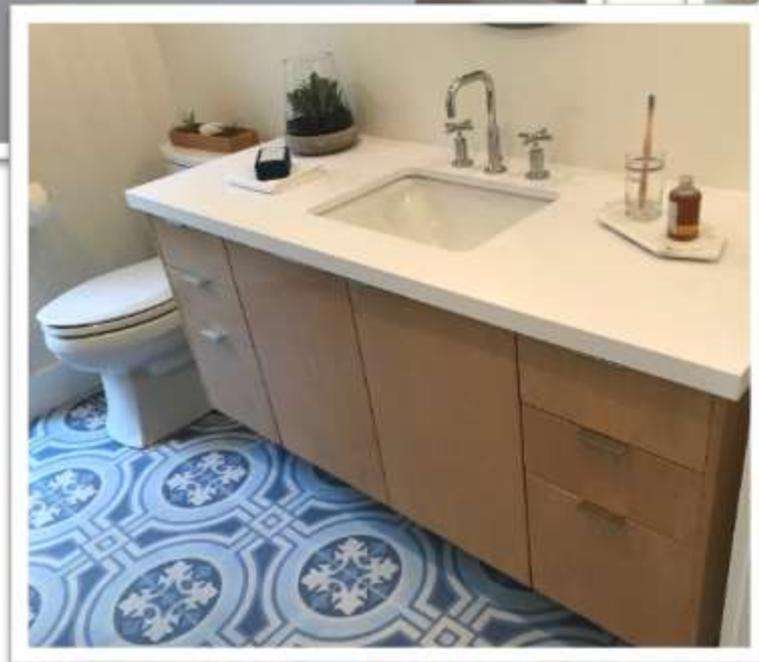
# You May Have Seen Us...



## 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**



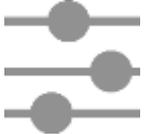
# The Valley Advantage

## 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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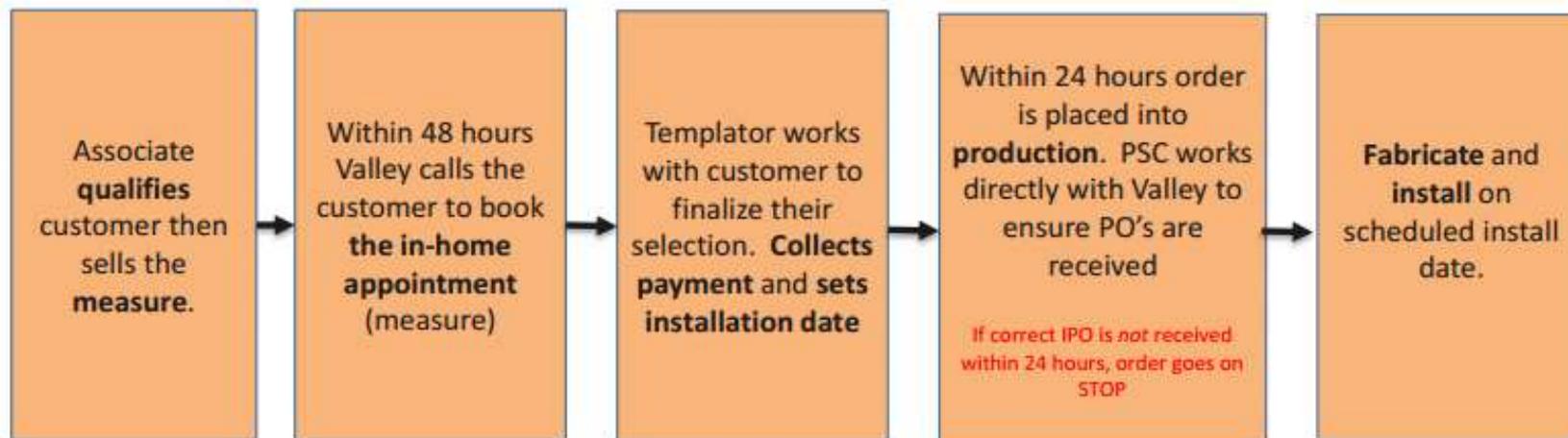


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# In-Home Closing

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Great experience = Happy Customer!



# In-Home Closing – Booking the appointment



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

Subject: Viciou Construction Appointment Confirmation (1400) (04/06/2018)

Hello, Bianca Lopez

As discussed, we have booked the **Measurement Appointment** for your new construction. The VCI representative will show photo ID when they arrive.

**Appointment Scheduled Date and Time: 11/21/2018 10:00 AM** (Actual arrival time may vary for up to 2 hours due to traffic or other delays.)

