



DISCOVER THE  
BEAUTY OF NATURE  
DISCOVER DIRESCO

FABRICATION MANUAL



## FABRICATION MANUAL

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Note: This manual is not for general distribution.

This handbook supersedes all previous handbooks. Content is subject to change at any time without notice.

For questions or concerns, please contact us at:  
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Thank you for choosing Diresco BIO-UV quartz.

Fifth Edition - January 2018





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## PRODUCT OFFERING

## THE FUTURE OF QUARTZ SURFACING

From the selection of raw materials, to quality control measures, developed technologies and applied ingenuity, there are very distinct differences in how quartz surfaces are manufactured. We pay attention to and are completely transparent about these details, so you can be informed about the quartz surface you bring into your living environment. We control our manufacturing process in its entirety, and take great pride in our true and unmatched craftsmanship. Diresco is committed to producing a surface that bridges aesthetic, form and function with social responsibility and occupant health.

Our proprietary BIO-UV Technology addresses all functional, technical, social, environmental and aesthetic considerations. Our new and revolutionary advancement in quartz surfacing dramatically alters the prior limitations and characteristics placed upon quartz surfacing and its design applications. This significant evolution fuses our superior quality and flawless finish with enhanced technical properties, UV stability, permitted exterior usage, and an advanced harmony between product and nature.

Recognize the difference. Experience Diresco BIO-UV Technology.



## SUSTAINABILITY & THE ENVIRONMENT

Diresco only uses BIO based resins. Our resins are environmentally sound and vegetal in origin. Our resin formulation is healthy for the environment and all living/work spaces.

We are fully compliant with all environmental regulations, conduct operations in an environmentally sound manner, monitor our environmental impact, and pursue continuous improvement in our environmental performance. Our commitment to environmental awareness and preservation is reflected throughout our entire business operation. We take our responsibility for future generations very seriously.

If an individual ever wishes to dispose of a Diresco BIO-UV surface, the surface is fully recyclable.

## MULTIPLE FINISHES TO COMPLIMENT YOUR STYLE

Diresco BIO-UV surfaces come in either a Velvet, Polished or Anticato finish. The care and maintenance for these three finishes is incredibly simple and easy. The question is, what finish is most suitable for your design?

The Diresco color range, excluding the Beton series, is available in a Polished or Velvet finish. The Beton series is only available in Velvet. Select colors are available in an Anticato finish. Please refer to the color guide for further color/finish clarification.



Velvet



Polished



Anticato

**Velvet** surfaces provide a matte or non-reflective finish that is much softer to the eye and touch. The luxurious look and feel of our Velvet finish evokes a relaxed and natural feel.

**Polished** surfaces provide a radiant finish with an impeccable linear reflection that presents depth and sophistication. Due to our use of optical grade silica sand, our polished surfaces display an unmatched brilliance.

**Anticato** surfaces provide a textured finish for individuals wanting a surface that is non-uniform. A muted textured finish that provides an additional characteristic to any design space.



## MULTIPLE THICKNESSES TO SUIT YOUR PROJECT

Diresco BIO-UV surfaces are available in large format, with a guaranteed usable surface measurement of 125" x 61". Our surfaces are available in 1.2cm, 2cm, and 3cm thicknesses. The combination of our large format slabs, multiple thicknesses, and multiple finishes provides significant design possibilities.

Interior, exterior, countertop, vanity, floor, or cladding, Diresco has you covered. Dream big, hone your vision, and fall in love with your design.





Supreme White



Venato Supremo



Pure White °



Premium Cotton Beige °



Divinity Crema °



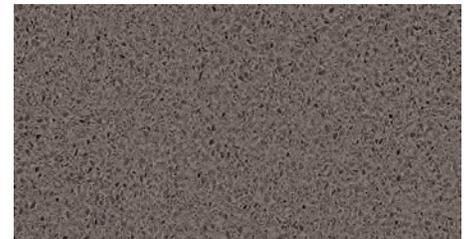
Beach Crema °



Premium Cuba Brown °



Belgian Sand



Beach Taupe



Beton Light °°



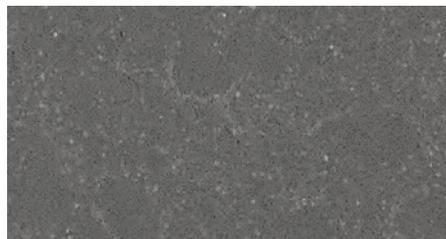
Belgian Fog



Beach Medium Grey °



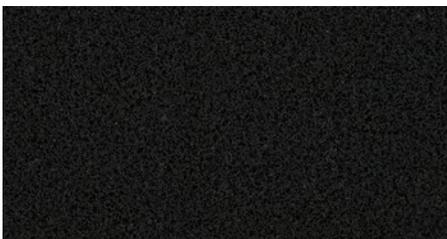
Premium Cobalt Grey °



Belgian Storm



Beach Dark Grey °



Beach Black °



Printed or digital color samples can deviate from the true coloration of our BIO-UV surfaces.





Beach White



Beach Iceberg °



Divinity White



Venato Cotone



Belgian Desert



Venato Cubano



Belgian Earth



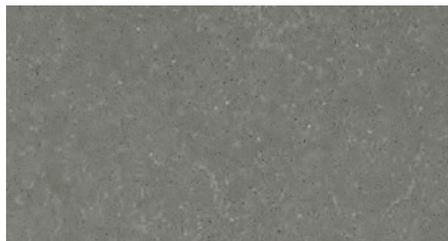
Premium Dolphin Grey °



Divinity Ivory



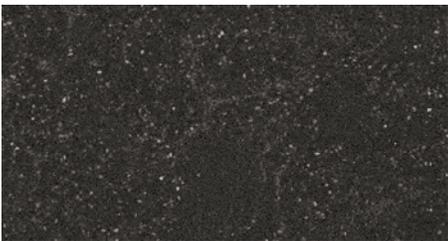
Venato Delfino



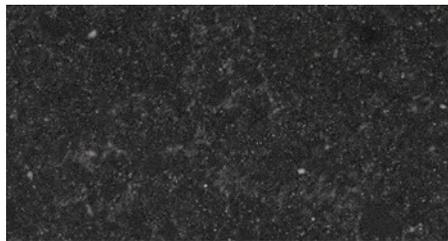
Belgian Buxy



Beton Dark °°



Belgian Soil



Belgian Blue



Divinity Black

## COLORS FOR TODAY, COLORS FOR TOMORROW

Diresco has unified trend and tradition to compile a vast selection of meaningful colors to foster an organic and alluring feel within your interior or exterior space. With the infusion of our exclusive BIO-UV Technology, Diresco colors present a tremendous depth and clarity. Our light colors offer an unmatched purity while our darker surfaces display exceptional richness. The entire Diresco color palette showcases a distinct and unequalled dimension.

Note: ° available in an Anticato finish, °° available in Velvet finish only



## RECEIVING & TRANSPORT

## RECEIVING YOUR DIRESCO SLAB

Always maintain a safe distance and location when handling and lifting slabs, and wear proper safety gear.

Slabs must be handled one at a time using commercially available clamps designed and sold for that purpose. If the available equipment has the appropriate lifting and carrying capacity, multiple slabs (2cm) can be moved using properly sized clamps as long as the slabs are carried face-to-face or back-to-back to minimize scratching.

Diresco Quartz must be stored either on an A-frame or on vertical racks. It is imperative that slabs are stored properly in order to reduce damage and prevent warping. Slabs should be supported by a minimum of two poles and stored at an angle of fifteen degrees. Metal A-frames or metal racks should be lined with foam or rubber to eliminate marks on the slab surface.

Note: Follow the specific weight guidelines provided with your racking system.

Store slabs for easy access and verification, organized according to color identification and lot numbers. Diresco Quartz should not be stored in direct sunlight or exposed to the elements for extended periods. Diresco Quartz should be stored with the polished surface face to face.

Note: Diresco Quartz must be stored and handled in a safe and professional manner. Adhere to any local laws and regulations identified with heavy material. Serious injury or death can occur if material is not handled properly.

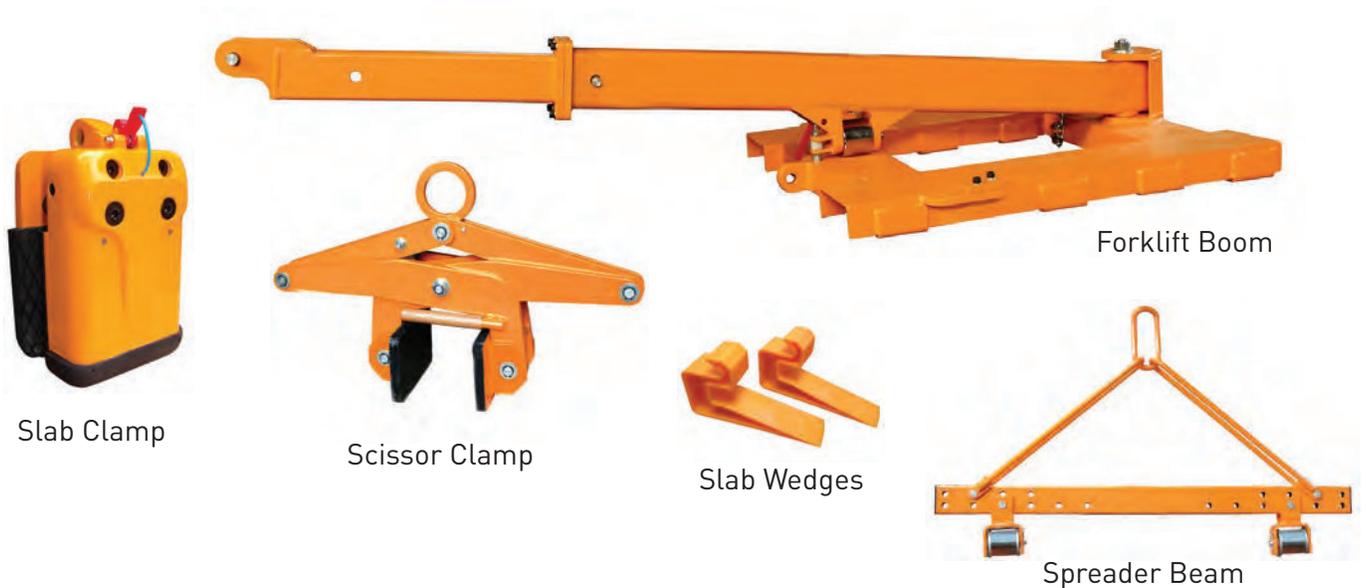
Upon unloading and storing Diresco quartz slabs, it is important to visually inspect the material received.

## PROPER APPARREL & SAFETY GEAR

Safety shoes must be worn at all times. These have a steel plate located over the toe and are designed to resist impact. Some safety shoes also have an instep guard. Non-slip footwear is recommended.

Always follow all OSHA and ANSI safety protocols and guidelines.

## HANDLING EQUIPMENT





Green Slings



Tension Straps

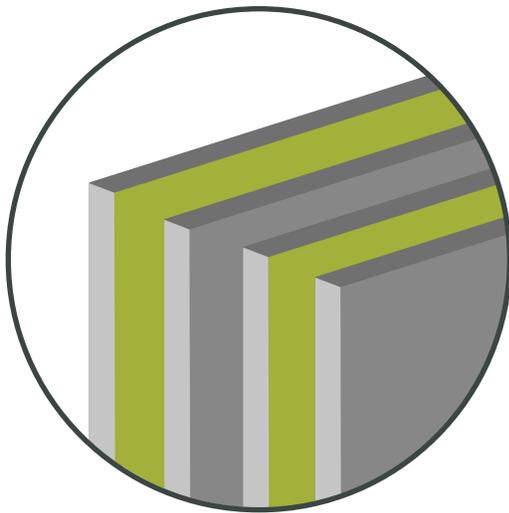


Do Not Use Chains or Cables

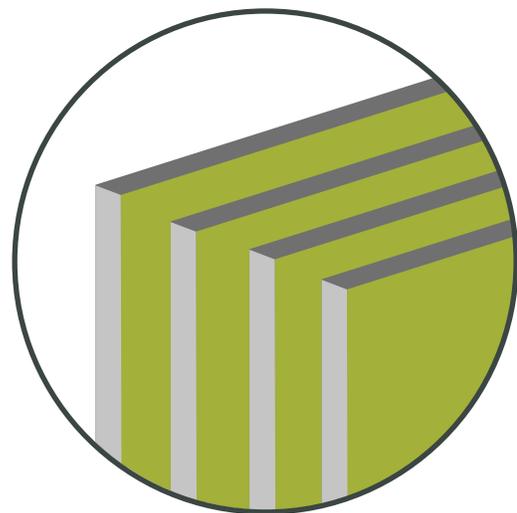
Diresco BIO-UV surfaces should never be transported in the flat/horizontal position.

We do not recommend the use of hoisting cables and/or hoisting chains, as these may cause slab damage.

## STORING SLABS



Proper Slab Storage



Inproper Slab Storage

When storing several slabs, always put the slabs face-to-face (illustration: in green) or back-to-back.

Putting a composite support slab of 3 cm against the A-frame before storing 1.2 cm slabs is strongly recommended. Slabs with a thickness of 1.2 cm can warp if they are not given the proper support. The A-frame must always be in a "perfect" technical condition.

Slabs should be stored in the vertical position, on an A-frame or in slab racking. There must be at least two support poles.

It is important that the slabs are stored on a stable and sufficiently well supported frame.

The support poles must be 5' 11" apart, and the frame/support poles must be 4' high.



Always store Diresco BIO-UV slabs indoors or well covered from the natural elements and debris.

## INSPECTION & IDENTIFICATION

## VISUAL SLAB INSPECTION

Upon receiving a slab of Diresco Quartz it is important to visually inspect the material provided. It is important that any defects in the slab is detected and reported prior to cutting the material. Possible defects found in a slab are: cracks, dull spots, pattern irregularity (except Belgium Series), scratches, irregular spots, inconsistent gloss, pits, and blemishes.

Note: Any defects found after the material has been cut or altered will not be accepted for exchange. Fabricators are responsible for deeming the material fit for purpose. All inspections must be preformed in a well lit environment.

## ALLOWABLE DEFAULTS - A GRADE MATERIAL

- Defaults smaller than the dimensions in the following table below will not be considered a defect.
- An A-Grade slab is 100% usable.
- An A-Grade slab will have zero major faults
- An A-Grade slab may contain 4 minor defaults, but a maximum of 1 per quadrant.

## A-GRADE MATERIAL - ALLOWABLE DEFAULTS

Default Type	Range 1	Range 2	Range 3	Range 4	Range 5	Range 6	Range 7
Pattern Stain	X	*	X	X	X	X	X
Veins	X	7-30mm	7-30mm	X	X		X
Pigment Stain	3-5mm	4-7mm	3-5mm	3-5mm	3-5mm	4-7mm	X
Contamination	1-3mm	2-6mm	1-3mm	2-4mm	1-3mm	2-6mm	2-6mm
Voids/Holes	.5-1mm	2-4mm	.5-1mm	1-3mm	1-2mm	2-4mm	2-4mm

Range 1 - Supreme White, Pure White, Premium Cotton Beige, Premium Series

Range 2 - Belgian Series

Range 3 - Venato Series

Range 4 - Divinity Series

Range 5 - Beach Black, Beach White, Beach Medium Grey, Beach Dark Grey, Beach Taupe

Range 6 - Beach Iceberg, Beach Crema

Range 7 - Beton Series

\* Pattern stains for Range 2 may not be bigger than 45cm<sup>2</sup>

## COLOR MATCHING

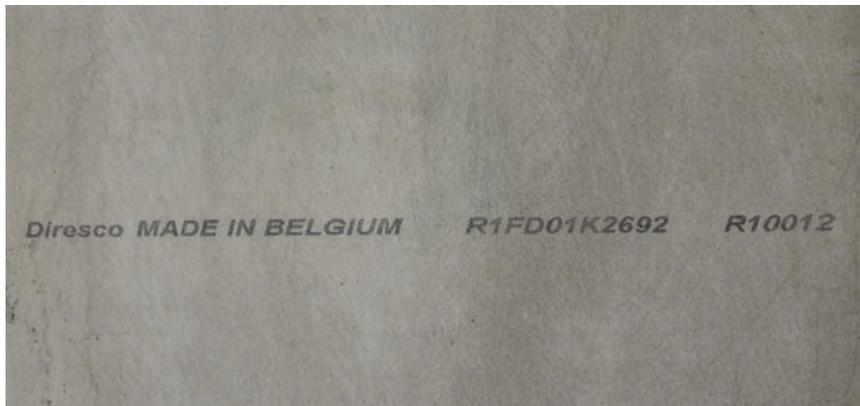
Diresco BIO-UV Quartz is comprised of approximately 93% natural crushed quartz and 7% BIO-UV resin and pigments. Slight color variation may occur from one production run to another. Color variation is present due to the intricate nature of production.

If a job requires more than one slab of the same color make sure that the slabs are from the same batch. The batch information can be found on the 'Product Identification Label ' affixed to all Diresco Quartz slabs. Batch numbering should ensure a color match but it is recommended that a visual inspection of the slabs are executed prior to cutting to ensure color match and quartz distribution. Due to possible color variation, it is recommended that two slabs from separate batches are never used for one job, and certainly never seamed together.

## DIRESKO SLAB IDENTIFICATION

Each Diresco BIO-UV quartz surface is given its own unique product identification number. Each slab and all of its manufacturing details are registered and stored in our Data Base.

