



## *Thank you for using Lucciare*

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**To best serve you, please follow these operational guidelines when purchasing, receiving, fabricating and installing Lucciare®:**

- 1- \*The fabricator is required to carefully inspect and evaluate each slab upon delivery to be free of significant defects or conditions that would prevent normal usage. Any issues must be noted on the delivery paperwork, photographed and emailed immediately, with follow up call, upon acceptance to: [WARRANTY@LUCCIARE.COM](mailto:WARRANTY@LUCCIARE.COM)
- 2- Prior to cutting Lucciare®, the fabricator is responsible to assess the design layout, suitability of material appearance at seam locations and ensure that the slabs received are acceptable to the their and the consumer's expectations.
- 3- The Fabricator is expected to use our generally accepted fabrication guidelines with attention given to the supplemented details as seen in Appendix A attached.
- 4- Once Lucciare® is cut and or installed, all product issues not covered under our Limited Lifetime Product Warranty are at the sole responsibility of the fabricator. Please review and understand the terms and conditions as detailed in our Limited Lifetime Warranty in Appendix B and Appendix C attached.
- 5- Some percentage of product failures arise as a result of improper installation. To help ensure the satisfaction of all parties in the surfacing experience, Lucciare® provides generally accepted guidelines to ensure the integrity of the installation. Product failure resulting from non-compliance of these guidelines, will preclude the failure(s) from warranty coverage and whose customer indemnification, including repair and replacement (labor & material) will be at the sole responsibility of the fabricator.

General Statement of Fabricator Responsibility:

Lucciare® is a premium brand of FriTech™ Surfacing specializing in unique and luxury aesthetics crafted with proprietary and artisan workmanship. Special attention and judgment must be used in accepting deliveries, and evaluating material suitability prior to cutting and again, post fabrication, prior to installation. It is the fabricator responsibility to ensure all customers' expectations are met given the above considerations.

I have read and agree the above considerations and agree to the terms and conditions detailed herein. The undersigned accepts responsibility for the company, its employees and its subcontractors.

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Fabrication Company

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Print Name

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Title

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Signature

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Date

## Appendix A

### Fabrication and Installation Requirements for *Lucciare*®:

- The fabricator must complete a visual inspection for defects before cutting Lucciare®.
- The fabricator must check the color match on sheets to be used on the same job before fabrication.
- Cut to size, shape and polish Lucciare® with the appropriate diamond tooling.
- Join lamination seams with 2-part polyester, epoxy, or acrylic adhesives due to their strength & relative UV stability.
- Inside Corner Radius Criteria:
  - One section (e.g., L, U, etc.) shaped pieces to minimum of 1/4 inch (6 mm) to reduce corner stresses.
  - Multiple section (e.g., two-piece L and three-piece U) shaped pieces with seams in the corners (i.e., full 45° miter or mason's miter) do not need to have a radius in the corner.
- Break all top and bottom edges of straight edge profiles to a min. of 1/16-inch (1.5 mm) radius or chamfer.
- Radius all outside corners of straight edge profiles to a minimum of 1/8-inch (3 mm) radius.

#### Cut out Requirements

- Radius corners are recommended on all cutouts – minimum 1/4" (6mm).
- Cutouts in backsplashes (e.g., electrical outlets) that extend past the cutout perimeter must be filled with 2-part epoxy adhesive and a flexible adhesive must be used around the entire cutout to secure the backsplash to the wall.
- Leave at least 1/8-inch clearance space on all sides to allow cooktops/sink expansion.
- Support cutouts on all sides within 3 inches (7.6 cm) of the edge of the cutout.
- Support undermount sinks with brackets.
- Stainless steel and lavatory undermount sinks must be attached with clips attached to the underside of the countertop or with cradles attached to the outer perimeter or cabinet.
- All others sink types must be supported with cradles attached to the outer perimeter or cabinet.

