



# Nouvel Mineral Surfaces

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Limited Warranty, Care & Maintenance Guide  
Ultra Low Crystalline Silica Mineral Surfaces

## **WARRANTY – LIMITED 25-YEAR WARRANTY**

### Scope of Warranty

This warranty applies only to Nouvel Mineral Surfaces products permanently installed in interior residential or commercial environments and maintained in accordance with our care and maintenance guidelines.

Nouvel products are manufactured using an advanced ultra low crystalline silica mineral formulation and engineered to meet the highest quality standards. Thanks to proprietary innovations like 4D or Nano ink technology, our slabs feature high-performance durability, stain resistance, and ease of maintenance.

### Warranty Coverage

We warrant to the original purchaser that Nouvel Mineral Surfaces will be free from material manufacturing defects under normal use and service for a period of 25 years from the date of installation. At our discretion, we will repair or replace any defective material if the claim is deemed valid.

### Warranty Activation

You must register your warranty within 90 days of installation by visiting [www.bedrosians.com/en/warranty](http://www.bedrosians.com/en/warranty). If you are not the original purchaser or fail to register your product, a valid original invoice must be presented for warranty coverage.

## **WARRANTY EXCLUSIONS**

This warranty does not cover:

- Products installed outdoors.
- Products not paid for in full.
- Products moved from original installation location.
- Use in flooring or transit areas (e.g., garages).
- Use in fireplaces or high-heat applications.

- Exposure to chemicals outside the recommended pH range (1–13).
- Damage caused by: improper installation, impact, thermal shock, or abuse.
- Use of sealers or polish on the surface.
- Harsh chemicals, acids, alkalis, or solvents.
- Visible defects that were apparent before fabrication.
- Aesthetic variations (veining, gloss, shading).
- Seams, adhesives, or installation-related materials not provided by Nouvel.
- Labor or reinstallation costs.

#### Important Notes:

This warranty is non-transferable.

Nouvel is not a seamless material. Visible seams and color variances are inherent and not considered defects.

### **CARE & MAINTENANCE**

Nouvel Mineral Surfaces are non-porous and require minimal maintenance. Follow these guidelines to ensure lasting performance:

#### Daily Cleaning:

Use warm water and a soft cloth with a mild pH-neutral cleaner.

Recommended cleaners: Dawn® Dish Soap, Simple Green®, or Windex® Multi-Surface Cleaner.

#### Stubborn Stains & Spills:

Use Bar Keepers Friend® (paste form) or Soft Scrub® Gel with Bleach. Apply cleaner to cloth, rub in circular motion, rinse, and dry.

#### Heat Protection:

Always use trivets or hot pads. Do not place hot pans or devices directly on the surface.

#### Cutting:

Use a cutting board. Cutting directly on the surface can leave metal marks.

#### Avoid Contact with:

Paint removers, oven or grill cleaners, toilet bowl or drain cleaners, acetone, bleach, ammonia.

If contact occurs, rinse immediately.

#### No Sealers or Polish Needed:

Do not apply waxes or sealants. These may dull or discolor the finish.

## **CONTACT & CLAIMS**

To file a warranty claim:

1. Contact your place of purchase or submit via [www.bedrosians.com/en/warranty](http://www.bedrosians.com/en/warranty)
2. Provide proof of purchase and images.
3. Allow inspection by a Nouvel representative or authorized agent.

All decisions made by Nouvel regarding warranty claims shall be final.