### Backside of Slab - Diresco Stamp



- \*60GB02P196B\* - 60 refers to color code
- \*60GB02P196B\* - G refers to year (2011 = A, 2012 = B... 2017 = G)
- \*60GB02P196B\* - B refers to month (January = A, February = B)
- \*60GB02P196B\* - 02 refers to the day
- \*60GB02P196B\* - P refers to the grade
- \*60GB02P196B\* - 196 refers to the slab number in production run
- \*60GB02P196B\* - B refers to the finish

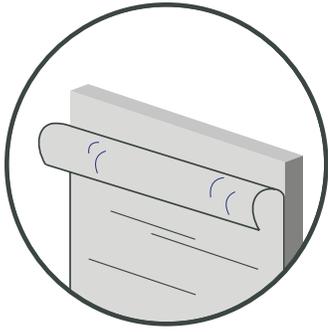
Code	Color
75	Beach Black
50	Beach Crema
65	Beach Dark Grey
30	Beach Iceberg
60	Beach Medium Grey
70	Beach Taupe
2P	Beach White
B7	Belgian Blue
B8	Belgian Buxy
BD	Belgian Desert
BT	Belgian Earth
BF	Belgian Fog
BA	Belgian Sand
B0	Belgian Soil
BS	Belgian Storm
R1	Beton Light
R3	Beton Dark
35	Divinity Black
56	Divinity Crema
52	Divinity Ivory
54	Divinity White
P6	Premium Cobalt Grey
P1	Premium Cotton Beige
P3	Premium Cuba Brown
P5	Premium Dolphin Grey
25	Pure White
S1	Supreme White
VC	Venato Cotone
VU	Venato Cubano
VD	Venato Delfino
VS	Venato Supremo

### Surface Finish Translations

Blinked = Polished, Gezoet = Velvet, Anticato

### A Grade Code

1.2cm - K, 2cm - P, 3cm - U



Each Diresco BIO-UV surfaces is given a protective film. After removing the film make sure there is no remaining adhesive on the surface prior to inspection. Any residual adhesive can easily be wiped away.

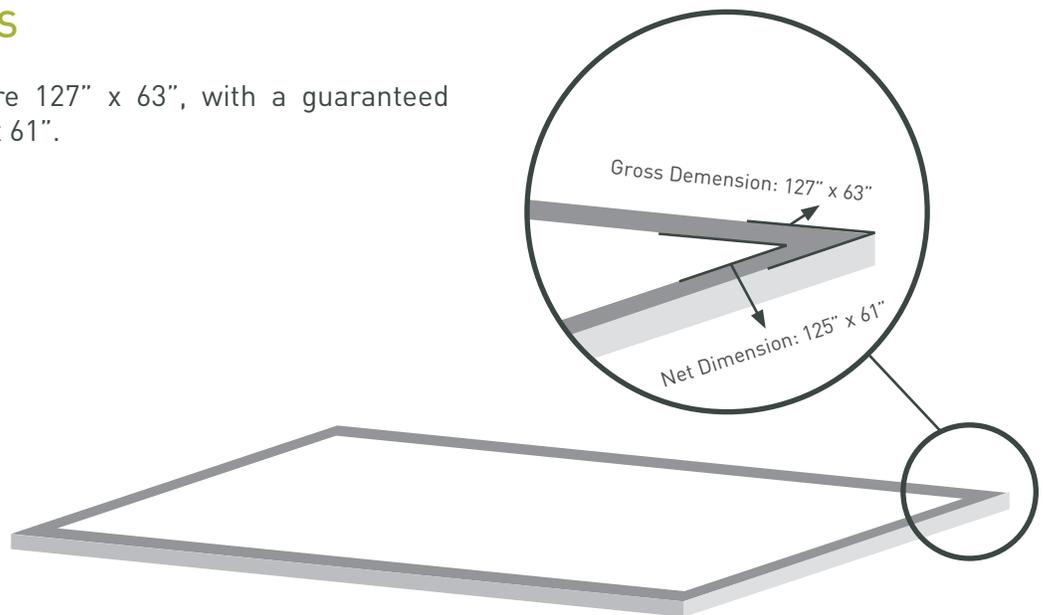
## VISUAL INSPECTION METHOD

The slab is inspected according to the EN 15388 European Standard. Details are available upon request on [www.diresco.be](http://www.diresco.be)

In accordance with this standard checks are carried out from a distance of 7 feet without back-light and at eye level. The surface is inspected using the naked eye and without floodlight.

## SURFACE DIMENSIONS

Diresco BIO-UV surfaces are 127" x 63", with a guaranteed usable surface area of 125" x 61".



## THICKNESS TOLERANCE

Polished Finish

Nominal Thickness	Tolerance	Min. Thickness	Max. Thickness
1.2cm	-1.2mm / +1.2mm	1.08cm	1.32cm
2cm	-1.2mm / +1.2mm	1.88cm	2.12cm
3cm	-1.2mm / +1.2mm	2.88cm	3.12cm

Velvet & Anticato Finish

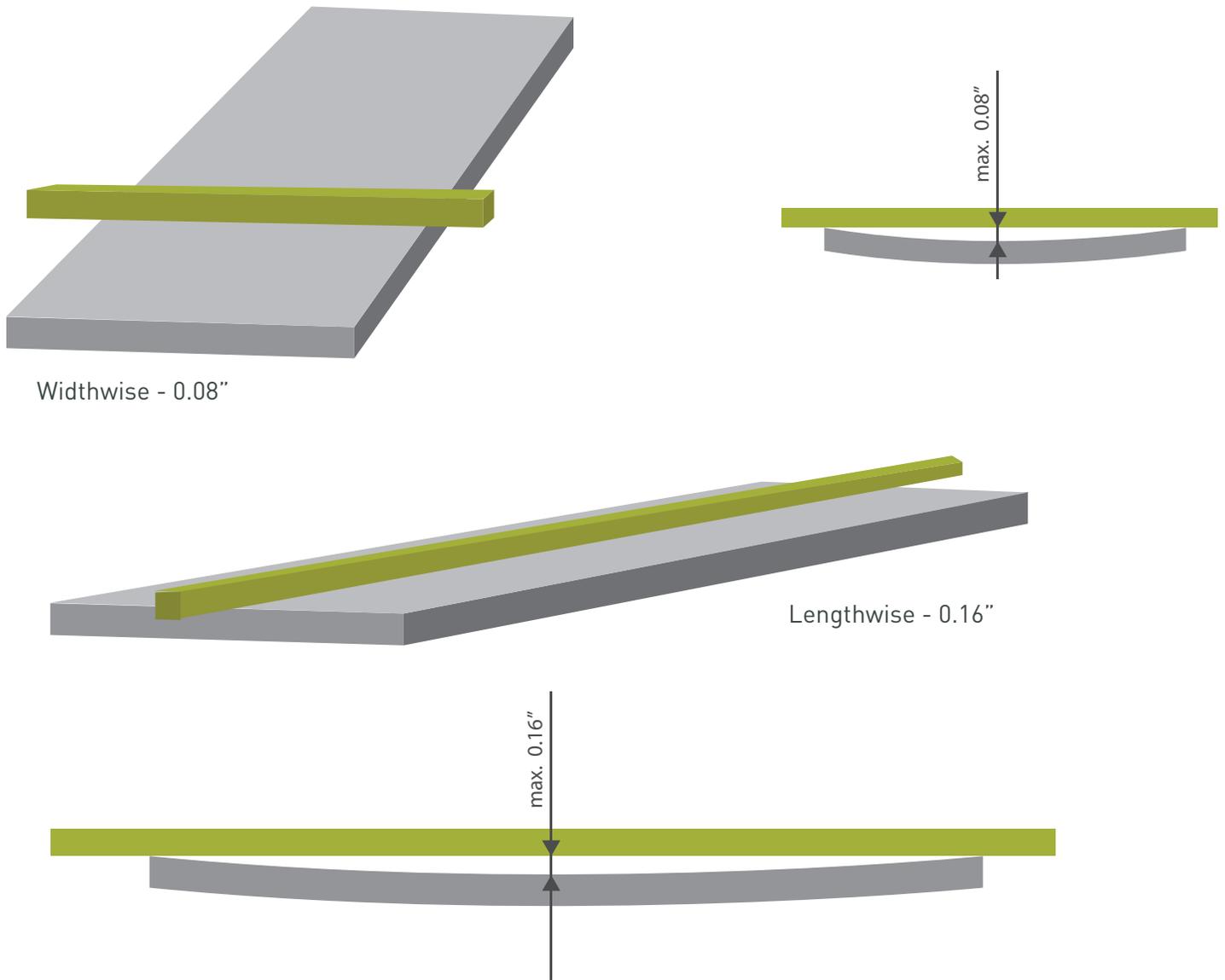
Nominal Thickness	Tolerance	Min. Thickness	Max. Thickness
1.1cm	-1.2mm / +1.2mm	.98cm	1.22cm
1.9cm	-1.2mm / +1.2mm	1.78cm	2.02cm
2.9cm	-1.2mm / +1.2mm	2.78cm	3.02cm

## GLOSS VALUE

The gloss value is measured with a gloss meter (HORIBA - IG-310) on various locations on the entire surface.  
 Acceptable gloss values: Polished = >45 - Velvet = >2 - 10<

## FLATNESS

The allowed warpage of a slab horizontally placed on a flat surface is measured with a ruler and a vernier caliper.



## SLAB GRADE DEFINITION

A distinction is made between various qualities:

Grade	A	B	K	C
Usable Area	100%	70%	50%	>50%

## FABRICATION

It is essential that all fabricators attempting to fabricate Diresco quartz possess the proper knowledge, tools and safety equipment to produce an excellent final product. All technicians involved in the handling and working of Diresco Quartz, must have proper training. Adhere to the following recommendations to assure a quality finished product.

## ACCLIMATIZATION

Composite slabs are best stored indoors, in a moisture-free environment and protected against direct sunlight.

Before cutting the slabs, we recommend that the slabs be allowed to acclimatize for at least 24 hours in an environment with the same temperature conditions as those in the workshop area. This is to prevent cracking due to expansion while the slab is being cut.

## COOLING WATER

Make sure there is an abundant and continuous flow of cooling water (bridge saw, edge polisher, etc.) during processing.

The quality of cooling water can cause problems. Recycled water used for cooling can have high alkaline values (high pH value) due to residues of natural stones that were processed prior to the Diresco slab. Always check that the pH value of the recycled water is approximately 7.5.

## CUTTING TABLE & BLADES

The cutting table/saw bed or router table must be stable, level (use a spirit level), always clean and square with the saw blade. Excessive tracks and a damaged table surface will cause the material to move about.

The cutting blade must be in perfect condition, there should be no broken teeth and the blade must be perfectly straight. For more information on blades for cutting quartz composite: contact your tool supplier. Only water cooled tools should be used for cutting.

Use a lot of clean cooling water directed to the cut to ensure that both material and blade are sufficiently cooled down in order to prevent “cracking” and discolouration due to heat generation. Keep in mind that quartz composite requires more cooling (more water) than natural stone.

A common complaint is cracking during cutting due to “tension” in the slab. The “tension” is always caused by creating heat differences in the slab during cutting. The thinner the slab, the easier the heat can exit the slab, in other words, a slab of 3 cm is more sensitive to cracking than a slab of 1.2 cm.

## TOOLS & SAFETY EQUIPMENT

### Basic Tools

Water Source	Air Compressor	Seaming Clips
A-Frame	Storage Racks	Stone Carts
Diamond Contour Blade	Electric/Pneumatic Polisher	Core Bits
Wet Profiling Machine	Fabrication Stands	Grinding Stone
Diamond Grinding Wheel	Diamond Polishing Pad	Bridge Saw

### Advanced Tools

Water Jet	CNC	Automated Profiler
Diamond Jigsaw		

## Safety Equipment

Safety Glasses  
Aprons  
Steel Toe Boots

Dust Mask/Ventilator  
Ear Protection

Work Gloves  
First Aid Kit

Appropriate eye wear and footwear must be worn at all times when fabricating Diresco slabs.

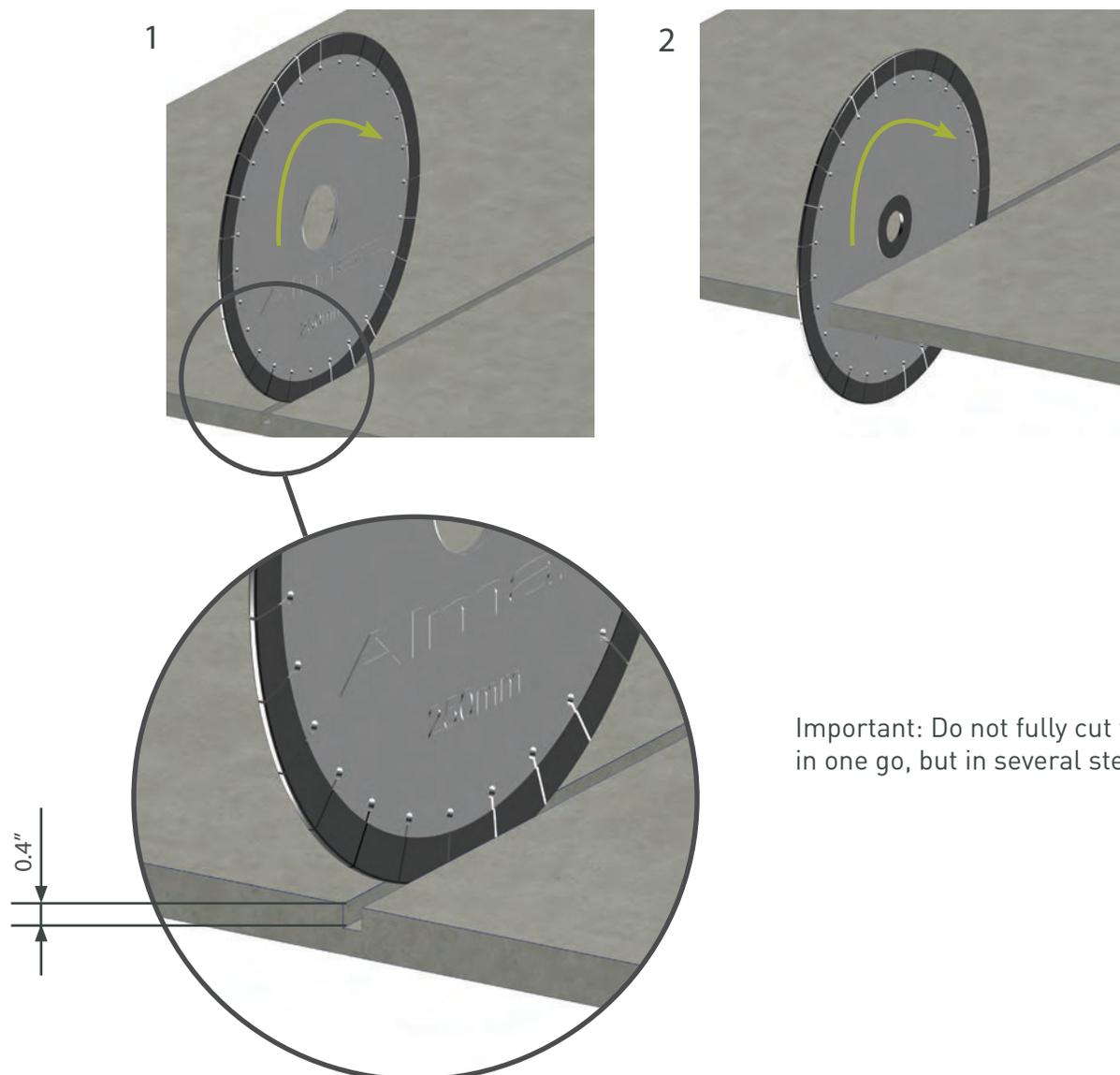
Appropriate ventilation and safety masks must be worn at all times when fabricating Diresco slabs.

## PROCESSING

Cutting should always be done in several steps, for example, incision of  $\pm 1$  cm, especially in case of a thickness of 3 cm. Always cut in the forward direction and not in the backward direction, keeping in mind the cooling requirements.

First cut in the longitudinal direction, and then in the transverse direction (keeping in mind the tension).

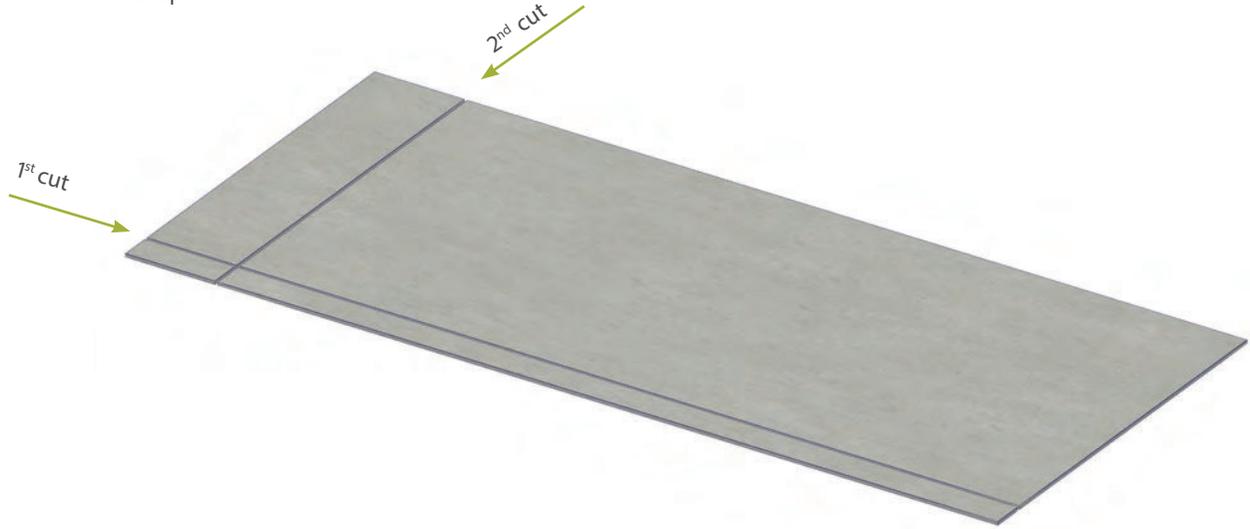
Always remove the residual water from the surface, and never let it dry up.