# Fabrication and Installation Requirements for Lucciare®:

## Installation - General Requirements:

- Lucciare® is not recommended for exterior applications. Exterior applications will be excluded from any warranty coverage
- The tops of the cabinets must be flat and in the same plane within 1/8-inch of a flat surface over a 120-inch (3 m) length.
- A minimum 1/16-inch gap is recommended between Lucciare® and a wall.
- Seal and secure the front top edge of the cabinet to the underside of Lucciare® top with a 1/16 to 1/8-inch diameter bead of flexible adhesive around the perimeter.
- Use only flexible adhesive to adhere Lucciare® to wood, steel, ceramic, tile, etc. Do not rigidly adhere Lucciare® to other materials.
- Apply backsplashes made of Lucciare® to the surface using flexible adhesive.
- Never install mechanical fasteners directly into Lucciare®. Inserts may be used, however, with Lucciare®. If inserts are used, “slip fit and glue” inserts are required rather than pressure fit inserts.
- Do not install Lucciare® over old countertops.

## Lucciare® Installation Support Requirements

- For structures with support on 4 sides and depths...:
  - <26 (66 cm) inches, outer perimeter support is sufficient (Maximum length is 126")
  - >26 inches (66 cm), additional front to back support is required every 36" (90 cm) in addition to the outer perimeter support.
- For structures with support on 3 sides (e.g., dishwashers, and frameless cabinets) the following is required:
  - 2 cm thick slabs <26 inches (66 cm) deep, additional support is required at widths > 24”
  - 3 cm thick slabs and <26" (66 cm) deep, additional support is required at widths > 36”
  - 2 & 3 cm thick slabs & >26" (66 cm) deep, additional support is required at widths > 24”

## Fabrication and Installation Requirements for Lucciare®:

### Overhang Support Requirements for Standard Cabinets 24" in depth:

<u>2CM (¾")</u>	<u>2CM (¾") with 5/8" sub top</u>	<u>3CM (1¼") Material</u>	<u>Support Requirements</u>
• Less than 8"	• Less than 12"	• Less than 15"	• <b>No additional support needed</b>
• 8–15"	• 12–20"	• 15–24"	<b><u>Brackets / Corbels Req'd</u></b> <ul style="list-style-type: none"> <li>• Supporting no &lt; 2/3 of total overhang</li> <li>• Spaced no &gt; than 36" intervals</li> </ul>
• Over 15"	• Over 20" to 36"	• Over 24" to 36"	<b><u>Legs, Columns or Panels Required</u></b> <ul style="list-style-type: none"> <li>• Supporting no &lt; 2/3 of total overhang</li> <li>• Spaced no &gt; than 36" intervals.</li> </ul>

• **Half wall (AKA: knee wall, pony wall) overhang support requirements for both 2 cm & 3 cm slabs:**