**Appointment Appointment Duration: 2.5 hours**

• **Address:** 12 SURGANCE CLOSE SW WESCOCK MD

• **Measure Efficacy:** Yes

• **Measure Priority:** No

• **Measure Start Date:**

• **Measure Start Reason:**

• **Category:** Home - please check all contents off of the invoice prior to our arrival

• **Subtype:** (Select Correct Appointment)

• **Skills:** (Select Correct Appointment)

• **Range Type:** - ready to be installed (optional) (select)

• **Color Being Considered:** (optional) (select)

At the end of the measure appointment there is the option to book the sale in your home. This allows you to pre-book your installation date and schedule your next time. To take advantage of this option the following is required:

- You must have your regional, color and edge chosen by the end of the measure appointment.
- Your bank must be an online bank.
- Payment must be made one of the following credit cards: VISA, MasterCard, American Express. The Home Depot Credit Card or The Home Depot Prepaid Card is not valid for this in-home sale.
- Temporary Home Depot paper credit cards and Home Depot gift cards cannot be used for this in-home sale.
- In order to use the Prepaid Card: [HomeDepotPrepaid@hd.com](mailto:HomeDepotPrepaid@hd.com)
- **President Loan Department Email:** [HomeDepot@hd.com](mailto:HomeDepot@hd.com)
- **FAQ:** [www.homedepot.com/faq](http://www.homedepot.com/faq)
- **The Home Depot Project Loan Specialist:** 1-800-757-3953

**\*\*IMPORTANT\*\*** attached is our "Understanding the Construction Process" document that will further explain how to prepare for and what to expect, if the sale environment is appropriate for your appointment.

You'll receive a call the business day before your appointment to remind you that we're coming. Please feel free to call or email me with any questions or concerns.

Generally,

**VCI** Viciou Construction Inc.

### Understanding the Construction Process

As a contractor, you understand the importance of a good sale. With the best process of education your home is possible, to be able to book the sale in your home, you must have your regional, color and edge chosen by the end of the measure appointment. This allows you to pre-book your installation date and schedule your next time. To take advantage of this option the following is required:

- You must have your regional, color and edge chosen by the end of the measure appointment.
- Your bank must be an online bank.
- Payment must be made one of the following credit cards: VISA, MasterCard, American Express. The Home Depot Credit Card or The Home Depot Prepaid Card is not valid for this in-home sale.
- Temporary Home Depot paper credit cards and Home Depot gift cards cannot be used for this in-home sale.
- In order to use the Prepaid Card: [HomeDepotPrepaid@hd.com](mailto:HomeDepotPrepaid@hd.com)
- **President Loan Department Email:** [HomeDepot@hd.com](mailto:HomeDepot@hd.com)
- **FAQ:** [www.homedepot.com/faq](http://www.homedepot.com/faq)
- **The Home Depot Project Loan Specialist:** 1-800-757-3953

### 4. Preparing for the final appointment

When the installation date arrives, it is important that you have your materials ready to go. You will need to have your materials ready to go on the day of the final appointment. You will need to have your materials ready to go on the day of the final appointment. You will need to have your materials ready to go on the day of the final appointment.

### 5. At the installation appointment

The installation appointment is the final step in the process. You will need to have your materials ready to go on the day of the final appointment. You will need to have your materials ready to go on the day of the final appointment. You will need to have your materials ready to go on the day of the final appointment.

### 6. Final Site Information

Final site information is required for the installation appointment. You will need to provide the following information: Final site information is required for the installation appointment. You will need to provide the following information: Final site information is required for the installation appointment. You will need to provide the following information:

Customer Name (Print) \_\_\_\_\_

Customer Name (Phone) \_\_\_\_\_

Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_

Customer City \_\_\_\_\_

Customer State \_\_\_\_\_

Customer Zip \_\_\_\_\_

Customer Phone \_\_\_\_\_

Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_

Customer City \_\_\_\_\_

Customer State \_\_\_\_\_

Customer Zip \_\_\_\_\_

Customer Phone \_\_\_\_\_



# In-Home Closing – The Measure



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



# In-Home Closing – Templator Checklist

Jacquie Waddingham  
 JOB NAME: **TEMPLATOR CHECKLIST** WORK ORDER: 98833  
 Templator to fill out checklist completely during the measure appointment

**Before Templating:**

Confirmed countertop color with customer  
 Confirmed edge profile(s) with customer  
 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)  
 Discussed cutting of gables or dust covers with customer  
 Gave customer "Understanding the Countertop Installation Process" document to read before doing the measure

**During Templating:**

Confirmed cabinets are level within 1/8"  
 Allowed 1/8" clearance between each edge of counter top and wall  
 Manually checked digital measurements with a measuring tape  
 Marked cut-out centers and confirmed min sizes of surrounding c-top req'd

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

#recorded sink make and model number on template  
 Noted on template height of new finished countertop above finished floor (this needs to be a min of 913mm for a slide in range)

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

1. Are shut off valves working properly?  
 2. Are all drain pipes 1.25" or 1.5" PVC (No Copper or Cast)?  
 3. Are all supply lines threaded?  
 4. Are all faucets and sinks being installed brand new?  
 5. Is all electrical complete for garburator?  
 6. Do supply lines connect into a water filtration system?  
**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)