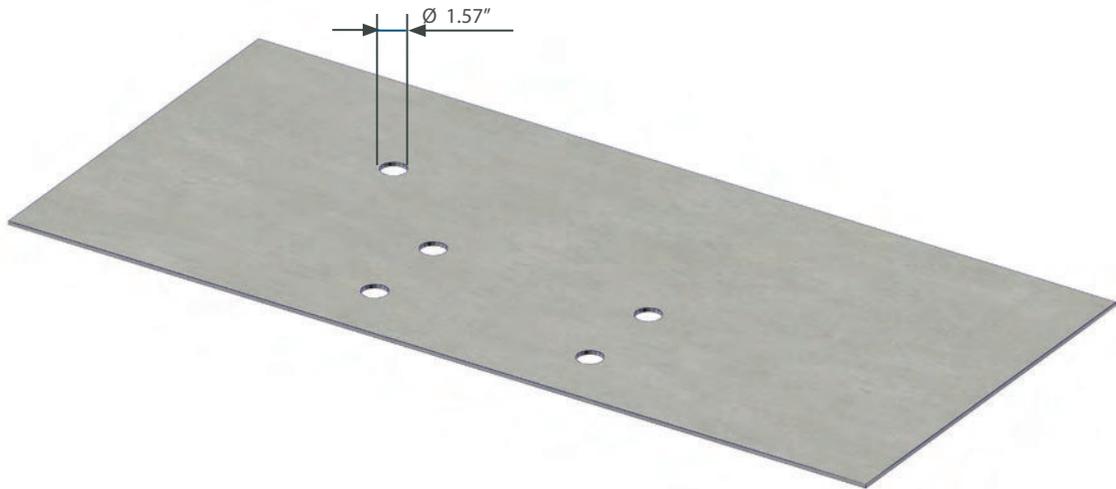
Important: Do not fully cut through the slab in one go, but in several steps

# STEP BY STEP PLAN - CUTTING THE COUNTERTOP

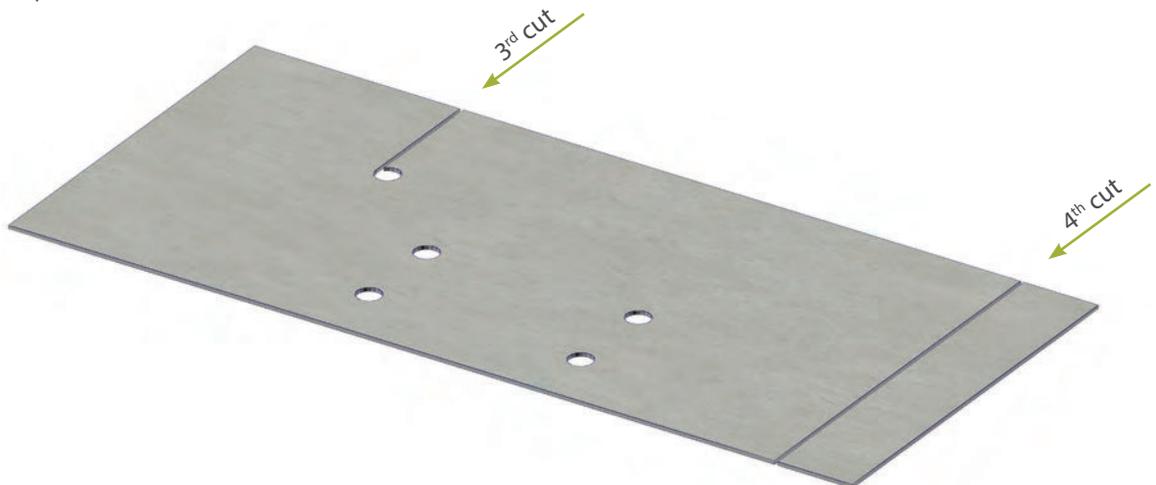
Step 1



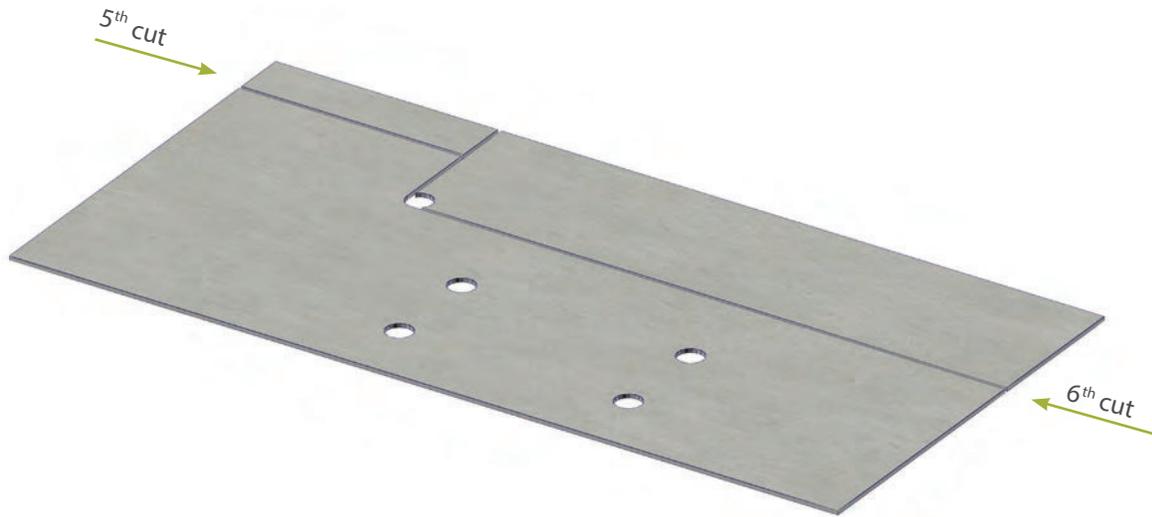
Step 2



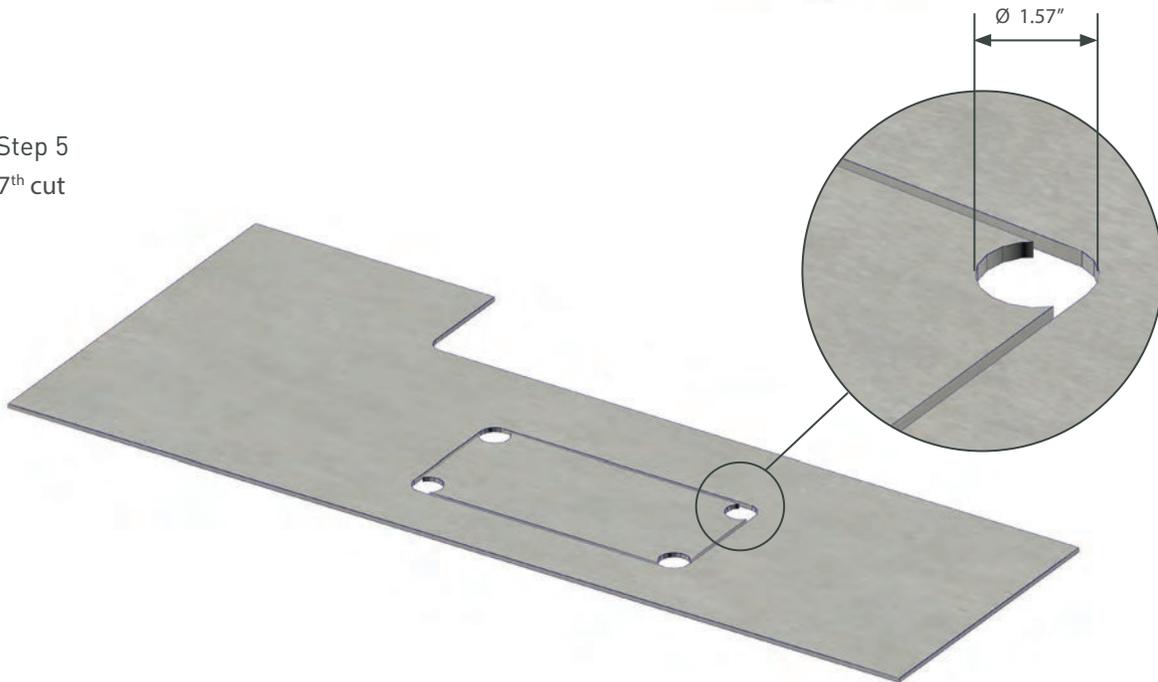
Step 3



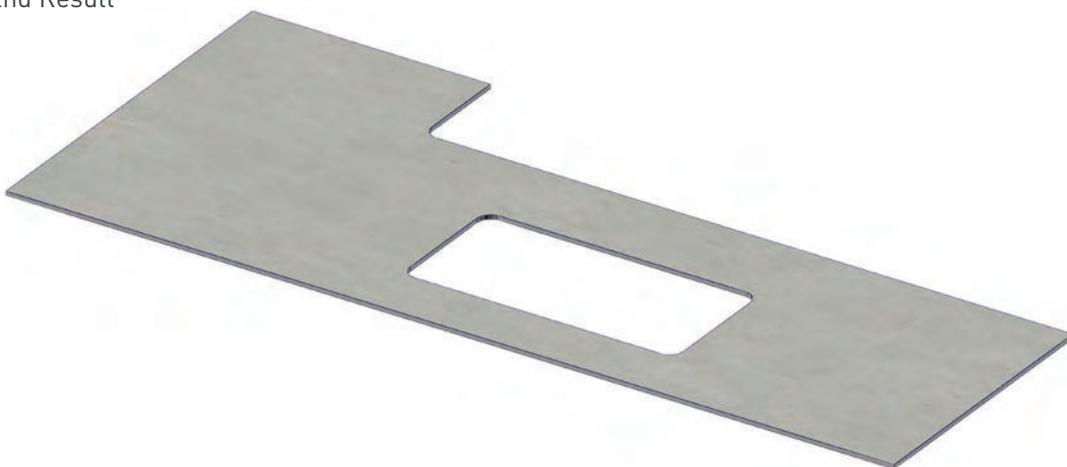
Step 4



Step 5  
7<sup>th</sup> cut

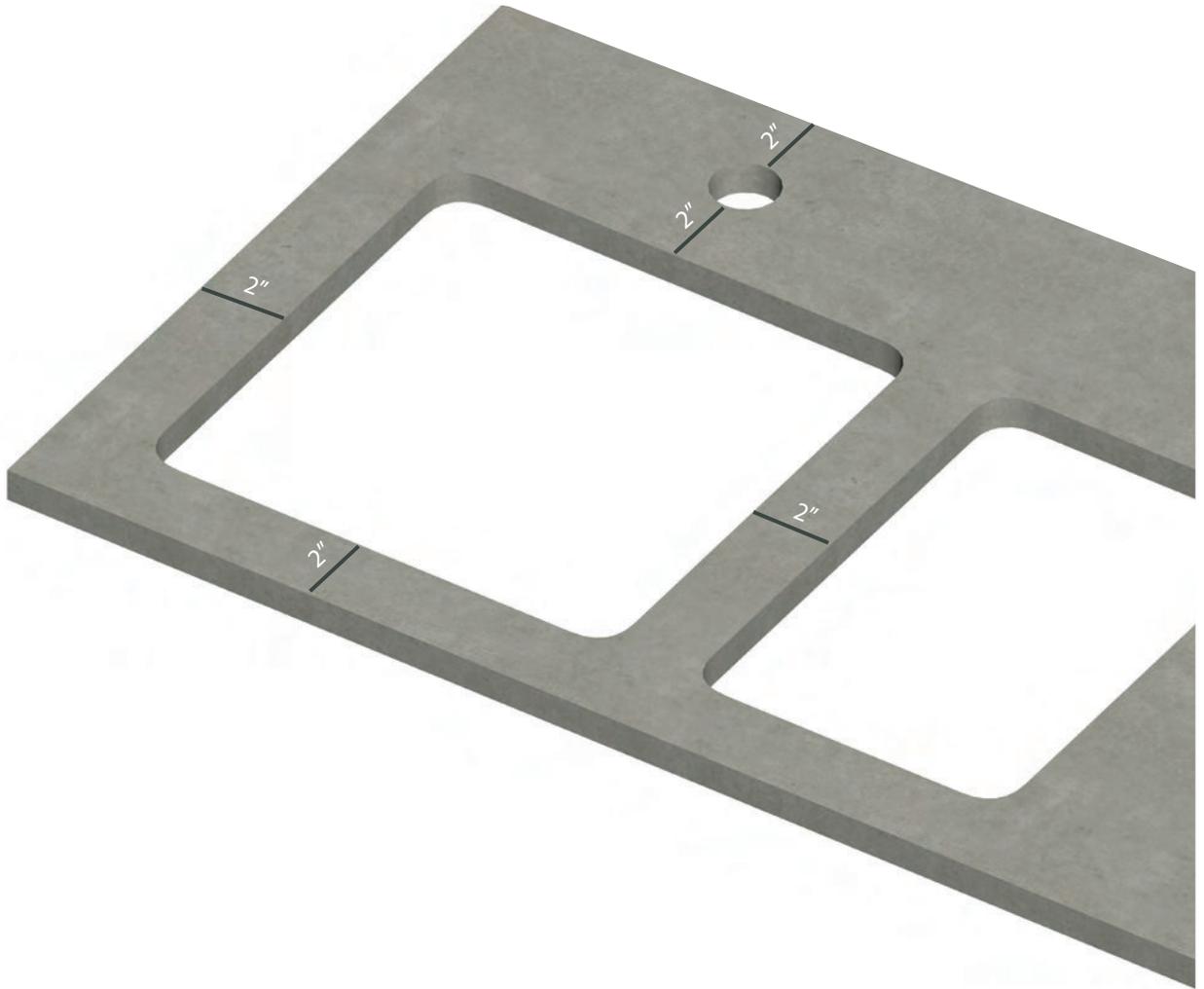


End Result



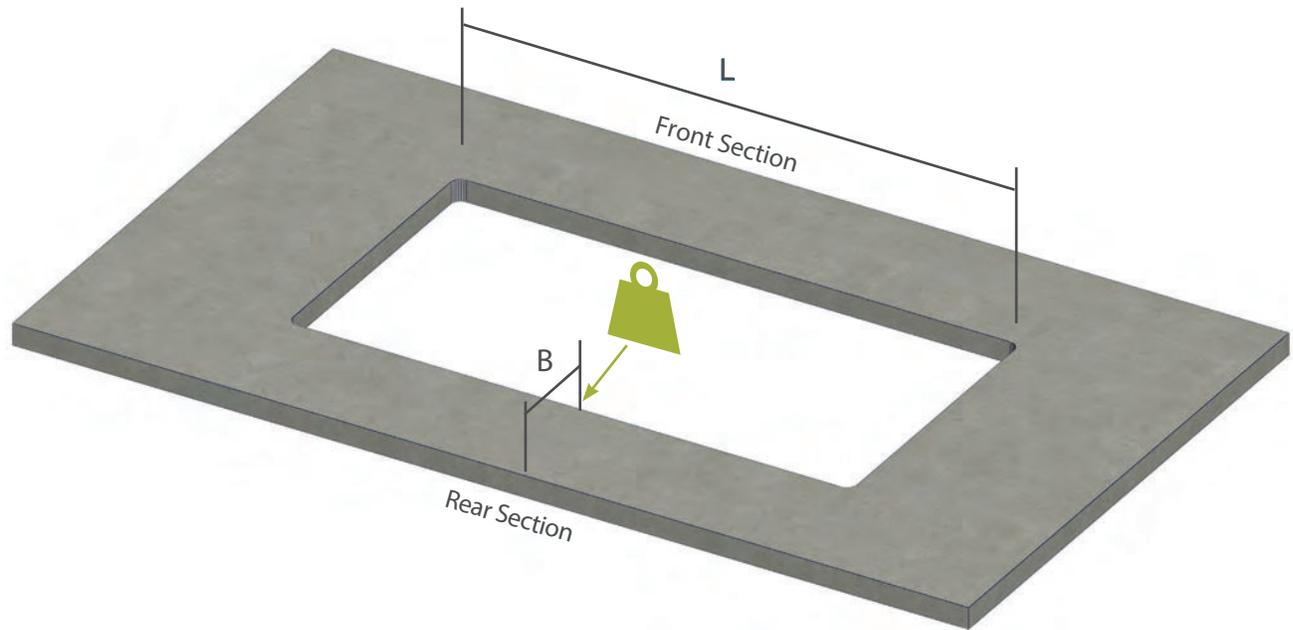
## CUT OUTS

We recommend that a minimum distance of 5 cm should be maintained in between the cut outs.



## POINT LOAD WITH CUT OUTS

Below mentioned table shows the maximum allowed load on front and rear sections. We recommend for all front and rear sections with a maximum of 165 lb. point load to be fully supported. This will help limit - but not totally exclude the risks.



