

Bespoke worksurface pre-template & installation checklist

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- A representative who can answer any questions & sign off the satisfaction agreement must be on site.
- The area being surveyed must be clear and ideally free from all other trades prior to the start of your appointment

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- A valid parking permit or similar documentation must be provided free of charge for template, delivery & install

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- Any existing worktops should be removed, with all appliances & sinks disconnected & removed.
- Any Sinks**, taps, hobs and other appliances being installed into the worktops must be available, with their installation instructions and any other requirements

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- Any plastering, boarding & skimming to all walls & window reveals should be complete prior to your template appointment.
- When splashbacks are required, all items such as cooker hoods, wall units, sockets & switch back boxes must be in place
- Walls must be flat & true when splashbacks are required to allow for flush fit and adhesion
- Decorating & tiling should be completed post installation.

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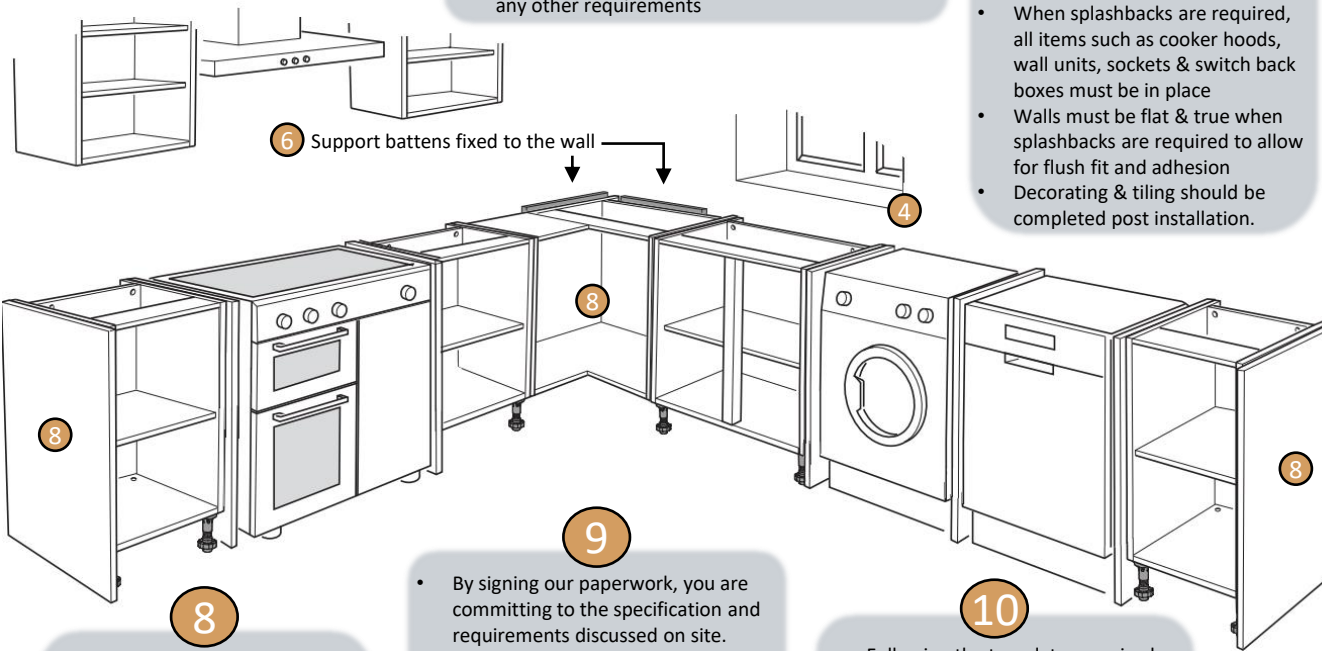
- The planned positions of amenities & appliances that will be installed into the worksurfaces must be finalised and available for the templater

6

- Gaps greater than 600mm require battening & units that are larger than 600mm will need softwood battens a minimum of 20x50mm fixing in the void.
- Any joinery work (ie. sink supports/cradle, wall battens etc) must be in place prior to the installation appointment. The requirement for this will be discussed with your representative at the time of template

7

- Units must not be moved, along with no wall/structure alterations following the template being taken.
- Should this be necessary, you must notify Stone Connection 72 hours prior to install. If a return visit is required, further charges may apply



6 Support battens fixed to the wall

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- By signing our paperwork, you are committing to the specification and requirements discussed on site.
- Should any alterations to dimensions, materials etc be made subsequent charges will apply.

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- Following the template, a revised order confirmation along with our cut sheet will be sent out to confirm the final dimensions.
- This must be signed and returned within 24 hours. Failure to do so will result in the installation date being delayed.

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- All base units, including breakfast bars, islands & peninsulas must be fixed to the wall, level (all ways), set to a continuous line and their final height.
- All décor support & end panels must be fixed in situ prior to templating

Installation Information

- *CLEAR* - Any existing worktops replaced following template should be removed with all appliances & sinks disconnected
- *SAFE* - All main services should be disconnected & made safe. All access must be clear of any trip hazards/obstacles and must be safe for our staff to manoeuvre your new worksurfaces
- *SATISFACTION* - A representative must be on site to sign the completion paperwork and approve all works carried out. Should this not occur, Stone Connection cannot be held responsible for any subsequent damage or dissatisfaction with the works completed. The installer will take photos of the completed install.
- *CARE* - A complimentary care kit will be left with the completed job. It contains important information regarding the care of the worksurfaces & warranty information

ABORTED VISITS

If one or more of these requirements cannot be met, please alert us 24 hours prior to your template appointment so we can schedule an alternate date.
If one or more of these requirements are not complete when the surveyor or installer attends, they will give a 1 hour notice for the steps to be completed. If this is not possible the visit may be aborted, and a charge applied.

Main Services (water, gas, electric)

Main services should be isolated and made safe prior to the worksurface template & installation. We will **not** disconnect or connect any main services (water, gas, electric)

**Where undermounted sinks are to be supported by a timber rail/carcass it needs to be recessed into the timber so that it sits flush with the unit top and provides a 10mm gap to the perimeter to allow for adjustment/tolerance. They need to be in situ before the template takes place. Taps must also be checked that it will operate correctly in its proposed position, clear of windowsill overhangs and backsplashes.