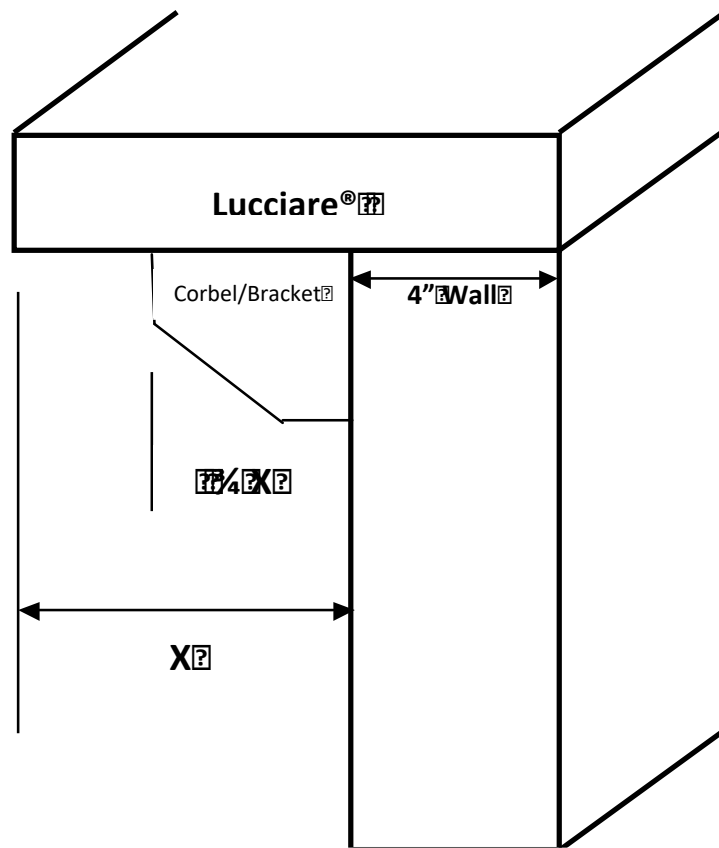
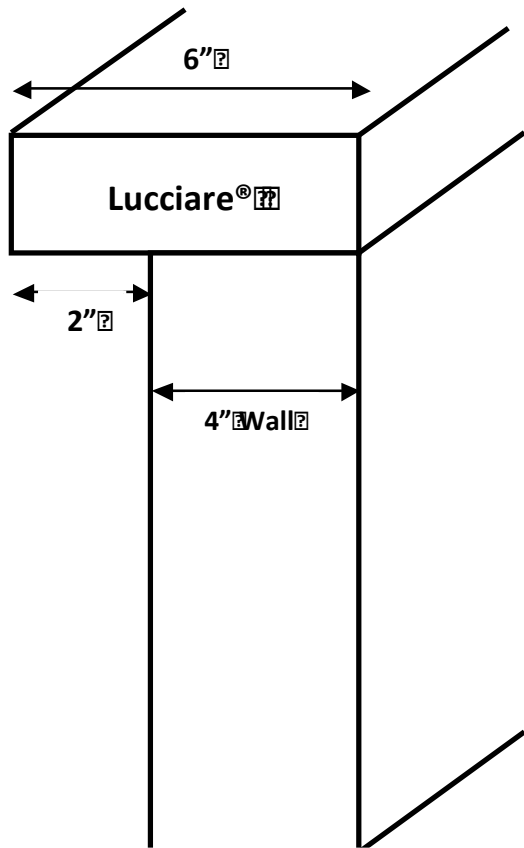
**See Drawing 1 on next page:**

- Overhangs < 1/3 the depth of the top. [e.g., support wall is 4" (10 cm), total top is 6" (15 cm), overhang 2" (5 cm)] no additional support required. (Figure 1)
- All other half wall overhangs, corbels are required to support the overhang where the bracket depth is 3/4 of the overhang depth & spacing is a max. of 36"; Corbels should be placed at wall studs.

**Please note:** Particle Board is NOT considered an acceptable support material by. The following are recommended and approved: MDF, quality plywood, hardwood, or structural steel.

Fabrication and Installation Requirements for Lucciare®:

DRAWING 1-1 Half Wall Support Requirements:



# Fabrication and Installation Requirements for Lucciare®:

## Installation Seam Requirements

- All deck seams must be filled with premium quality color matched adhesive.
- Field seams must be filled through the entire seam thickness.
- At a minimum field seams must be supported on both sides of the seam: in the front and back. In addition, any seams that extend into an overhang should be supported. Wherever possible, seam support on both sides of the seam is recommended.
  - Recommended seam width is  $< 1/16$ -inch (1.5mm)
  - Recommended height mismatch is  $< 1/64$ -inch (0.4mm)

## Appendix B

### Residential Limited Lifetime Warranty

Ameri Home Designs Inc. will warrant from the original date of installation Lucciare material that fails due to a manufacturing defect when fabricated and installed by an authorized Lucciare fabricator/installer. This warranty only applies to the repair or replacement of material that has been permanently installed in the purchaser's residence. The option to repair or replace is at the sole discretion of Ameri Home Designs Inc.