## MAXIMUM ALLOWED POINT LOAD - WEIGHT LB.

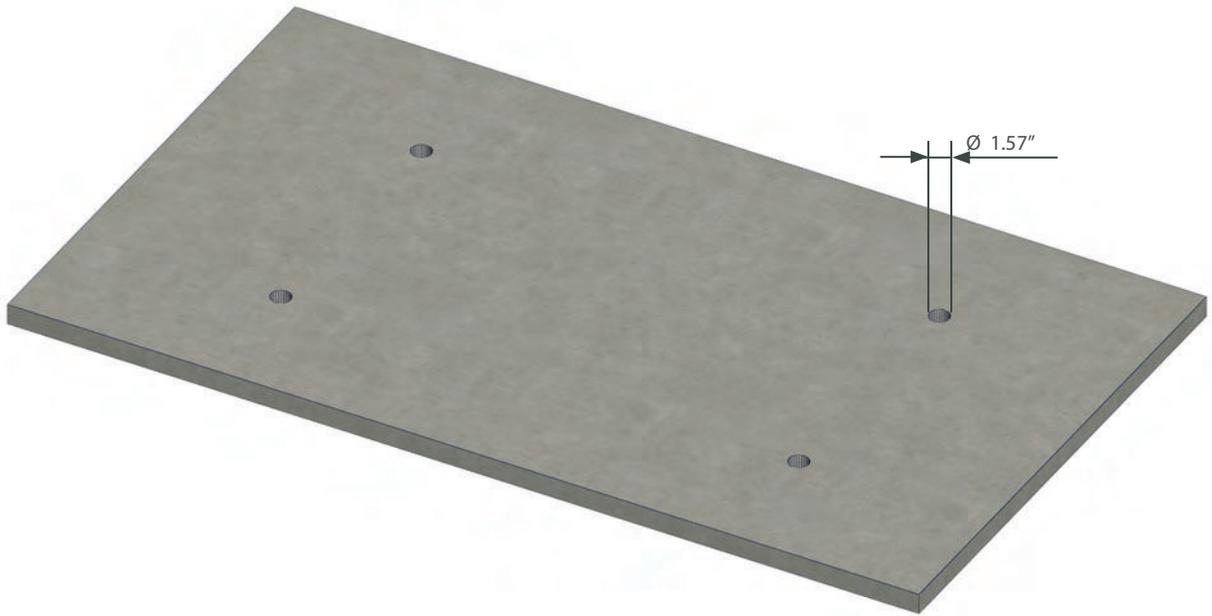
		Slab Thickness		
L	B	1.2 cm	2 cm	3 cm
Front	Rear			
22"	1.5"	60.5	168	377.5
22"	2"	75.5	209.5	472.5
22"	2.5"	90.5	252	566.5
29"	1.5"	46	127	286
29"	2"	57	159	357.5
29"	2.5"	68.5	190.5	429
35"	1.5"	38	105.5	237.5
35"	2"	47.5	132	297
35"	2.5"	57	158.5	356.5

= Full Support Required

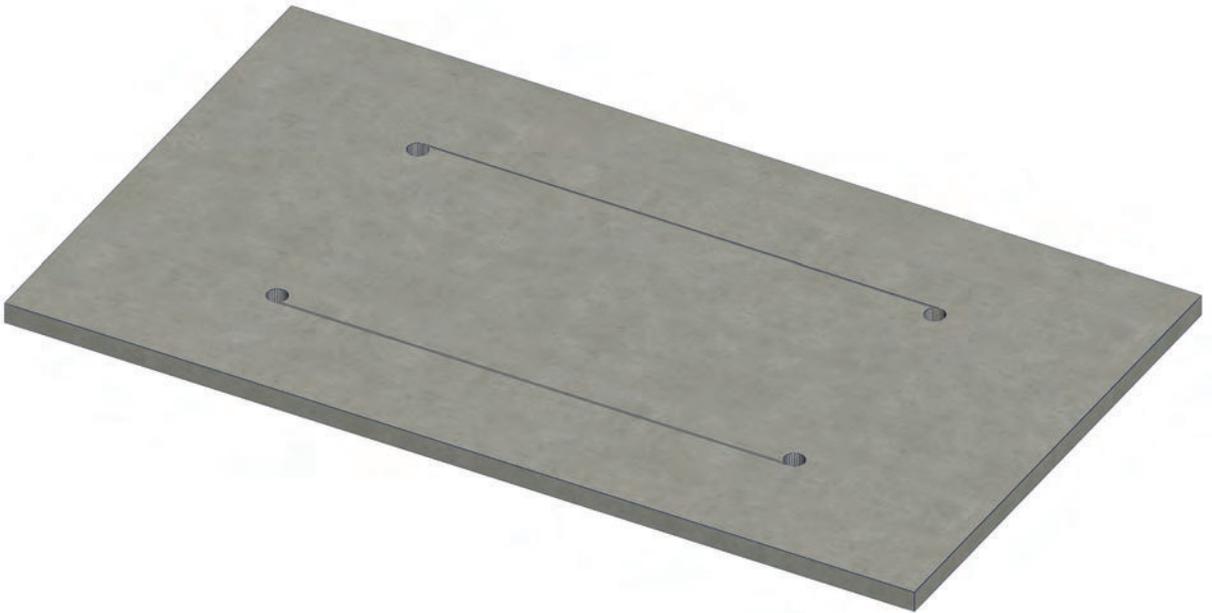
## CORNERS

Always pre-drill all corners with a minimum diameter of 40 mm to ensure rounded radius. Always remove the residual water from the surface, and never let it dry up.

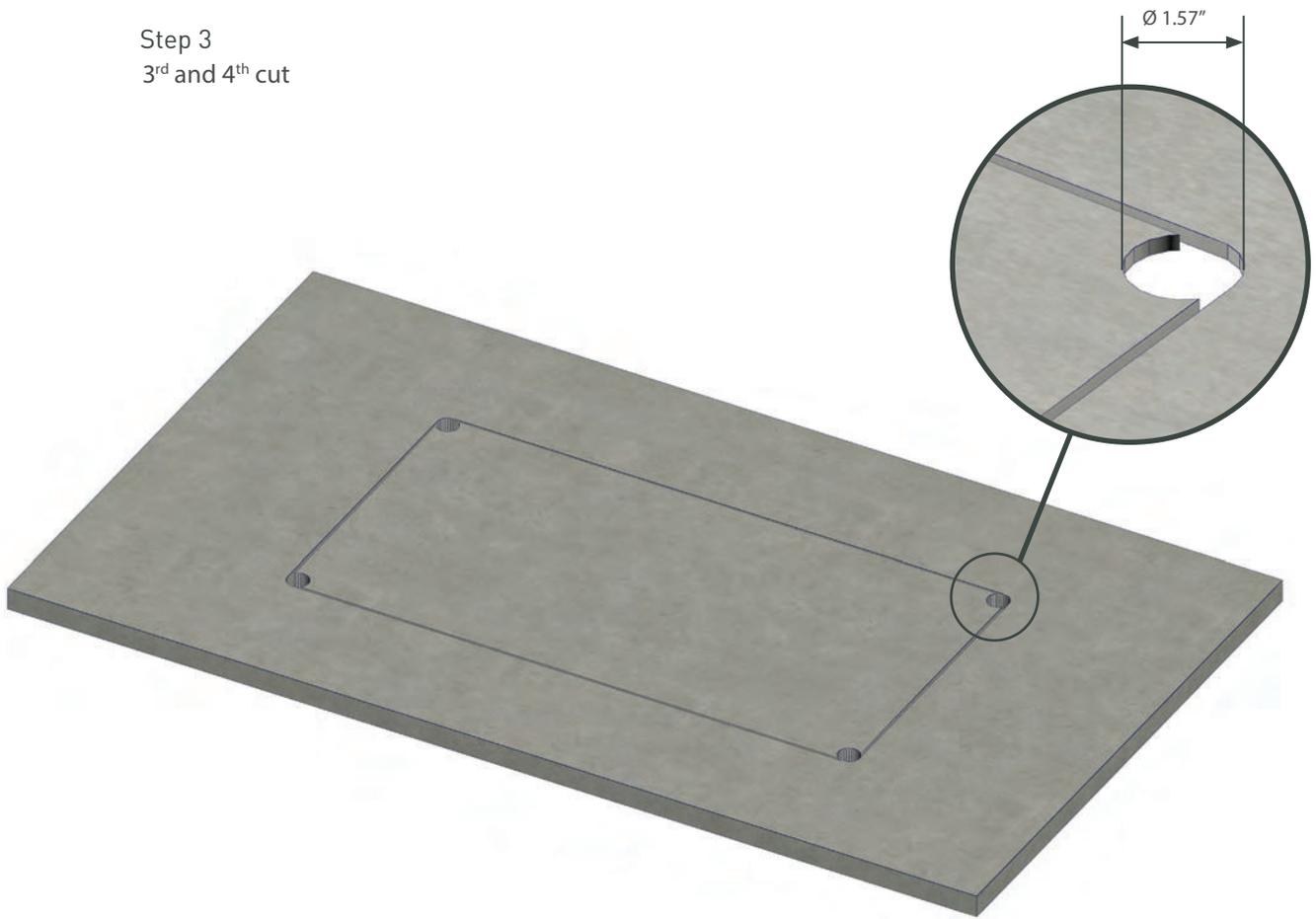
Step 1  
Drill Holes



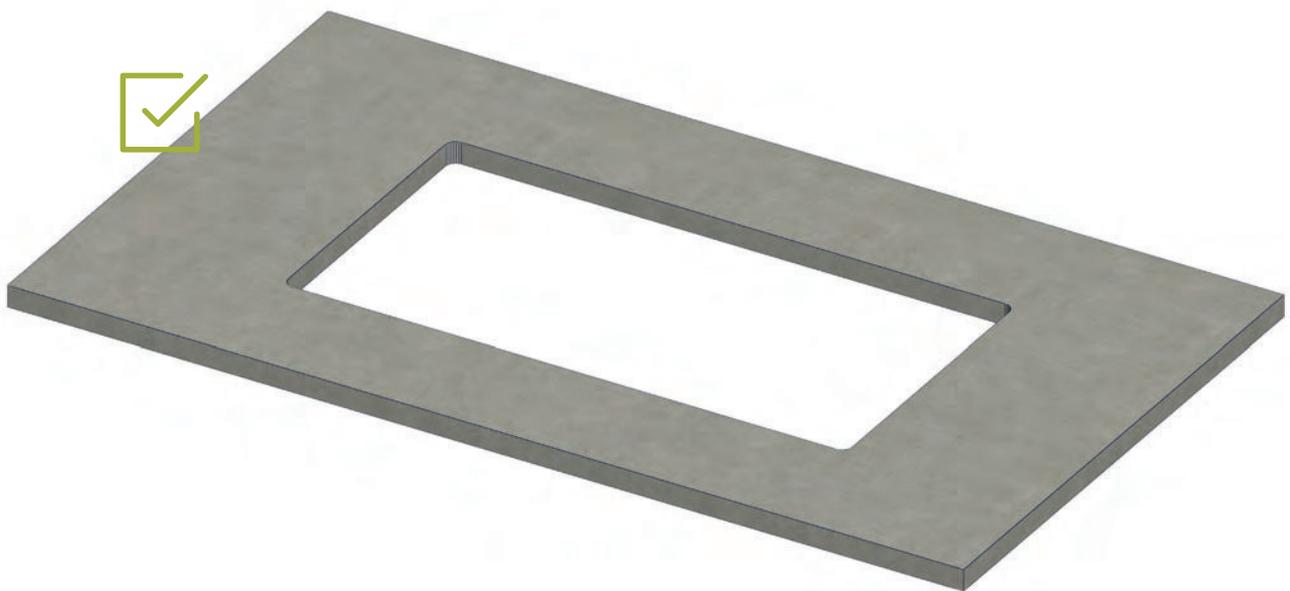
Step 2  
1<sup>st</sup> and 2<sup>nd</sup> cut



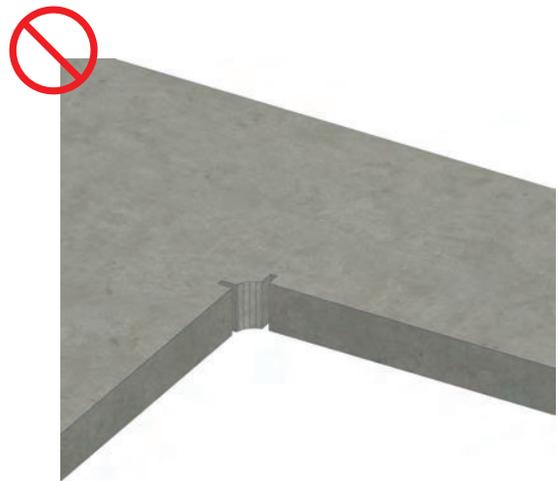
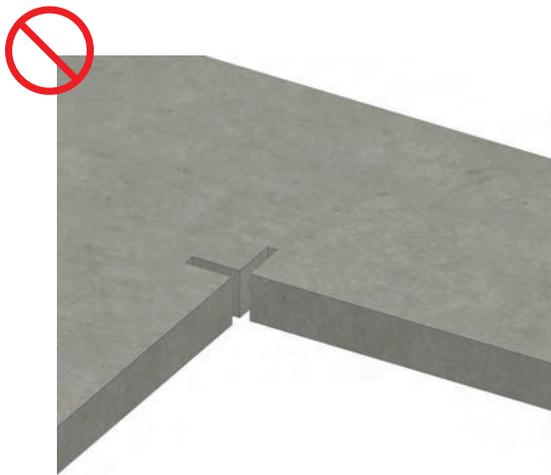
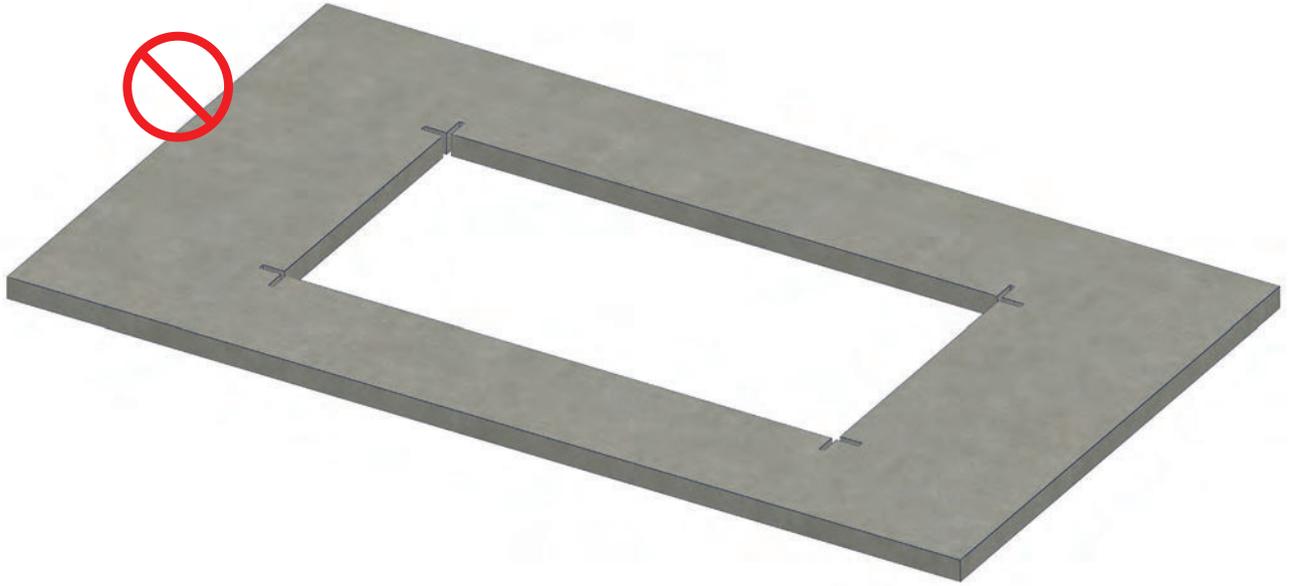
Step 3  
3<sup>rd</sup> and 4<sup>th</sup> cut

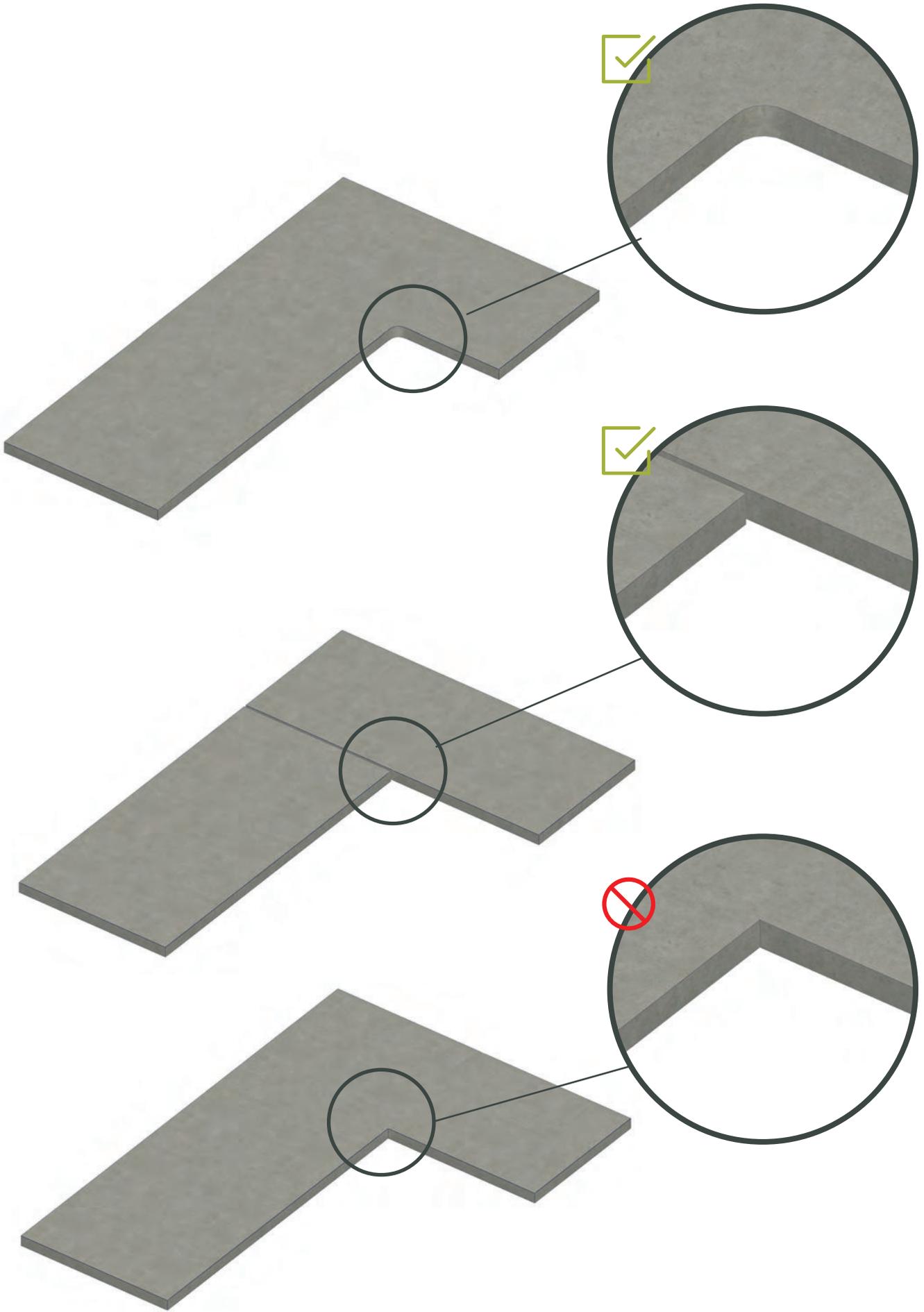


End Result



The following images show the cutting technique to be avoided. Always use a rounded radius.