**After Templating:**

Manually checked digital measurements with a measuring tape  
 Took pictures of existing damage  
 Took pictures of each section of countertop  
 Took pictures of access restrictions (i.e. elevators, narrow stairs or walkways, etc.)  
 Took pictures of access restrictions (i.e. elevators, narrow stairs or walkways, etc.)  
 Discussed "Understanding the Countertop Installation Process" document with customer and had customer sign document  
 Are there any special parking, workspace, use of existing items or delivery issues? (if so take pictures and describe below)

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 Carlen 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 – Sign-off

**VALLEY COUNTERTOPS INDUSTRIES LTD** Name: \_\_\_\_\_ Quote # **14475 (R:0)** Issued 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: (604) 294-3030  
Customer MPO: 86538193

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
Kitchen downstairs		
1000200257	48	SOFT 2cm SiteStone - Grey Expo (J) Polished Installed Group A
1000380385	33	LN FOOT 4cm - Double Radius (8mm) (#416)
1000600984	3	EACH Corner - Radius 3/4" to 3" (or clipped)
1000400871	6	EACH Custom - Corner - Inside Square (J Seam)
1000603929	1	EACH Custom - Polish Cutout - for SINK with Inside Corner Radius < 40 mm
1000603929	1	EACH Custom - Special Handling-Large tops/Site Access/Shop Handling
1000514058	1	EACH Cut Out - Polished Eased Edge Undermount (#1210/#210/#310)
1000900877	1	EACH Cut Out - Unfinished - for Appliance or Drop in Sink - one FREE
1000416330	1	EACH Note: This is an In-Home Sale
Kitchen upstairs		
1000900860	7	SOFT 2cm SiteStone - Stellar Snow (R) Polished Installed Group D
1000900860	6	LN FOOT 4cm - Eased (#400)
1000900860	4	LN FOOT SiteStone Backsplash Group 4 (D) Upto 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 Bill		

Card Holder Signature (R1) \_\_\_\_\_ Date: \_\_\_\_\_

30781 Simpson Road, Abbotsford BC, V2T 8X4  
TollFree: 1-800-506-8997 Fax: 604-852-9006 TollFree: 1-800-953-3495  
countertops.com www.valleycountertops.com

- **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**



# Understanding the Daily Updates

**VCI VALLEY COUNTERTOPS INDUSTRIES LTD.** **CONFIDENTIAL** Client

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	87934710	12110	6825 JOFFRE AVE, BURBARY

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, Whit

11/20/2018 **Order Created** Call to book install - Booked Nov 27

11/20/2018 **Phone Call**

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	3289 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** Call to book install - Booked Nov 30 - customer req

11/02/2018 **Phone Call**

11/02/2018 **Entered Production**

11/30/2018 **Install Appointment** Confirmed for Nov 30 2018 8:00AM to 11:30AM  
**NEW**

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**VCI VALLEY COUNTERTOPS INDUSTRIES LTD.** **CONFIDENTIAL** **PSC Report**

### 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
<b>THE HOME DEPOT CANADA #7032</b> Orchard	01/21/2019	Install	13643	0	88390679
PSC to provide revised Install PO: Need IPO- Melissa dealing					
<b>THE HOME DEPOT CANADA #7084</b> ARMSTRONG	01/29/2019	Install	13875	fts	86295000
PSC to provide PO for In Home Closing Order: customer to pay in store next week.					
<b>THE HOME DEPOT CANADA #7171</b> Butterfield	01/28/2019	Install	13849	fts	88622635
PSC to provide PO for In Home Closing Order.					
<b>THE HOME DEPOT CANADA #7255</b> Brummond	01/28/2019	Install	13855	fts	88712485
PSC to provide PO for In Home Closing Order.					
<b>THE HOME DEPOT CANADA #7255</b> CHARLTON	01/29/2019	Install	13878	fts	88691703
PSC to provide PO for In Home Closing Order.					
<b>THE HOME DEPOT CANADA #7273</b> Hoogendoorn	01/28/2019	Install	13850	fts	88736702
PSC to provide PO for In Home Closing Order.					

### Quotes needing install POs

The following quotes are awaiting install POs from Home Depot

Customer	Date	VCI Quote#	THD MPO	Subtotal
<b>THE HOME DEPOT CANADA #7064</b> Eley Terillo	1/9/2019	Q-14487		\$7,987.50
<b>THE HOME DEPOT CANADA #7141</b> Victoria Howard	1/21/2019	Q-14641	88727255	\$8,084.00
<b>THE HOME DEPOT CANADA #7252</b> Porter Judy	1/29/2019	Q-14501	88623326	\$2,940.00
<b>THE HOME DEPOT CANADA #7273</b> BEV MIJNYOSKA	1/21/2019	Q-14109	88049447	\$6,935.50