#### Introduction

The Residential warranty is only available to the original owner of a single-family residence in which the Lucciare material was originally installed. In the case of a newly constructed single-family residence, this warranty is only available to the "first" owner purchasing the residence and is transferable according to the procedure outlined below.

#### Warranty Terms & Conditions

- This warranty applies to material installed after January 1, 2020.
- This warranty applies only to Ameri Home Designs Inc. and does not apply to any other products.
- This warranty only applies to Lucciare materials that have been permanently installed in the "interior" of a single-family residence and has not been moved from its original place of installation.
- This warranty applies only to a residence where the owner is the occupant.
- This warranty applies only to materials that have been paid in full.
- This warranty only applies to materials that have been maintained according to Lucciare Surfaces Care & Maintenance Instructions, which are available at: <https://lucchiare.com/care-and-maintenance/>
- After installation you must register your warranty at (insert website address) within thirty (30) days of installation. In the event that no record of your warranty is on file, you must provide proof of purchase. Proof of Purchase consists of a copy of your original receipt or invoice showing the name of the Owner, Dealer or Fabricator. Ameri Home Designs Inc. will honor your warranty upon presentation of proof of purchase even though no warranty registration is on file.
- You must cooperate with Ameri Home Designs Inc. or its authorized agents in our efforts to perform our obligations under this warranty.
- **WARRANTY TRANSFER:** This warranty is transferable under the following conditions; the original or first owner must have initially registered the warranty with Ameri Home Designs Inc. as specified above. The original or first owner must submit in writing the name, address and phone number of the new owner. The new owner shall receive a pro-rated 10-year limited warranty, which is pro-rated from the original date of installation. Under no circumstances shall the transferred warranty exceed ten (10) years from the date of original installation.
- In the event that your Ameri Home Designs Inc. material fails due to a manufacturing defect, Ameri Home Designs Inc. will, at its sole discretion repair or replace such materials. Ameri Home Designs Inc. will seek to attain the best possible result, whether the material is repaired or replaced. However, exact color match is not guaranteed.
- No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make warranty decisions or promises on behalf of Ameri Home Designs Inc. with respect to its products.
- To request service under this warranty please contact the company you purchased Lucciare from or contact Ameri Home Designs Inc. at [warranty@lucchiare.com](mailto:warranty@lucchiare.com).

#### Warranty Exclusions

- This warranty is for residential installation only as defined within this warranty. Products used for commercial purposes are covered by our Commercial Limited Warranty. Commercial use includes but is not limited to; rental properties, stores, offices or any other places of business.
- All exterior installations.
- The use of Lucciare as flooring material.
- Improper use or abuse, this includes but is not limited to; mishandling of product, excessive heat, uneven exposure to weather conditions, physical or chemical abuse or improper care and maintenance.



- Impact damage
- Scratches — Ameri Home Designs Inc. are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your routine care.
- Routine Maintenance, this includes but is not limited to; removing of surface stains or water spots. Follow the directions in the Lucciare Surfaces Care & Maintenance Instructions for routine maintenance.
- Fabrication that is not performed according to prescribed fabrication and installation procedures as outlined by Ameri Home Designs. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Visible defects that are visible at the time of fabrication and that were not avoided during fabrication. Fabricators are required to perform a visual inspection of all material prior to fabrication and again prior to installation.
- Seam appearance or performance, adhesives, caulks or other accessory items. Once installed the primary causes of seam separation or cracking are; shifting or movement of the substrate, cabinets or foundation and thermal shock. Thermal shock can occur when a hot pan, dish or other hot object is left on the countertop for more than a brief time. Trivets or hot pads should always be used. These issues are not material defects and are subject to proper use and care by owner.
- Chemical damage
- Creative material use such as bending or curving
- Material that has been reduced in thickness
- Sink installations
- Mechanical fasteners affixed directly into the material
- Inadequate support for the installation
- Damage caused by overhangs beyond the recommendations for overhangs provided by Ameri Home Designs Inc.
- Damage caused by dry cutting or dry polishing
- Damage caused by failure to follow the recommended minimums for edge details thereby resulting in increased exposure to chipping.
- Mitered edges or corners where the miter has not be properly cut according to the recommendations provided by Ameri Home Designs Inc.
- Any alteration of the factory applied finish
- Any additional modifications such as plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to repair or replace the Lucciare product covered under this warranty.
- Natural variations in color, size, shape or distribution of the pattern or the background of the Lucciare product. This characteristic is inherent and unique of the product. Color samples provided to consumers are only representative and not an exact replication of what will be installed in your home.