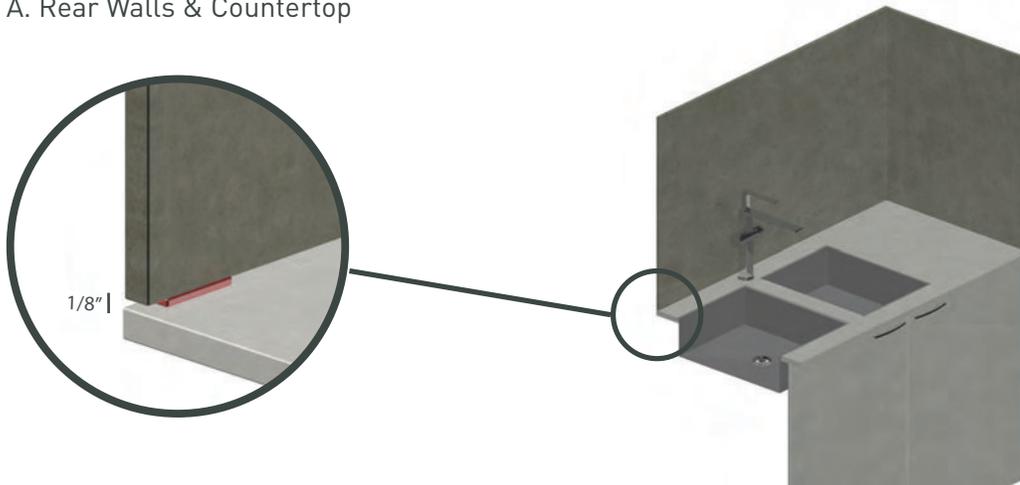




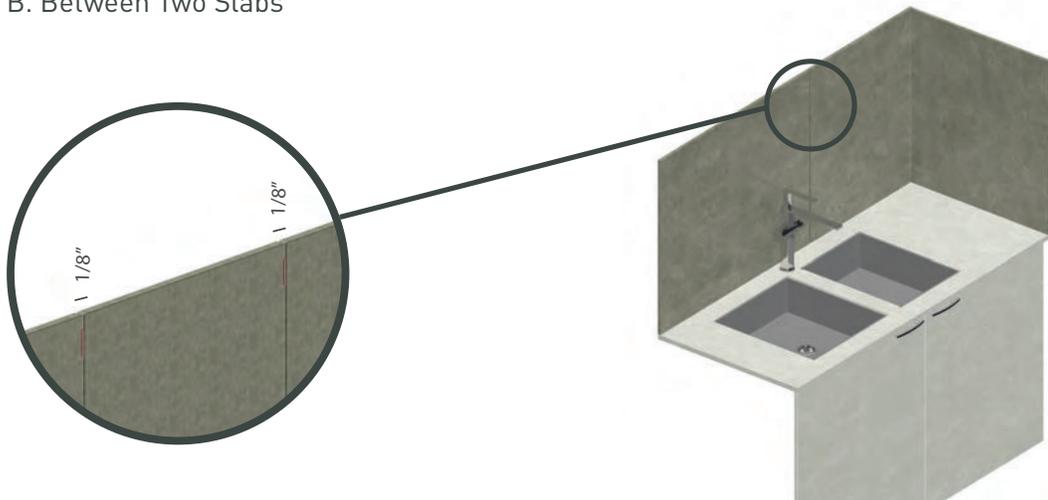
## EXPANSION JOINTS

The thermal expansion coefficient for a Diresco quartz surface is 0.018 mm/m °K. Always allow for expansion: leave a gap of at least 1/8" on all sides of cooktop, sink, etc. Follow the same guidelines for pieces installed between two fixed points (f.i. in a recess or between pillar and wall or between wall units and rear wall). Leave a minimum clearance of 1/8" to allow for expansion for splash backs installed against the wall.

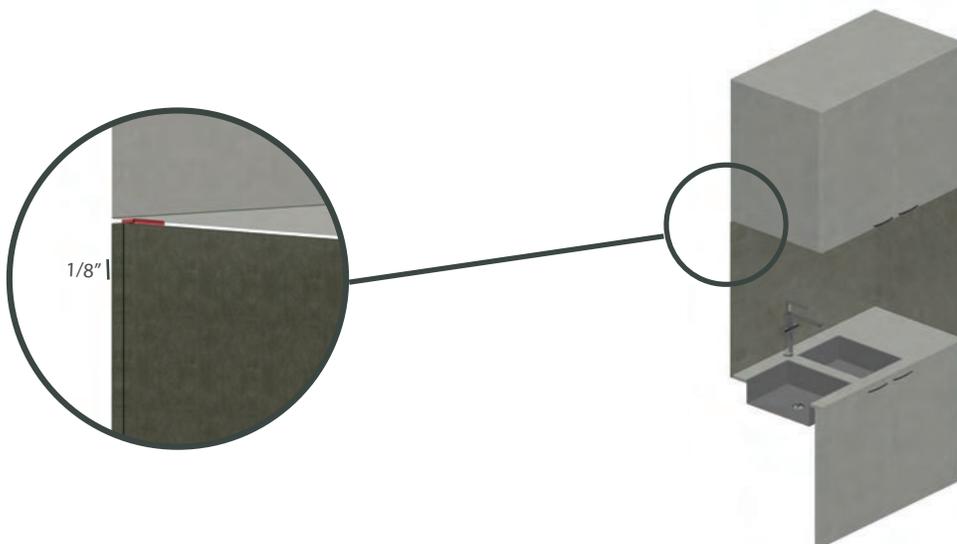
A. Rear Walls & Countertop



B. Between Two Slabs



C. Rear Walls and Wall Units

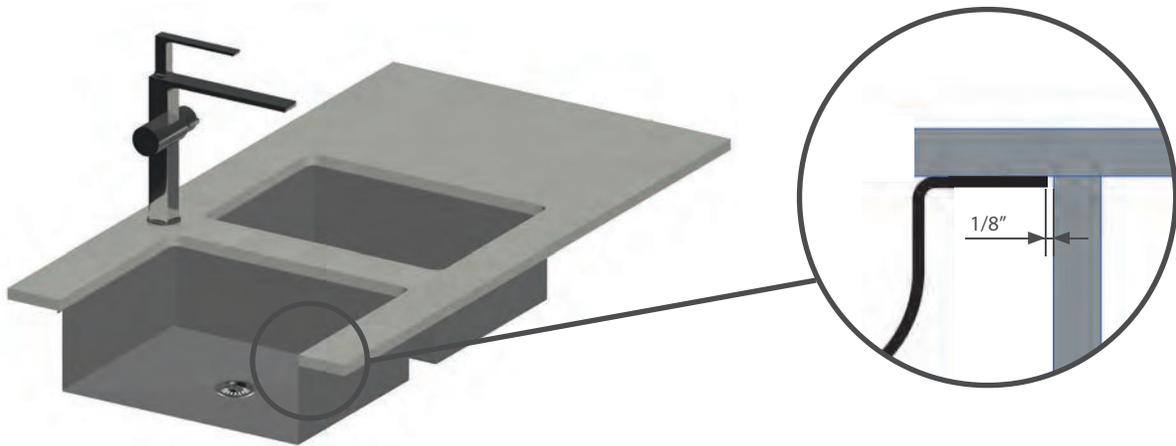


## D. Sinks

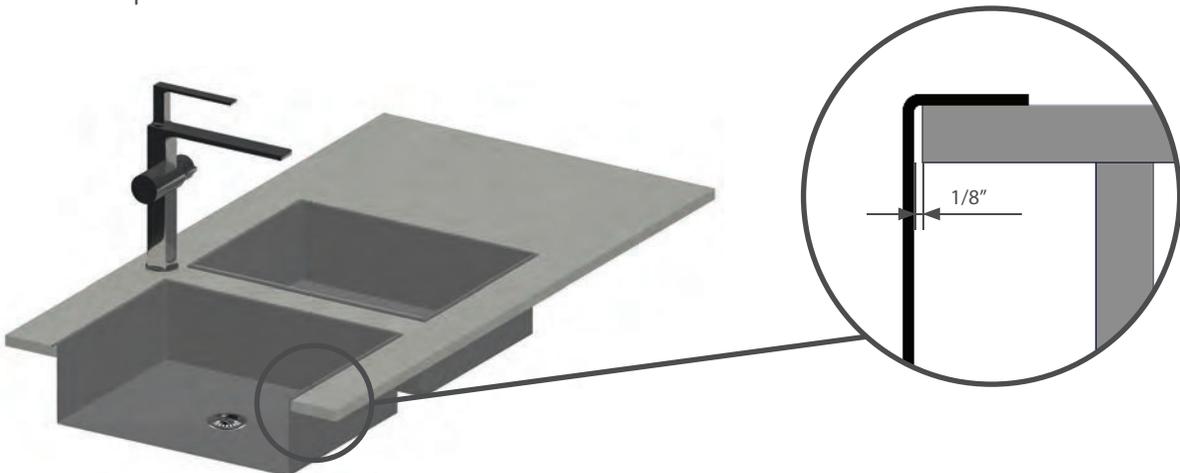
### Flush Mount



### Under Mount

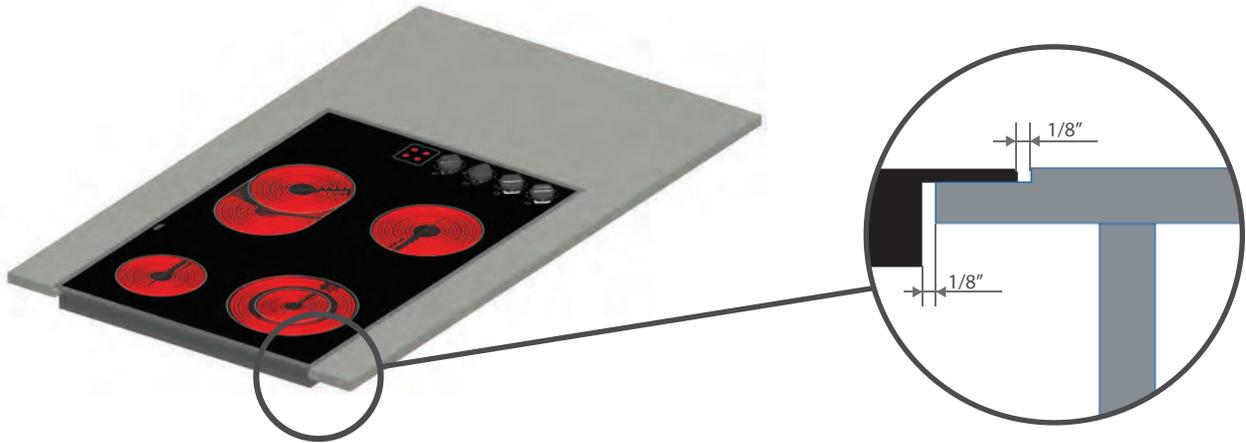


### Top Mount

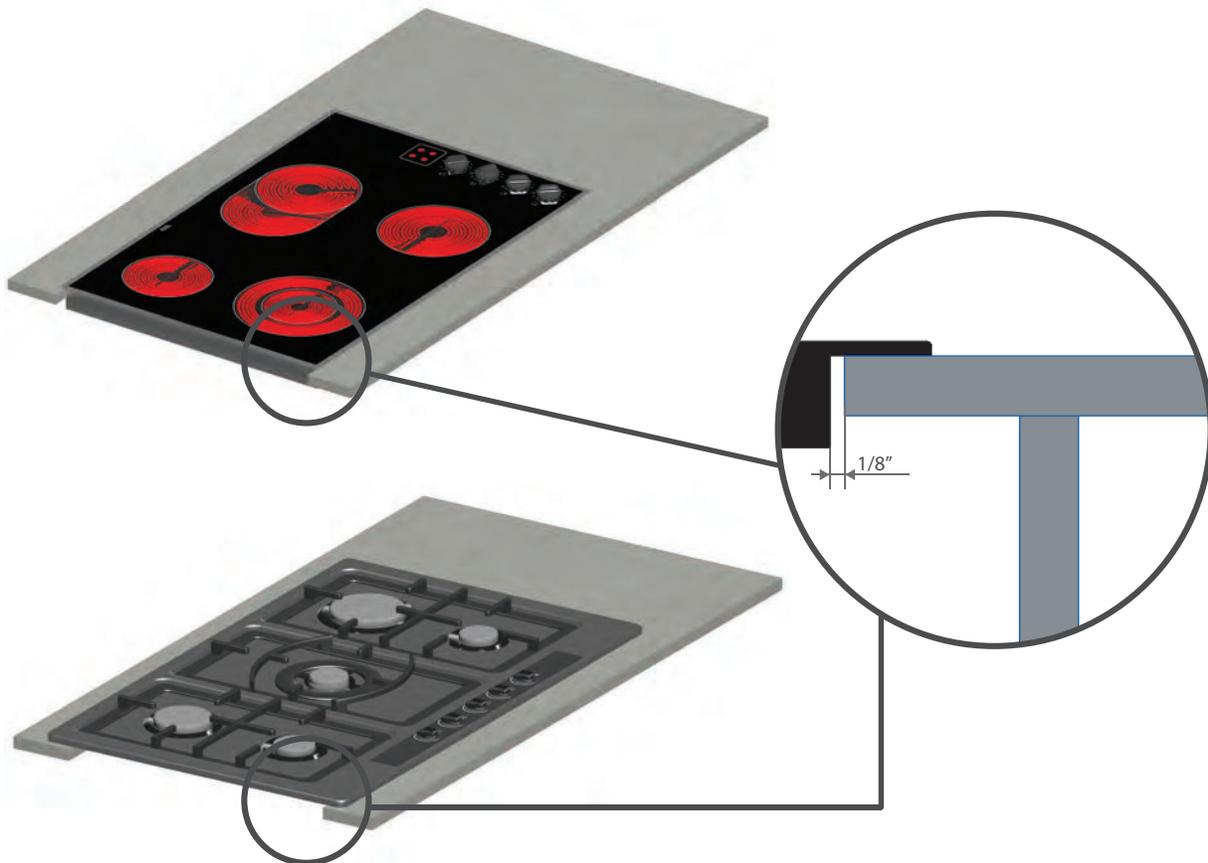


E. Cooktops

Flush Mount

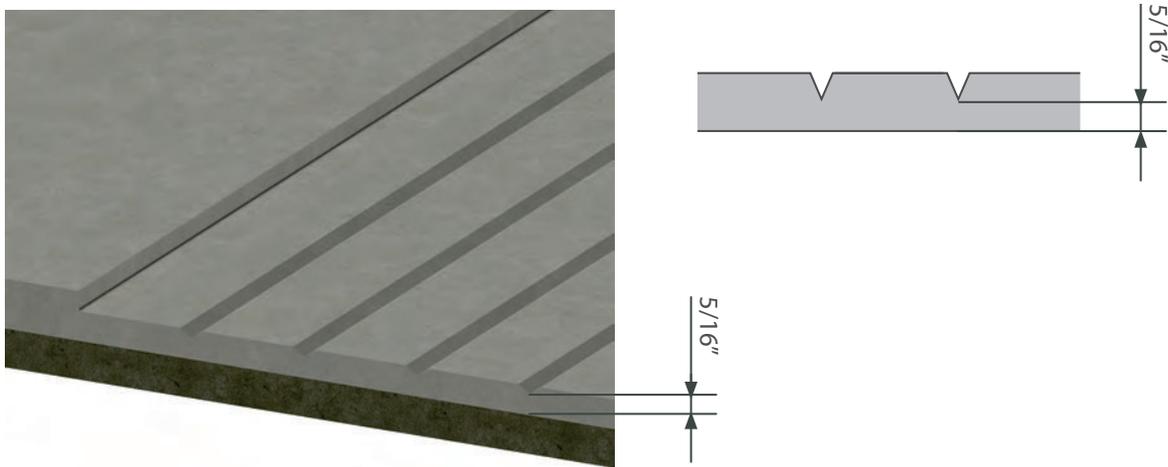


Top Mount

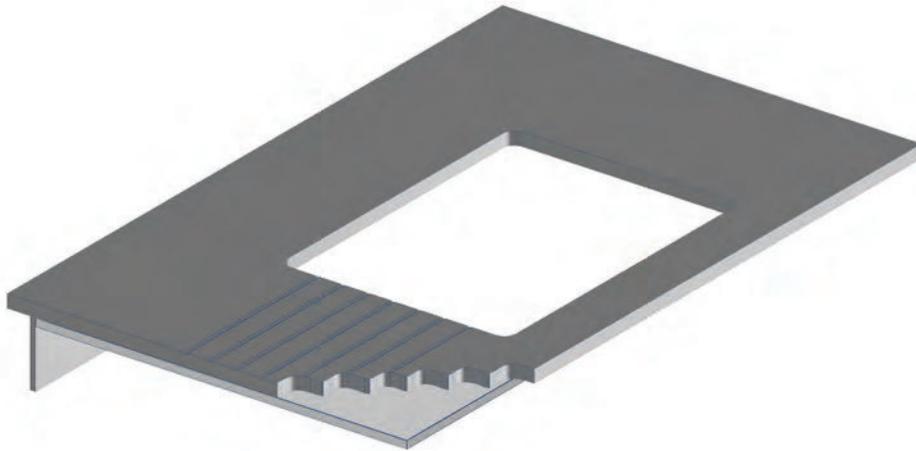


## RECESSED DRAINS / DRAIN GROOVES

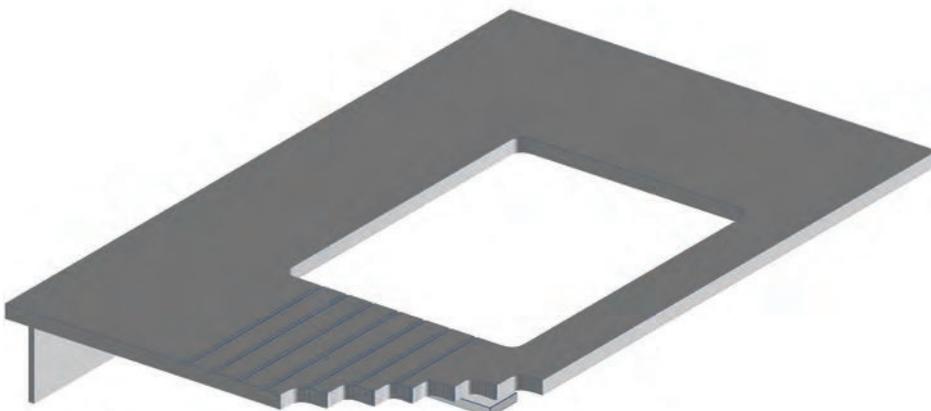
When cutting out drain grooves, always ensure that a minimum material thickness of 8 mm is respected to avoid creating a very weak area and to avoid any subsequent cracking. We recommend that drain grooves for 1.2 cm thick countertops are always be fully supported. For other thicknesses such as 2 cm and 3 cm, it is sufficient to install a support rail/beam. Always remove the residual water from the surface, and never let it dry up.