**End Of Report**

V1.0 PR - [ Confidential ] Page 1 of 2 Generated For 1/30/2019 4:30:13 AM



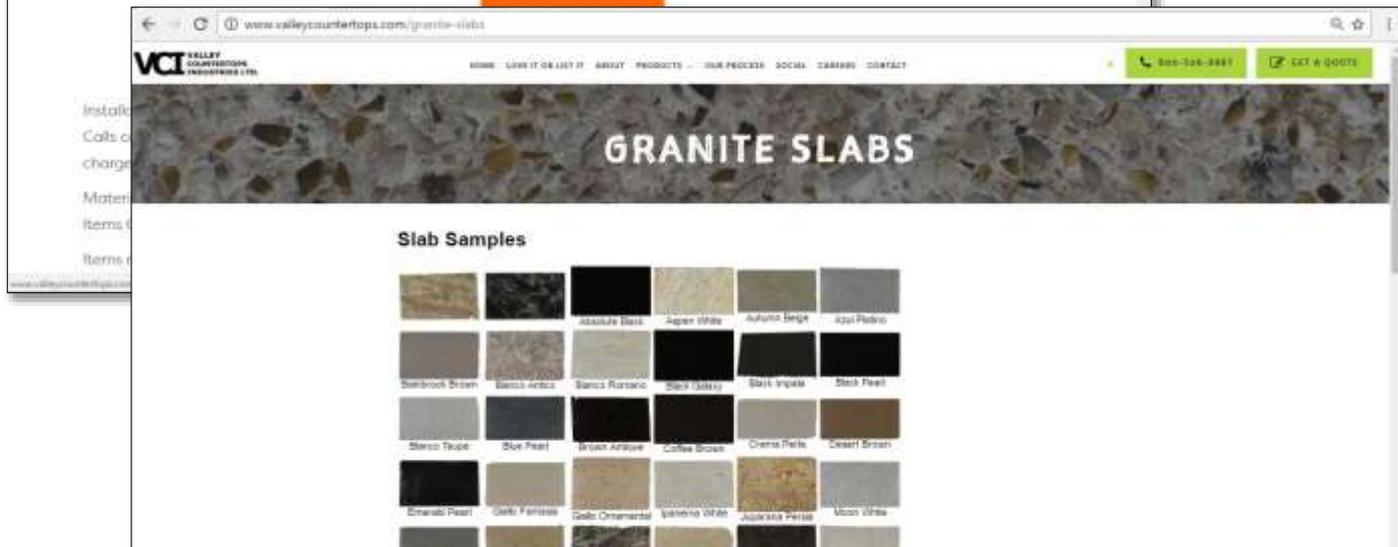
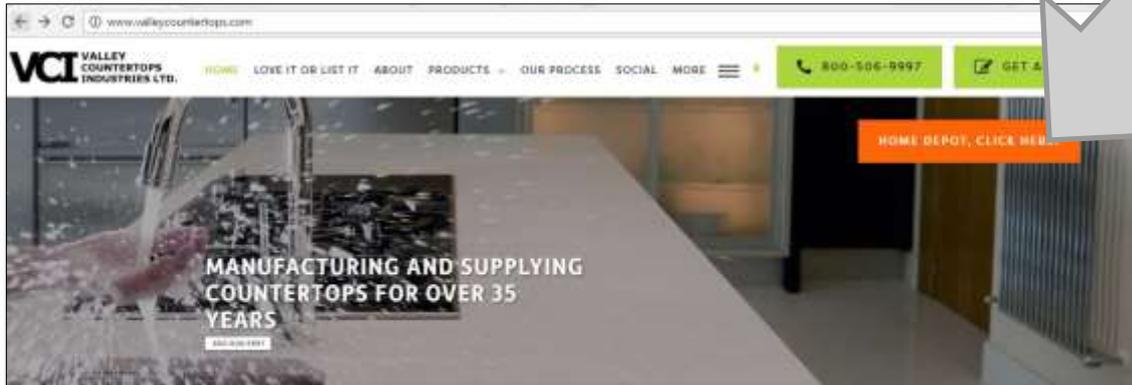
# Web Portal

**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	+/-
<b>MB</b>			<b>\$694,231.56</b>	<b>\$724,805.69</b>	<b>\$685,097.71</b>	<b>\$714,738.99</b>	<b>\$766,900.39</b>	<b>\$715,776.51</b>		<b>\$738,018.15</b>	<b>(\$28,882.24)</b>
7086	WINNIPEG	MB	\$168,041.60	\$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* <b>inconsistent offering</b>
One sink cutout included	Sink cutout \$215 - <b>+\$6.14/sq ft on a 35 sq ft job</b>
Edge upgrades \$19, \$24 <b>Example: Bullnose edge on typical job 25 lin ft = \$475</b>	Edge upgrades \$36 <b>Example: Bullnose edge on typical job 25 lin ft = \$900 or \$425 more than HD</b>
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>



## Warranties & Maintenance

Home Depot	Competitor
15 Year Stain resistance warranty	<b>NO Warranty MUST be sealed every 6 months to 1 year</b>
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>



**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





# Directional Materials

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# Directional Materials – Images from Insta