Ameri Home Designs Inc. is not responsible for damage or injury caused in whole or in part by Acts of God, job site conditions, architectural/engineering design, structural movement, vandalism or accidents.

Ameri Home Designs Inc. shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR AMERI HOME DESIGNS INC. AND SUPERCEDE

ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN EXCEPT AS

EXPRESSLY SET FORTH ABOVE. NO OTHER WARRANTIES ARE MADE WITH RESPECT TO LUCCIARE. AMERI HOME DESIGNS INC. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY

EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME

STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE

ABOVE LIMITATION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Contact Information

t. +1-650-685-2438

e. [lucchiare@amerihomedesigns.com](mailto:lucchiare@amerihomedesigns.com)

[www.lucchiare.com](http://www.lucchiare.com)

## Appendix C

# Commercial Limited Lifetime Warranty

Ameri Home Designs Inc. warrants to the owner of the original installation that Lucciare surfaces, when fabricated and installed by an authorized Lucciare surfaces fabricator, shall be free of manufacturing material defects. This warranty applies to the repair or replacement of defective Lucciare surfaces material that has been permanently installed and has remained in its original installed location. The option to repair or replace is at the sole discretion of Ameri Home Designs Inc.

### Introduction

Ameri Home Designs Inc. (“Ameri”) warrants to the owner of the original installation that Lucciare surfaces, when fabricated and installed by an authorized Lucciare surfaces fabricator, shall be free of manufacturing/material defects. This warranty applies to the repair or replacement of defective Lucciare surfaces material that has been permanently installed and has remained in its original installed location. The option to repair or replace is at the sole discretion of Ameri.

Ameri makes no express or implied warranty including without limitation, the warranties of merchantability, fitness for a particular purpose, or from any other course of dealing or trade usage regarding the product. No warranty is made whatsoever for materials produced or provided by other manufacturers.

Ameri’s sole responsibility and liability under this warranty shall be to repair or to replace at its sole option the products

shown to be defective during the warranty period. Ameri shall have no liability for any loss, expense or damage as a result of the installation of Lucciare material. Under no circumstances shall Ameri be liable for indirect, punitive, consequential, special or any other similar damages, including but not limited to, loss of profits, business interruption or any other loss.

The original owner must provide Ameri with prompt notification of any alleged issue by contacting Lucciare Warranty Services at [warranty@lucciare.com](mailto:warranty@lucciare.com). Ameri or its authorized agents must be allowed to inspect the product and to follow our warranty procedures. All decisions regarding the existence of manufacturing defects or affecting this warranty shall

be made by Ameri and shall be final and binding on all parties. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Ameri with respect to its engineered stone products.

In the event of a defect covered under this warranty, Ameri shall have the sole discretion whether to repair or replace

the Lucciare material (not including the cost of installation and/or fabrication). Without derogating from the foregoing, replacement of defective Lucciare material will be subject to inventory constraints. In addition, the replacement materials may not be exactly the same as the defective material.

### Warranty Terms & Conditions

- This warranty applies to material installed after January 1, 2020.
- This warranty applies only to Lucciare surfaces material. This warranty does not apply to any other products.
- This warranty applies only to Lucciare surfaces materials that are permanently installed in commercial structures and that have not been moved from their original installation.
- This warranty only applies to materials and/or services that have been paid in full.
- This warranty only applies to structures and/or facilities that are occupied.