Full support must always be provided for drain grooves/recessed drains when using 1.2 cm countertops.



A support beam must always be provided for drain grooves/recessed drains when using 2 or 3 cm countertops.



## EDGE FINISH

Diresco quartz offers a wide range of possibilities in edge finishing that greatly influence the kitchen's appeal. Here below you find some examples. Always provide adequate support for mitered edges. Always remove the residual water from the surface, and never let it dry up.



## CLEANING

After cutting, always clean the finished pieces adequately with a professional composite cleaner after production, to remove the machining dirt/debris.

Always use sufficient water during polishing (edge finishing, wet areas/drain grooves, recessed drain).

Never allow any water to remain or dry up on the surface, use a separate and clean non-contaminated squeegee to remove the water from the surface. Failure to remove water can result in permanent surface corrosion due to the alkaline dust (present in natural stone).

## HANDLING FABRICATED MATERIAL

Make all necessary observations before moving the finished pieces.

- Always provide adequate support, especially if there are cut outs or any recessed areas
- Always transport the material in a vertical upright position.
- Make sure all suction cups are clean.

## STORING FABRICATED MATERIAL

Finished pieces are best stored away from direct exposure to UV light/moisture and inside a dry and dust free environment. Material must be stored in a vertical position and on an A-frame. Make sure material is fully supported.

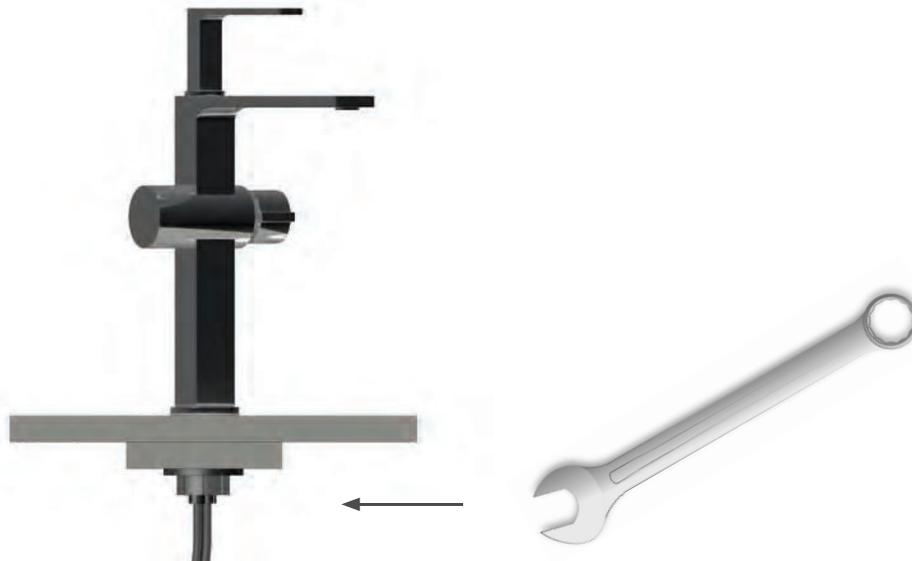
Make sure that the polished face of the finished piece does not come into contact with items (including 'slab dividers' or 'protectors') that might carry any silicon residue and/or alkaline dust that can permanently mark (contamination) the finished slab face.

## INSTALLATION

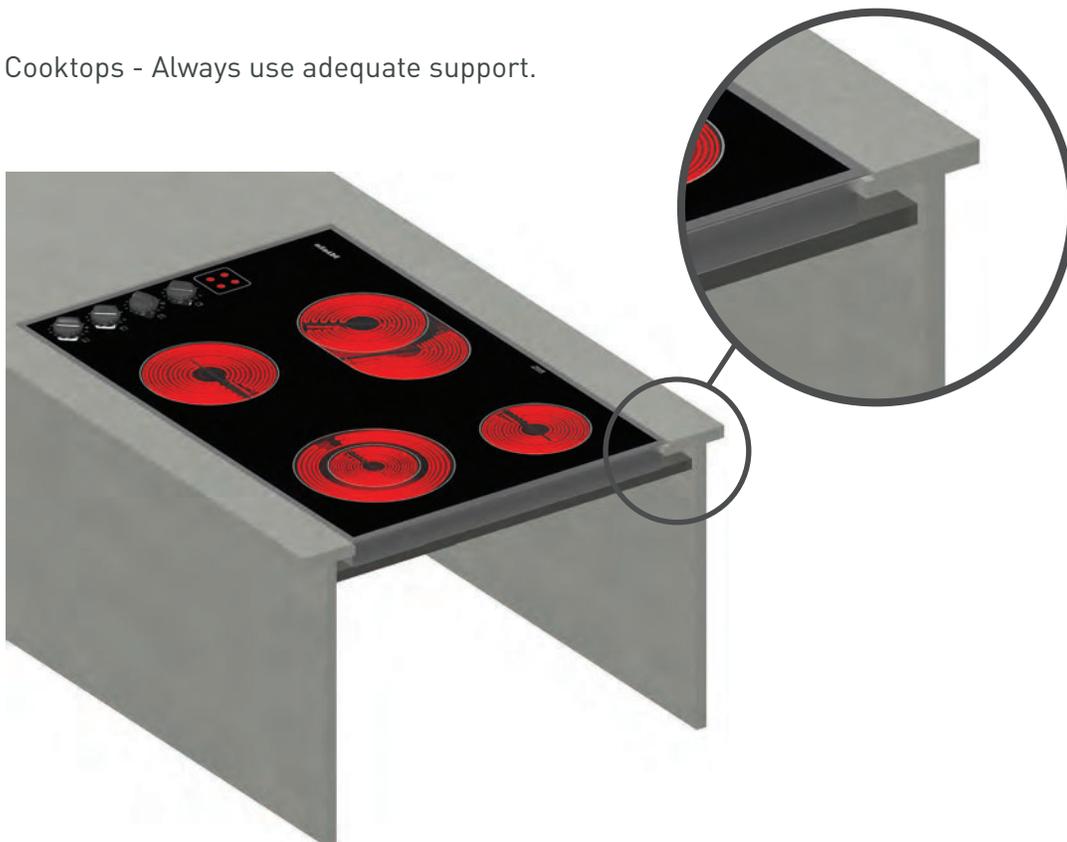
## TAPS, COOKTOPS, SINKS, DRAINS & BACKSPLASH

The guidelines below need to be respected when installing: never fasten screws too tightly, provide adequate support, expansion joints and insulating pads.

A. Taps - Never fasten screws too tight.

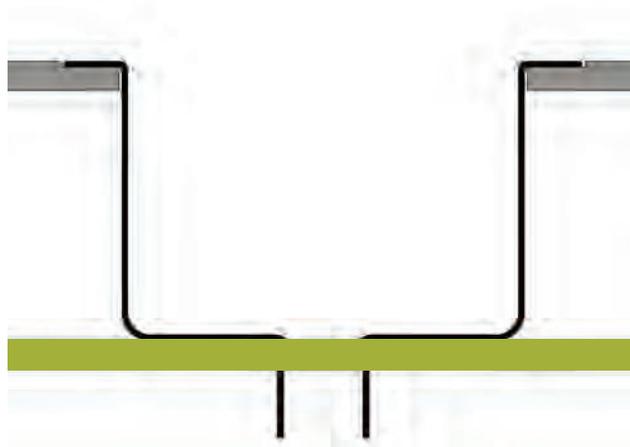


B. Cooktops - Always use adequate support.

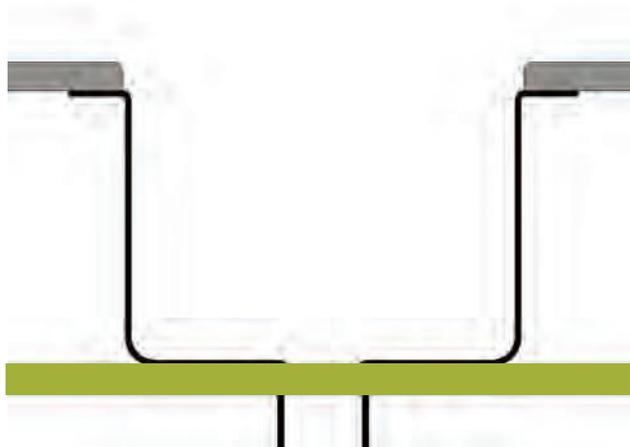


C. Sinks - Provide sufficient support and install a full support rail/beam underneath sink.

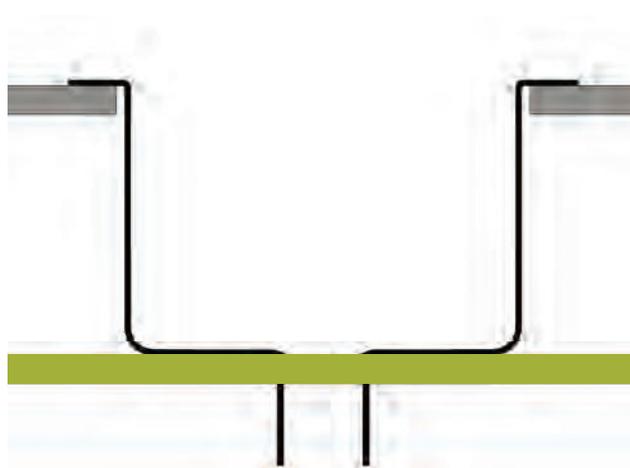
Flush Mount



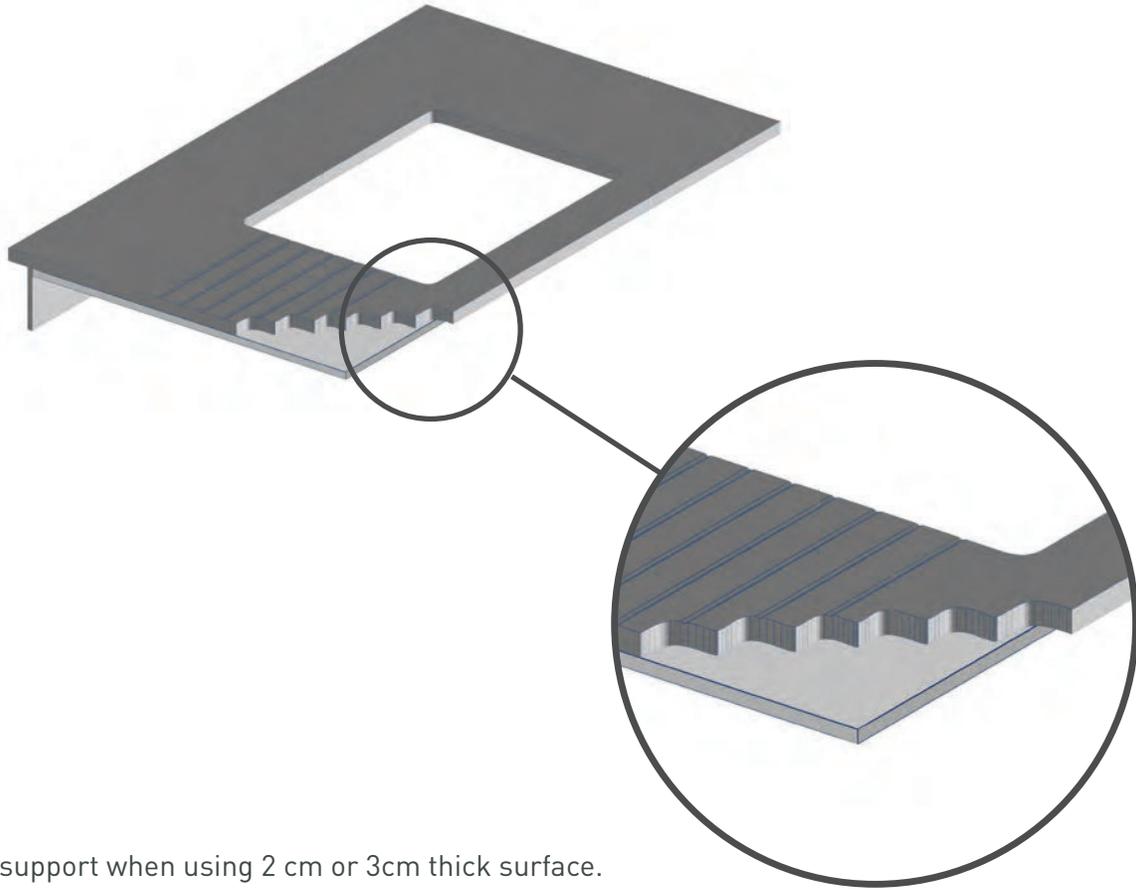
Undermount



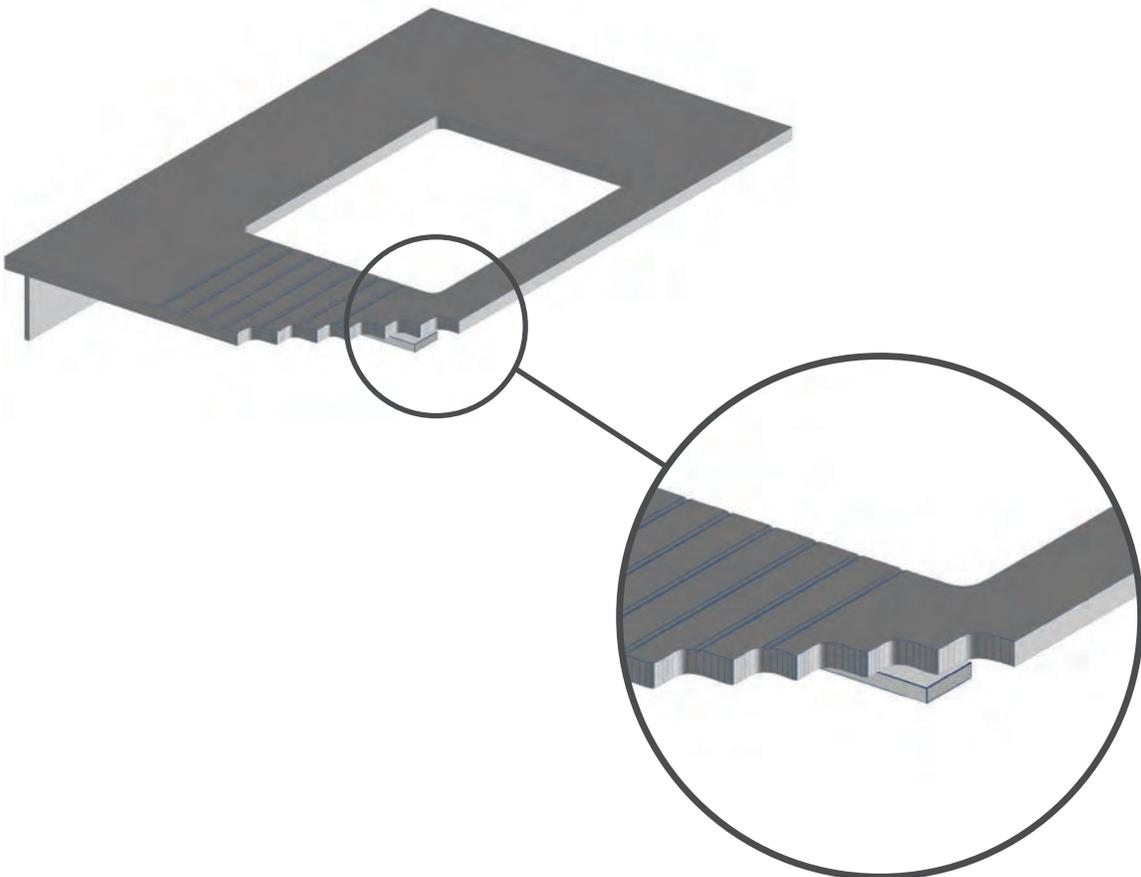
Top Mount



D. Drain Grooves / Recessed Drain - Full support when using 1.2cm thick surface.

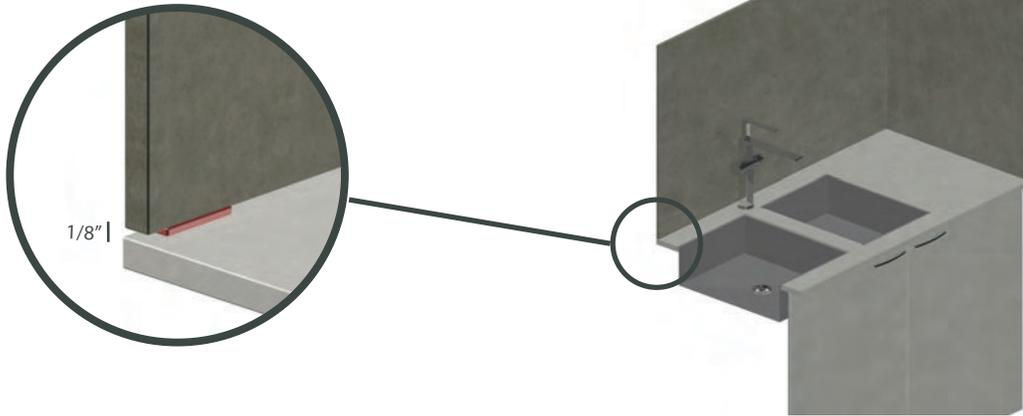


Rail/beam support when using 2 cm or 3cm thick surface.