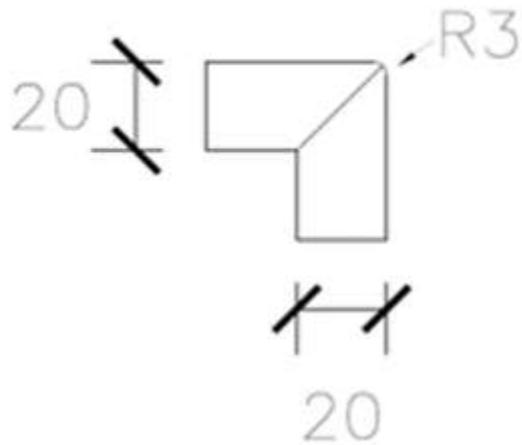


2,607 likes

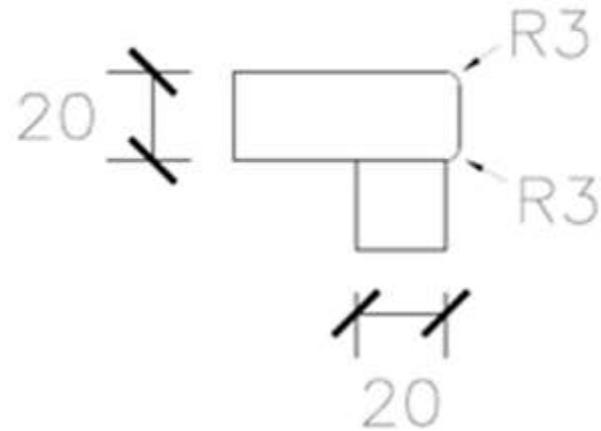


# Gables/Waterfalls

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



**Recessed Gable**





**40 YEARS OF COUNTERTOP EXCELLENCE**



**40 YEARS OF COUNTERTOP EXCELLENCE**

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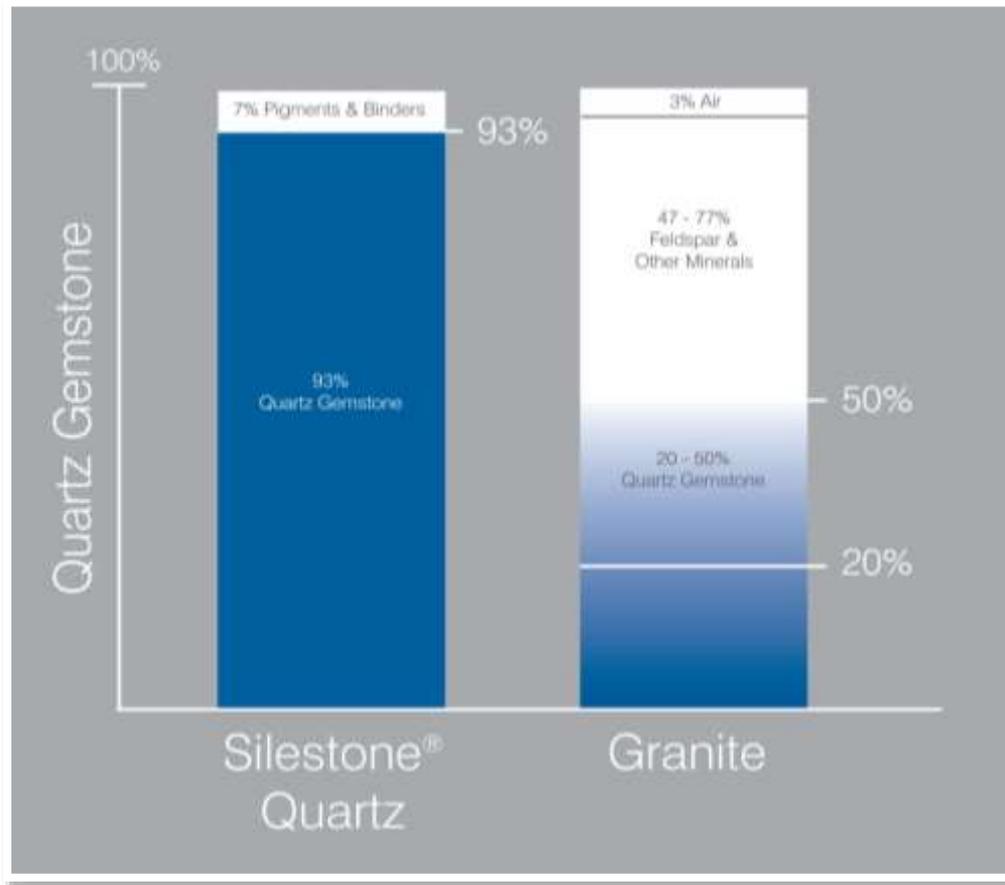
**SILESTONE**<sup>®</sup>  
by COSENTINO