- This warranty only applies to materials that have been maintained according to Lucciare Surfaces Care & Maintenance Instructions, which are available at: <https://lucciare.com/care-and-maintenance/>
- Following installation, you must register your product within thirty (30) days to activate your warranty. You may complete the warranty registration at: <https://lucciare.com/warranty/>. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner and the Lucciare fabricator/installer. Upon receipt of this documentation, Ameri will fully honor the product warranty.
- You must cooperate with Ameri or its authorized agents in the inspection of the material and assist us in efforts to perform our responsibilities under this warranty.
- To request service under this warranty you must contact the company who sold you the Lucciare surfaces material or contact us directly at [warranty@lucciare.com](mailto:warranty@lucciare.com).
- Laws and building safety regulations governing the design, engineering and construction of installations vary widely.
- Ameri assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering or construction of the installation.
- Commercial property shall consist of any location open to the general public for business use, private properties subject to residential or commercial rental or lease or properties designated as hotels, motels or other temporary residential applications.
- This commercial warranty is not transferable. This warranty is issued to the original owner of the structure in which Lucciare surfaces was installed and expires upon transfer of the ownership of the structure to a third party.

## Warranty Exclusions

- This warranty is for commercial installation only as defined within this warranty. Products used for residential purposes are covered by our Residential Limited Warranty. Commercial use includes but is not limited to: rental properties, stores, offices or any other places of business.
- Product or materials not paid for in full
- All exterior, portable or other non-interior installations.
- The use of Lucciare as flooring material.
- Improper use or abuse, this includes but is not limited to mishandling of product, excessive heat, uneven exposure to weather conditions, physical or chemical abuse or improper care and maintenance.
- Impact damage
- Scratches – Lucciare surfaces are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your routine care.
- Routine Maintenance, this includes but is not limited to: removing of surface stains or water spots. Follow the directions in the Lucciare Care & Maintenance guide for routine maintenance.
- Fabrication that is not performed according to prescribed fabrication and installation procedures as outlined by Ameri. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Visible defects that are visible at the time of fabrication and that were not avoided during fabrication. Fabricators are required to perform a visual inspection of all material prior to fabrication and again prior to installation.
- Seam appearance or performance, adhesives, caulks or other accessory items. Once installed the primary causes of seam separation or cracking are: shifting or movement of the substrate, cabinets or foundation and thermal shock. Thermal shock can occur when a hot pan, dish or other hot object is left on the countertop for more than a brief time. Trivets or hot pads should always be used. These issues are not material defects and are subject to proper use and care by owner.
- Chemical damage
- Creative material use such as bending or curving
- Material that has been reduced in thickness
- Sink installations
- Mechanical fasteners affixed directly into the material
- Inadequate support for the installation
- Damage caused by overhangs beyond the recommendations for overhangs provided by Lucciare Surfaces.
- Damage caused by dry cutting or dry polishing
- Damage caused by failure to follow the recommended minimums for edge details thereby resulting in increased exposure to chipping.
- Mitered edges or corners where the miter has not been properly cut according to the recommendations provided by Ameri.
- Any alteration of the factory applied finish
- Any additional modifications such as plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to repair or replace the Lucciare product covered under this warranty.
- Natural variations in color, size, shape or distribution of the pattern or the background of the Lucciare product. This characteristic is inherent and unique of the product. Color samples provided are only representative and not an exact replication of what will be installed in your facility.
- Issues that are inherent characteristics of engineered surfacing, regardless if considered as a defect by the purchaser.

Lucciare Surfaces is not responsible for damage or injury caused in whole or in part by Acts of God, job site conditions, architectural/engineering design, structural movement, vandalism, or accidents.

Lucciare Surfaces shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR LUCCIARE SURFACES AND SUPERCEDE ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN EXCEPT AS EXPRESSLY SET FORTH ABOVE. NO OTHER WARRANTIES ARE MADE WITH RESPECT TO LUCCIARE. AMERI HOME DESIGNS EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

#### Contact Information

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