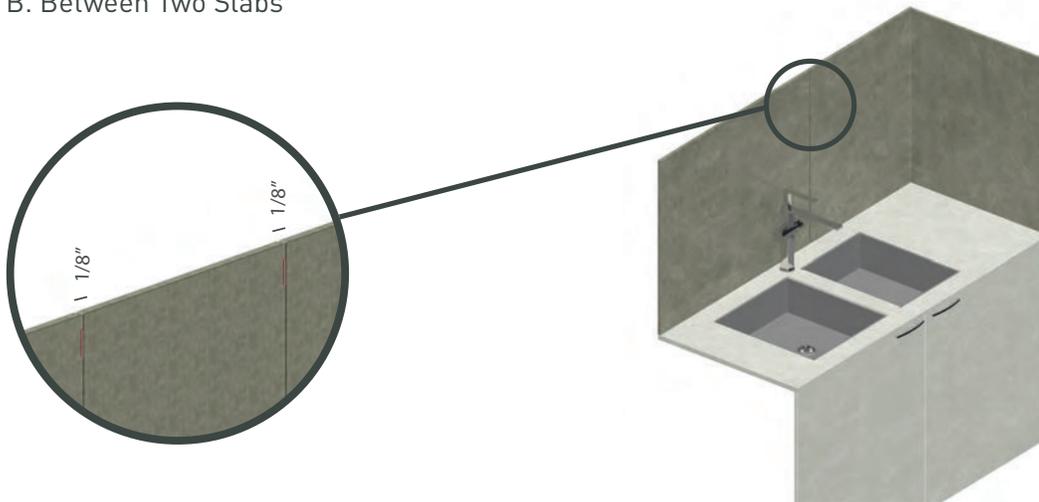


E. Rear Wall / Backsplash - Always have 1/8" expansion joints.

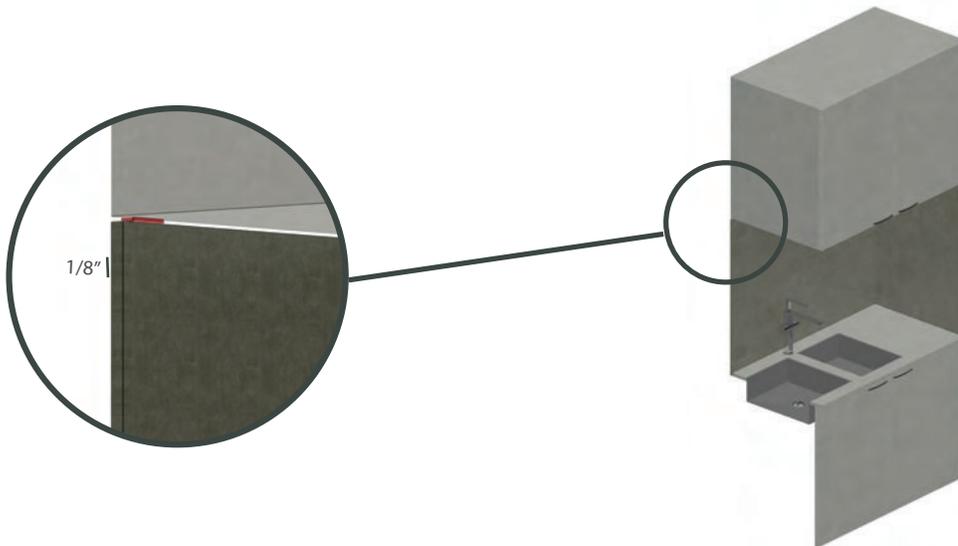
A. Rear Walls & Countertop



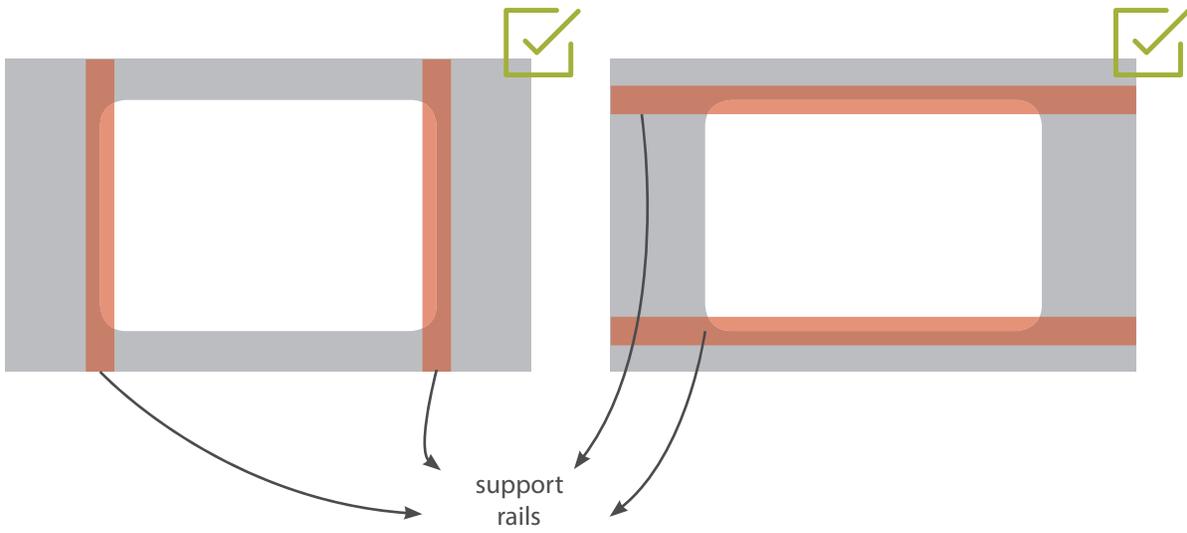
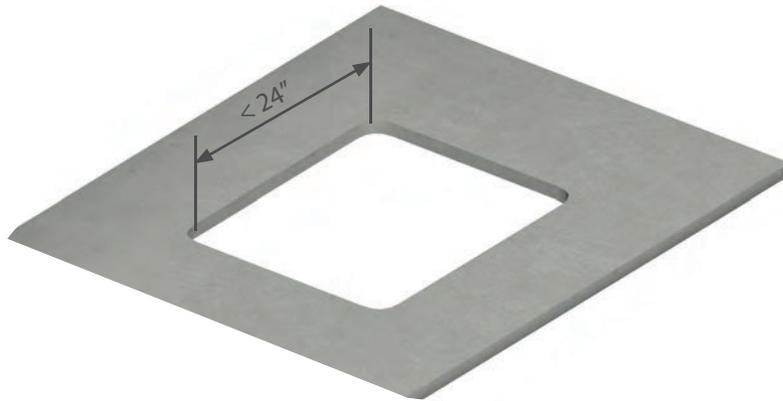
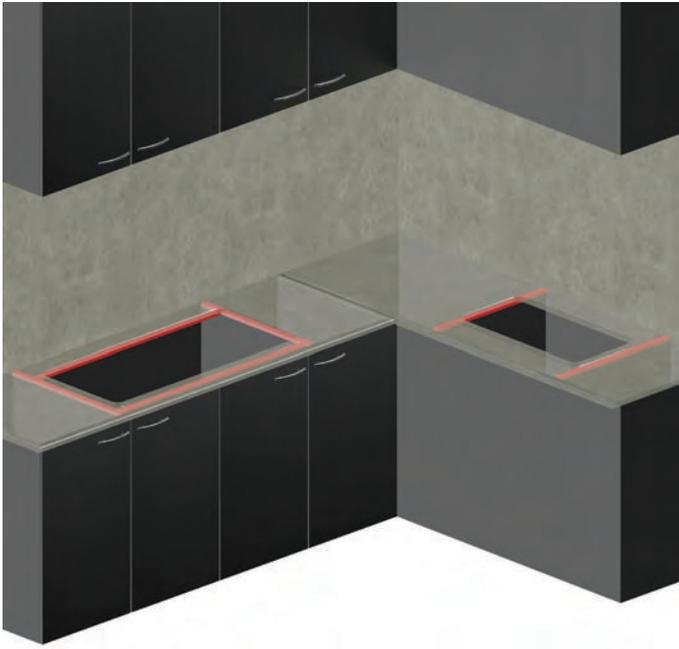
B. Between Two Slabs



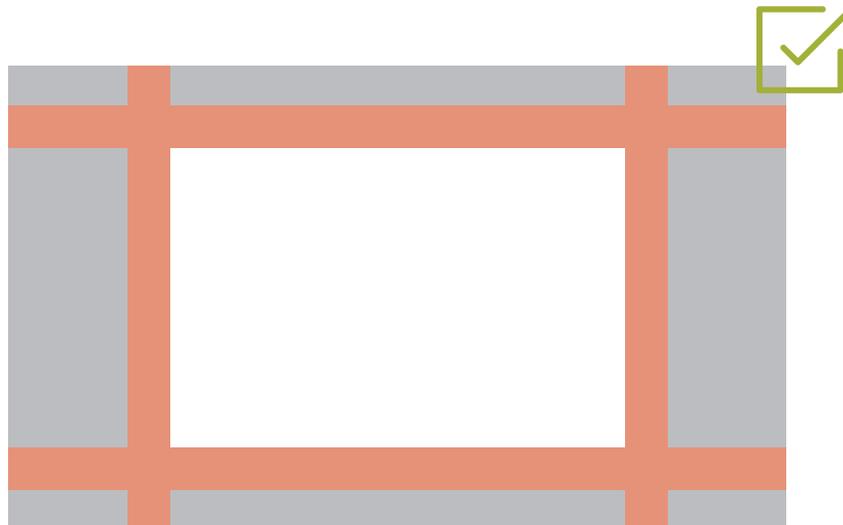
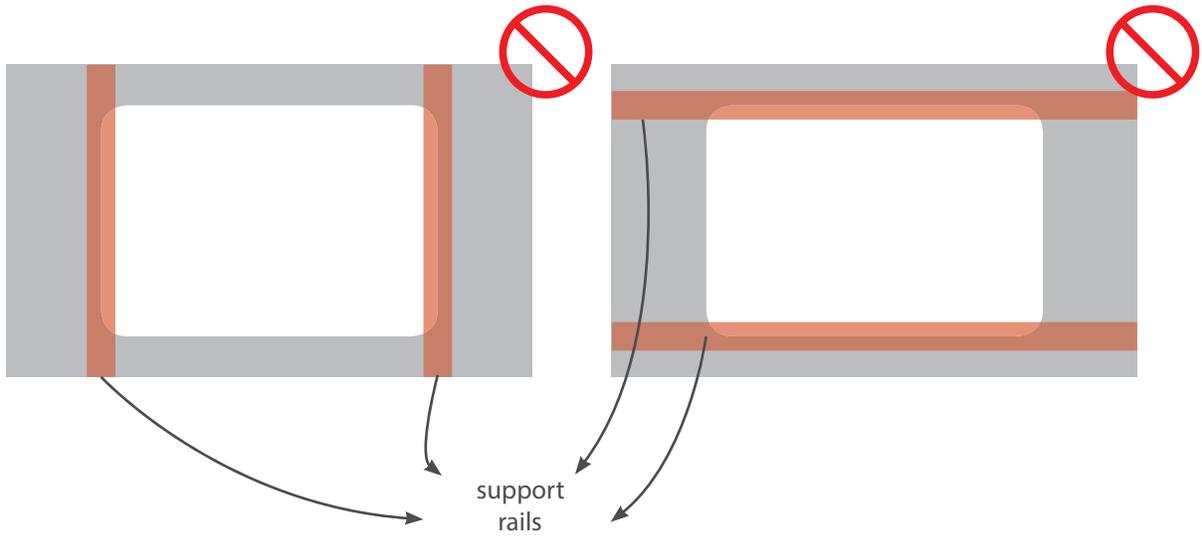
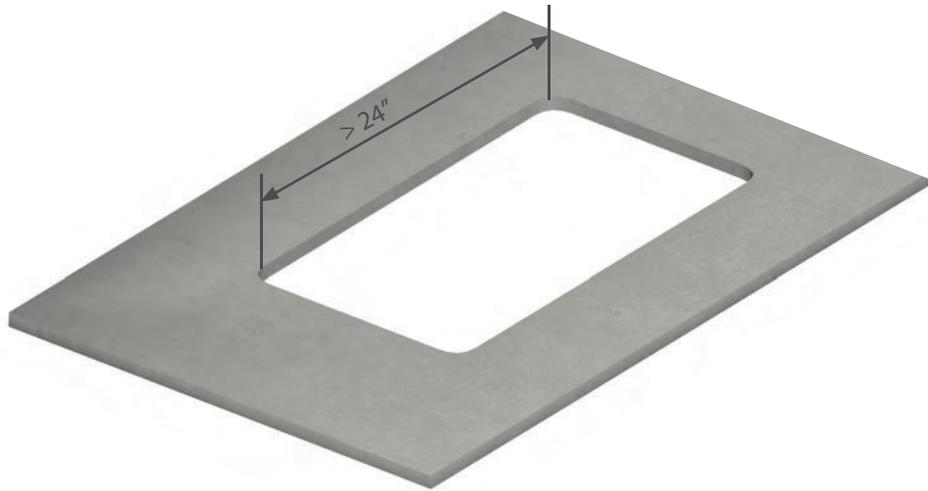
C. Rear Walls and Wall Units



# SUPPORT FOR CUT OUT SECTIONS

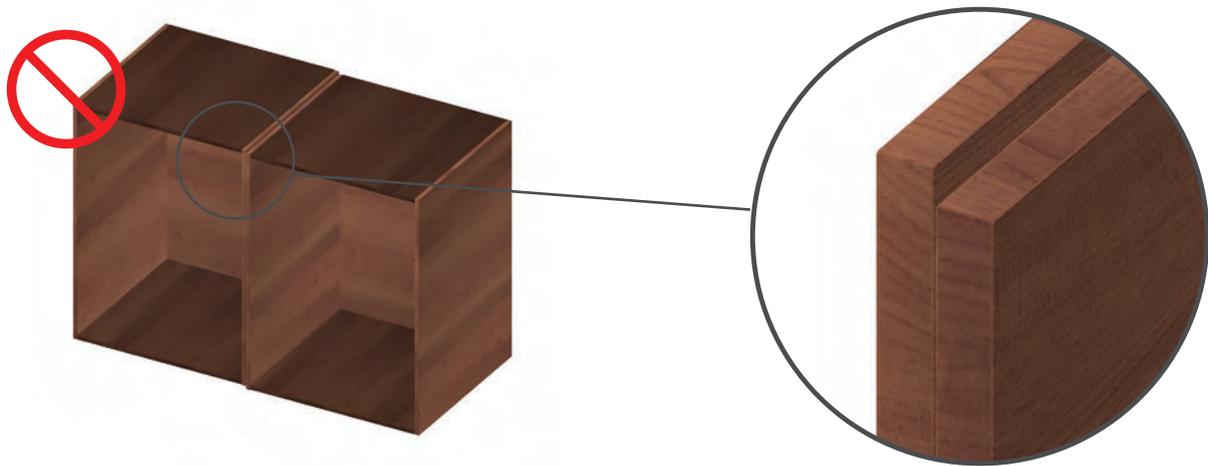
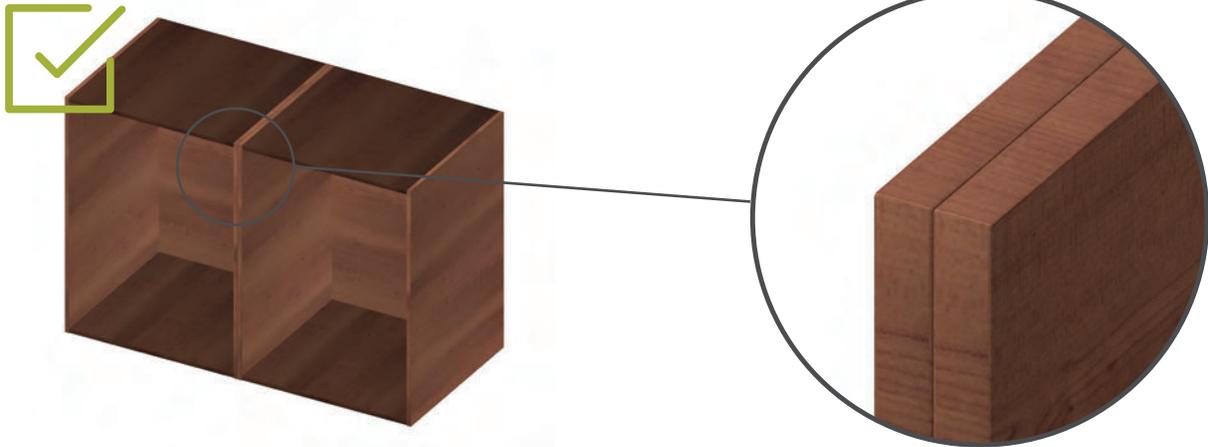


If the cut out is greater than 24" provide horizontal and vertical support beams.