**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



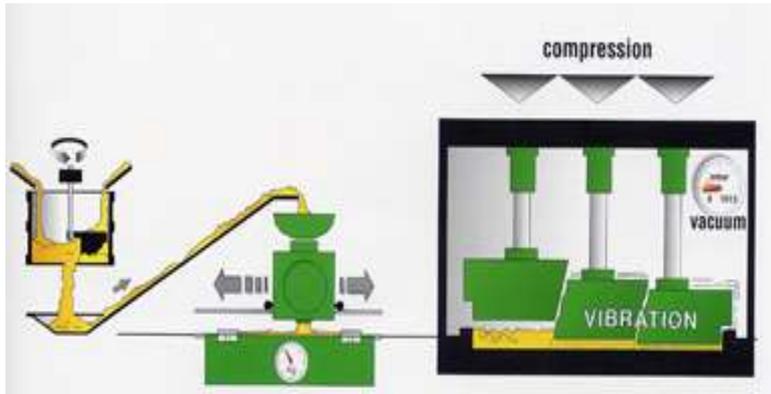
Terra



RECYCLED SURFACES



# Manufacturing Process



RECYCLED SURFACES

**SILESTONE**  
by COSENTINO



# Manufacturing Process

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RECYCLED SURFACES

**SILESTONE**<sup>®</sup>  
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



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# Manufacturing Process



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# Manufacturing Process

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



RECYCLED SURFACES

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by COSENTINO



# 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.



RECYCLED SURFACES



# Selling Highlights - NSF®

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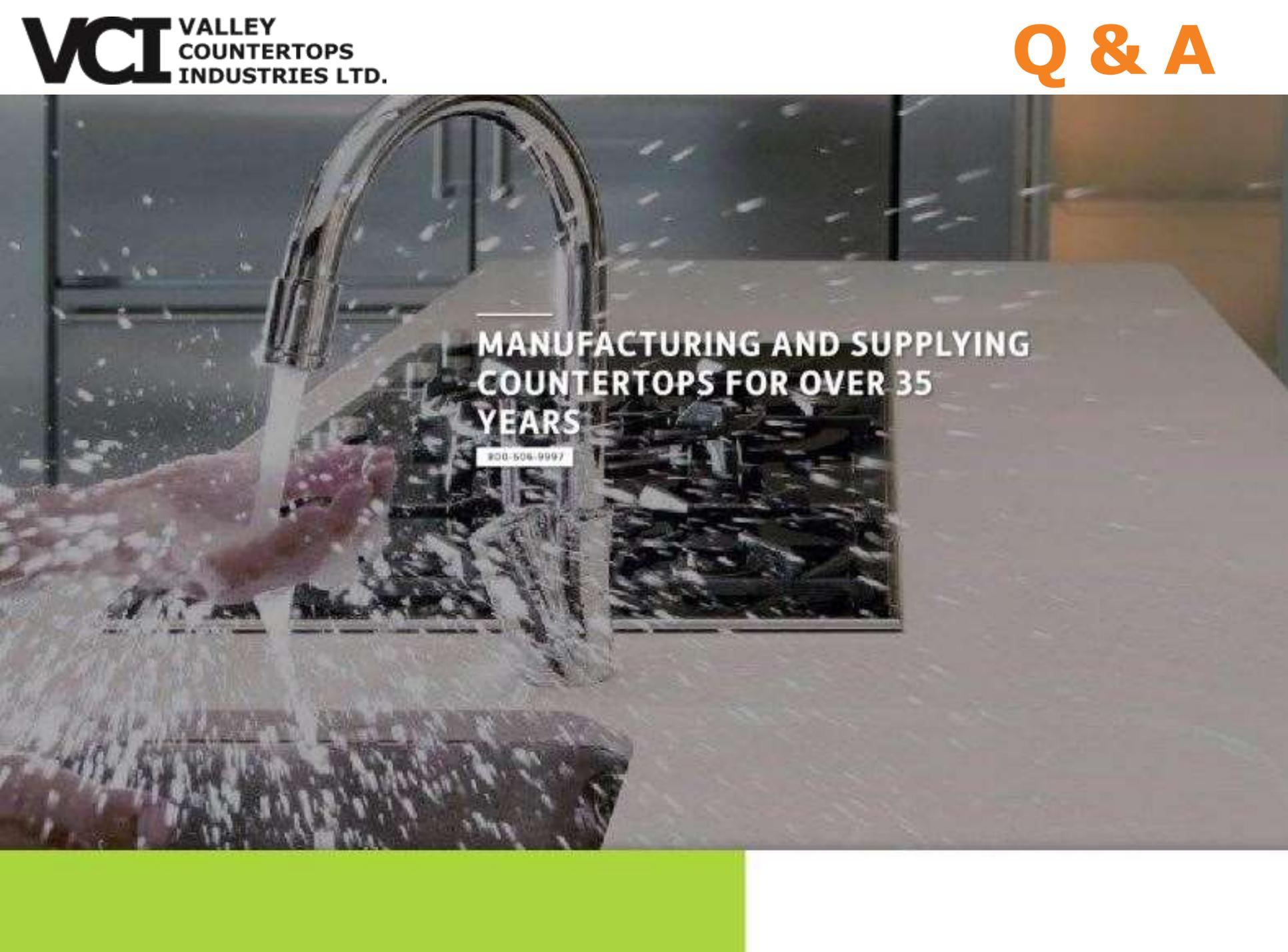
Live safer.™