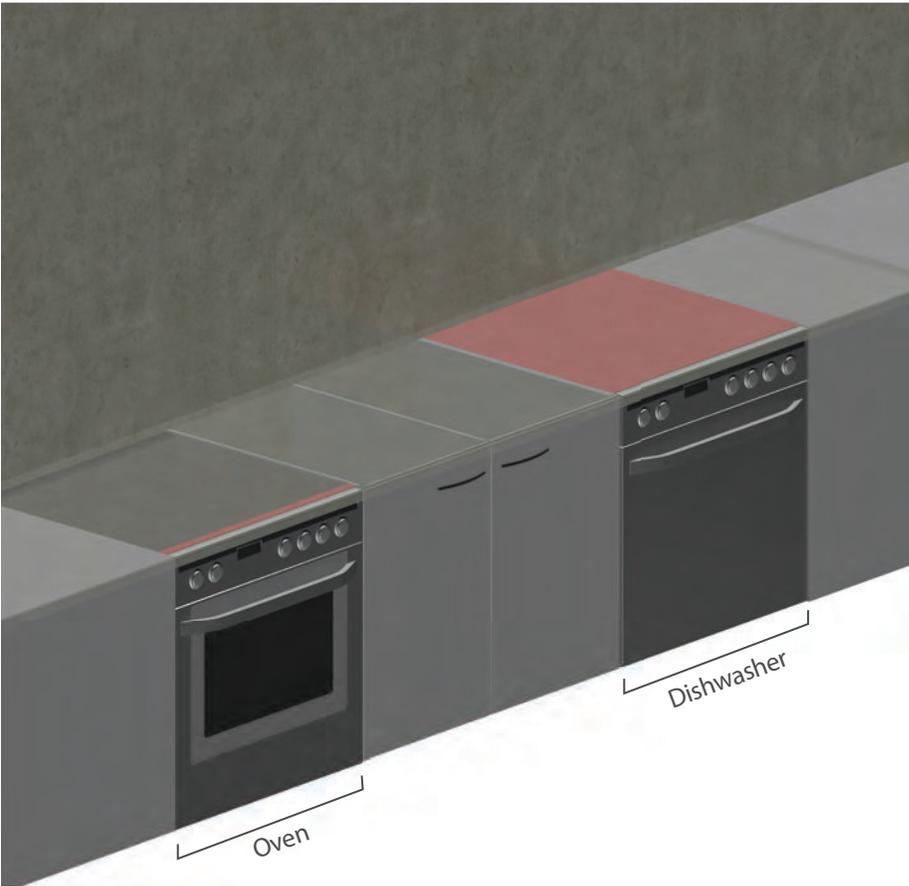
## UNDERNEATH / CABINET SUPPORT FOR COUNTERTOP

In order to avoid potential breakage: make sure all cabinets are on a flat, stable and level floor before installing the worktop (check with a spirit level). Also ensure that all cabinets are at the same height and level to provide full support for the worktop.



## PROTECTION FROM HEAT SOURCES

It is important to protect your countertop from extreme heat sources.



For an oven, affix insulating tape on the front/underside of the countertop.



For a dishwasher, affix an insulating plate to the underside of the worktop.



## OVERHANGS

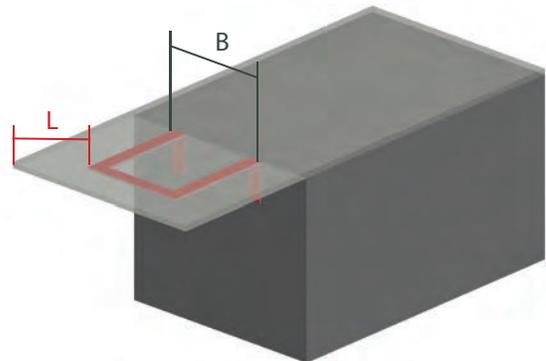
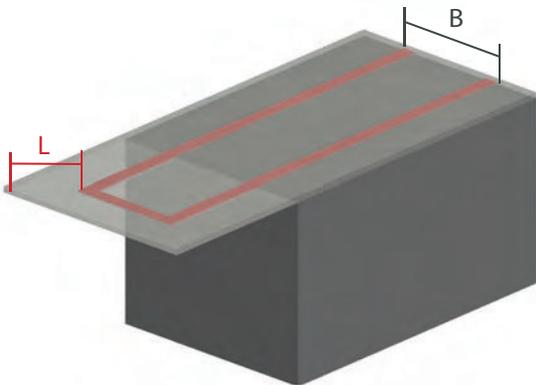
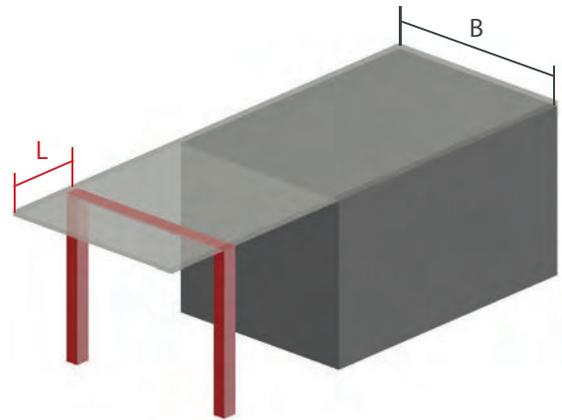
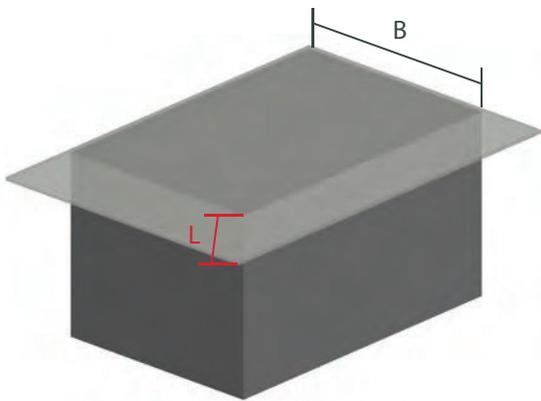
The table below provides the calculation of the maximum allowed overhang, taking into consideration the slab thickness and the width of the support.

Exceeding the maximum allowed weight can lead to the cracking or breaking of the slab. Do not sit or stand on any overhang.

In case of special structures, we recommend that you consult a qualified professionals.

(B) Maximum Overhang (L) Without Support - Point Load 220 lb.

Width	1.2 cm	2 cm	3cm
12"	1.5"	4.5"	10"
16"	2"	6"	12.5"
19.5"	2.5"	7"	15.5"
23.5"	3"	8.5"	18"
27.5"	3.5"	10"	20"
31"	4"	11"	22.5"
35"	4.5"	12"	25"
39"	5"	13"	27"



## USE OF ADHESIVES

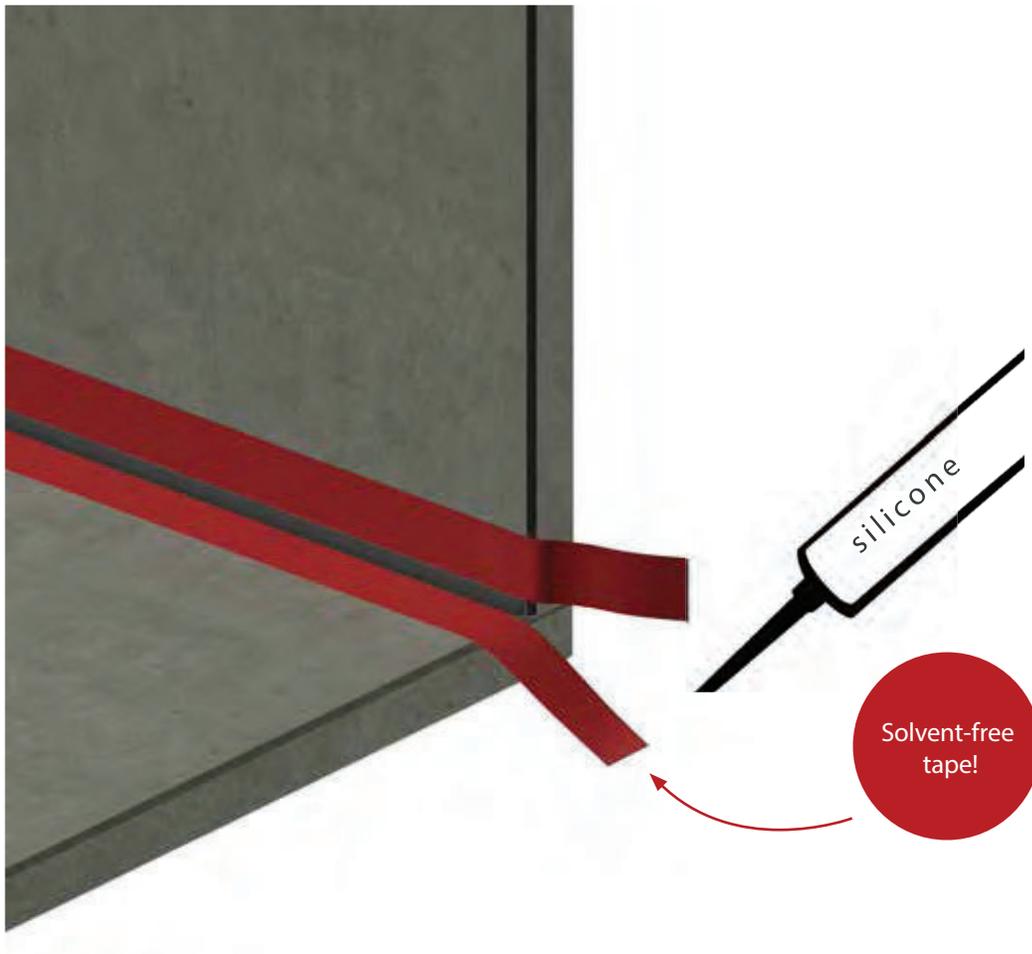
Use adhesives specially developed for quartz composite. These adhesives have a very high resistance to shock and impact loads. Check with your supplier for a wide variety of colored adhesives for almost any application.

When using adhesives or silicone (always acid free) for a joint, first make sure that the material's edges on both sides of the joint are taped off with a good quality - solvent free - tape to prevent staining when trying to remove excess silicone next to the joint.

In particular, the anticato finish of Diresco requires extra attention as the rougher and open surface makes it very difficult to remove residue of glue/silicone afterwards.

When removing any residues of glue and silicone, do not put contaminated cloths or items on the stone surface. Due to their composition, some products (f.i. acetone, silicone removers, nail polish remover, etc.) can permanently damage the surface finish of the Diresco surface and should never be used. Even when a product evaporates immediately (f.i. acetone), a damaging invisible layer remains behind.

Always follow the manufacturer's instructions.



## WARRANTY & CARE/MAINTENANCE

## 10 YEAR WARRANTY

Diresco extends a ten year, material-based, warranty for all Diresco BIO-UV surfaces. The warranty commences at the time of purchase. Should a manufacturing defect occur during the warranty period, Diresco will repair or replace the defective Diresco surface. The defect must pertain to the material itself. Any damage to the material caused by a lack of proper maintenance or an error in fabrication will not be considered.

To register your purchase, please provide the information below:

Send the following information to: [warranty@DirescoUSA.com](mailto:warranty@DirescoUSA.com)

Name, Address, Email, Phone Number

Color of Material, Finish & Application

Name of Fabricator & Date of Installation

Specifics:

Diresco provides a ten 10 year material-based warranty for all Diresco surfaces.

Any Diresco quartz surface used for exterior usage must be a BIO-UV slab, therefore, any Diresco slab manufactured prior to 03/01/16, and used as part of an exterior application will not, under any circumstance, be covered under the Diresco Warranty.

Fabrication instructions specific to engineered quartz is available to all fabricators. This guide helps minimize any potential issues when fabricating a Diresco quartz surface. It is the responsibility of the fabricator to obtain a copy of our fabrication guidelines.

This warranty does not cover any errors specifically due to fabrication. A 'Care & Maintenance Guide' is provided to all fabricators and consumers on our website, [DirescoUSA.com](http://DirescoUSA.com).

Due to possible color variance between dye lots, it is critical that all received slabs are checked in natural light prior to fabrication. Once the slab is cut, slabs are no longer eligible for replacement.

Thermal shock, chemical abuse, impact damages or defects due to fabrication, misuse or improper fabrication is not covered by this warranty.

Complications due to structural movement, architectural and engineering design, job site conditions, acts of vandalism or accidents are not covered beyond the tested capabilities.

Warranty Service:

Prior to filing a warranty claim, the 'Care and Maintenance Guide' and 'Fabrication Guide' should be consulted. A photo of the error along with a brief description must be submitted to [warranty@DirescoUSA.com](mailto:warranty@DirescoUSA.com), along with your name and contact information. If you are not currently registered, you must submit information regarding the color, finish and application, fabricator's company name and the date of installation. Please allow up to three business days for our response. We will review and respond with an appropriate solution.

Guarantee:

All complaints concerning Diresco quartz must be made in writing within 14 days of delivery. Each slab must be checked prior to cutting. A photo must be taken if any problems or defects within the slab exists.

The guarantee is void under the following conditions:

Swimming pool cladding or any other application in which the slab is exposed to chemical, extreme heat, or flames.

Damage caused by placing hot pans directly on the surface.

Damage caused by trichloroethane, methyl chloride, paint stripper and cleaning products with a high alkaline or pH value.

Important:

Diresco quartz slabs are best stored indoors in a moisture-free environment.

Always be careful with the quality of the cooling water used during fabrication. Recycled water can have a high PH-value, therefore, never allow the cooling water to remain on the material surface, remove immediately.

The chemical composition of silicone removers can have a negative effect on the material.

Methyl-hydrate can be used to remove silicone stains but it is important to apply plenty of clean water.

Never store finished items with the polished face placed directly against any framework.

Any silicon and or alkaline substances in contact with the polished face over a long period of time can potentially damage the surface.

Always use a clean protective layer on any finished surface.

Prevent Cracking During Fabrication:

Ensure the cutting table is stable, level and clean.

Always use a cutting blade recommended for quartz based engineered stone.

Ensure the cutting blade is in perfect condition. (no broken teeth and perfectly straight)

In order to reduce surface tension (a common phenomenon, especially with 30mm thick slabs), cutting should always begin at the longest side of the slab. Ensure the cuts do not intersect. In order to allow the (possible) tension to flow away, always cut the worktop to the final dimensions before producing cut outs. All cut outs are to be pre-core drilled.

For cutting hob or sink cut outs, we recommend using radius corners, the larger the radius the better.

Ensure that the correct blade cutting speed is achieved before starting any cutting movement.

Depending on which machine/cutting blades are being used, settings can differ for quartz based engineered stone compared to granite. Consult your machine and blade manufacturer for further information.

Quartz based engineered stone requires more cooling than Natural Stone.

If the material has been produced in accordance with the following recommendations, (the use of radius corners) it is impossible that such cracks appear suddenly without extreme post installation external forces.

Cut outs have to be supported within a distance of 7.5cm from the edge.

All under mounted sinks have to be supported by specially designed support arms to avoid cracks caused by extreme tensions.

Note: The information noted above is intended solely as a guide. It must not be considered as a guarantee and serves as an aid and reference for processing and maintaining Diresco quartz surfaces.

For any additional concerns, questions or problems, please contact us at:  
info@DirescoUSA.com or 949.229.0959

Thank you for choosing Diresco BIO-UV quartz.

## CARE & MAINTENANCE

Diresco surfaces can be used in almost any environment, and under the most diverse conditions, without any problems.

### Daily Maintenance:

Normal everyday maintenance is the simplest and best method to keep Diresco BIO-UV surfaces radiant for years to come. Clean Diresco surfaces daily with a moist cloth and a neutral cleaning product such as dish soap or a solution of vinegar and water. You may also check with your specialized quartz dealer for a quartz cleaning and maintenance product. If a more intensive cleaning is required, a mixture of warm water and a soft cream, or equivalent, is recommended. Do not use a normal household abrasive cleaner, and never use any bleach-based products.

Stubborn stains can usually be removed by applying undiluted soft cream with a soft sponge. Rub forcefully on the stain and then rinse off with sufficient amounts of clean, warm water. Spilled drinks and/or food should be cleaned off as quickly as possible, especially coffee and tea. Due to their aggressive characteristics, coffee and tea are much more difficult to remove after they have dried.

Materials that harden onto the surface after drying, such as chewing gum or grease, should be scraped off first using a blunt, plastic scraper. The area should then be cleaned with a solution of household vinegar and water followed by a rinse with clean warm water.

### Note:

Never, under any circumstance, apply Acetone to any Diresco surface.

Never use an abrasive cleaner. Abrasive cleaners can damage the polished layer and cause dull stains.

Never use an abrasive sponge or steel wool.

Do not use cleaning materials that contain bleach or ammonia, or that have a pH value higher than 10.

Be careful with some dishwasher tablets when loading your dishwasher.

Some aggressive chemicals such as oven cleaners or caustic sodas for clearing drains can cause lasting damage to the surface.

Do not apply any silicone-based products to a Diresco surface.

Avoid surface contact with marking inks and printing inks.

Never place hot pans, cooking pots or equipment directly on the surface. You must use a trivet.

Always use a cutting board when handling food to avoid getting metal traces on the material. Knives also get blunt quickly if they come into contact with Diresco surfaces.

Never sit or stand on the countertop.

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info@DirescoUSA.com or 949.229.0959

Thank you for choosing Diresco BIO-UV quartz.