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



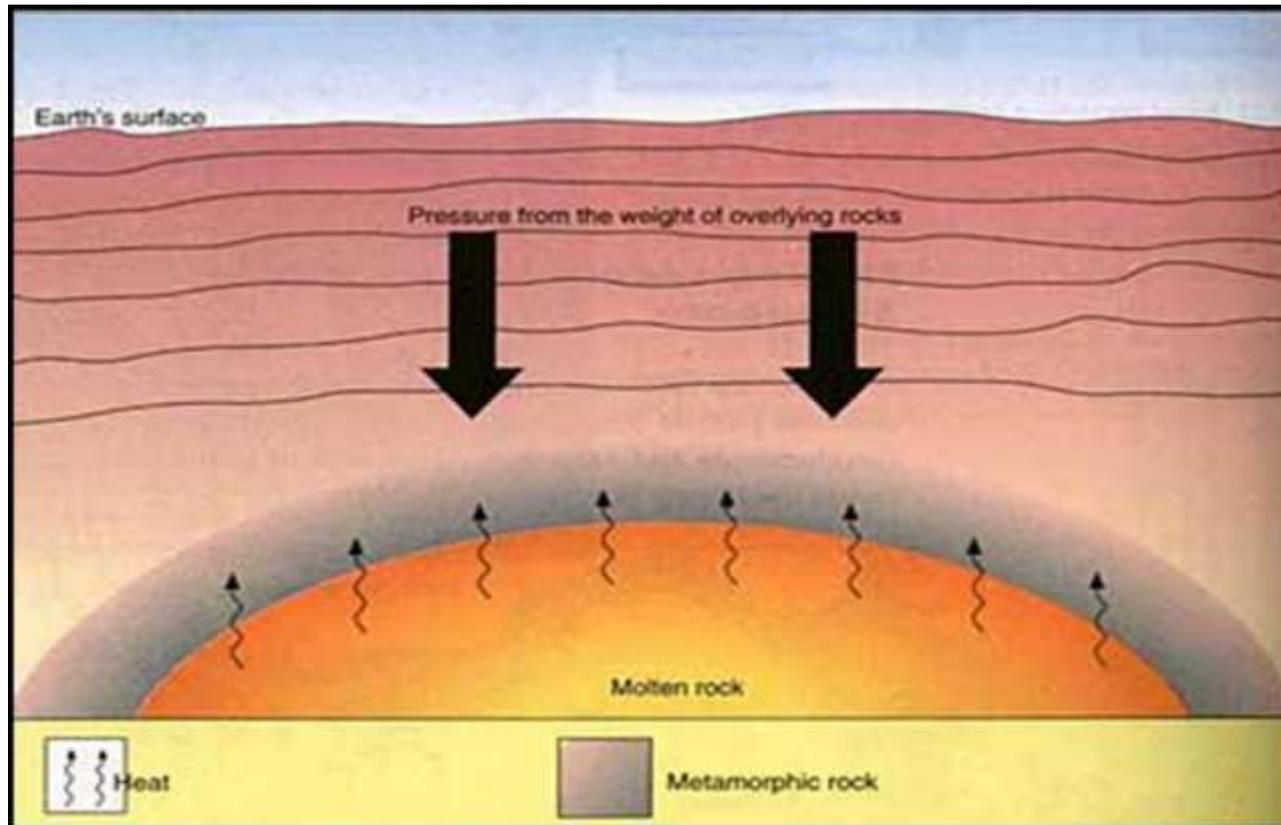
 **DEKTON<sup>®</sup>**

**Ultracompact Surfaces**



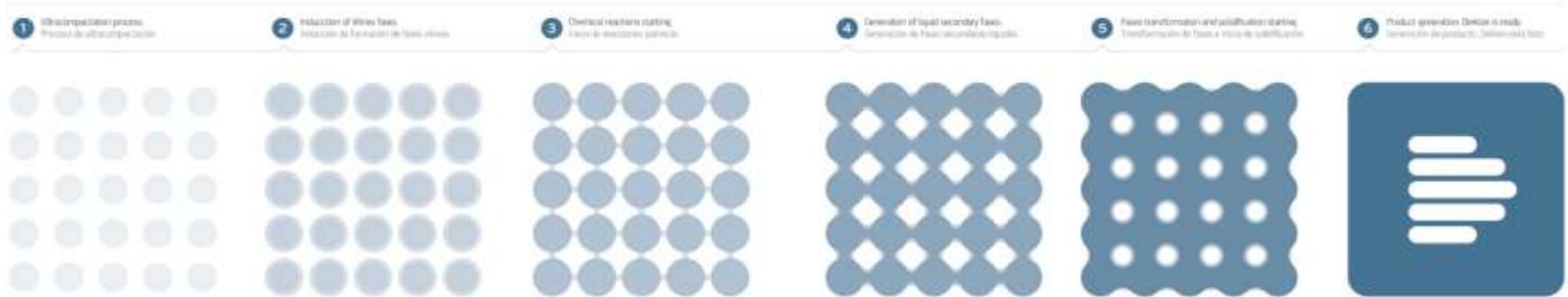
# Mother Nature

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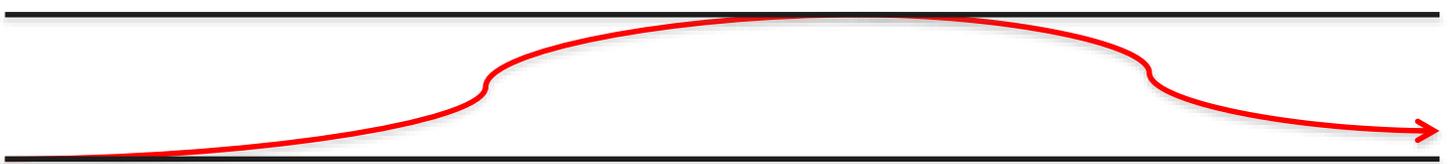
# Sinterization Process

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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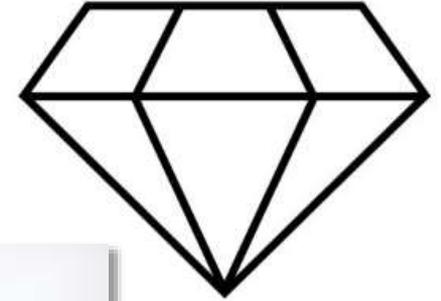
**VIDEO**



# 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



**7032**



**7057**



**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

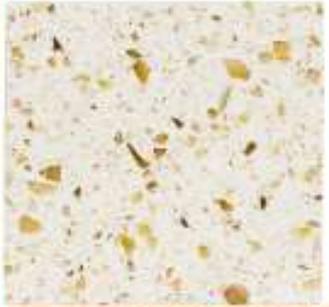
**57-65%**

recycled glass

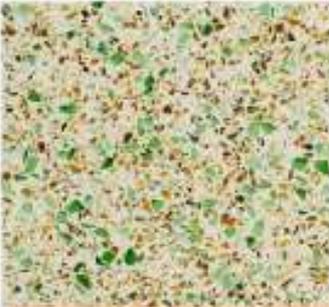


**GEOS Recycled Glass Surface are durable, earth-friendly and affordable. With a carefully chosen mixture of both pre-consumer and post-consumer glass, GEOS is not only beautiful, it is sustainable.**

the GEOS Color Collection | 2016



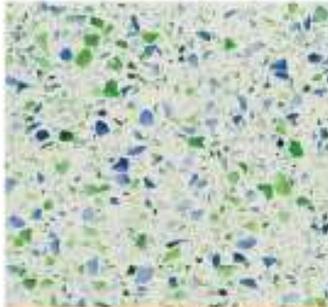
AMBER COAST



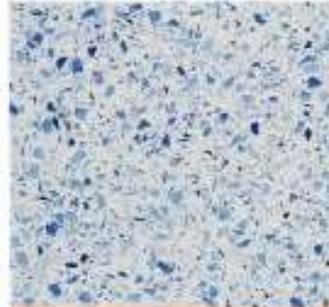
ASHEVILLE



ASPEN



AUCKLAND



AVALON



**NEW!**

CIRRUS



FAIRFAX



JUNEAU



COFFEE KONA



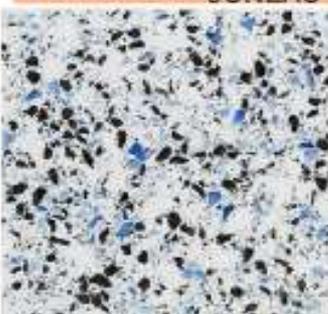
WHITE BIRCH



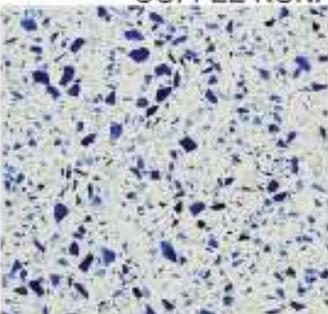
KONA



LAKE SHELL



MARINA BLACK



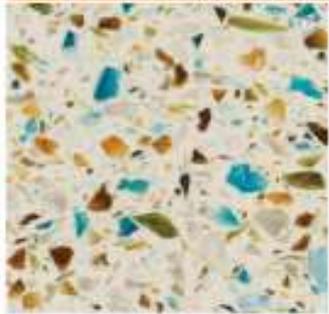
MARINA



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.



# Selling Highlights - GreenGuard



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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

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- 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

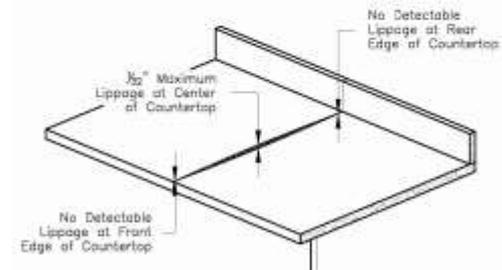


## A Homeowner's Guide to Natural Stone Countertop Installation



**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