

## We've got you covered.

### The MORE™ Infinity™ Lifetime Countertop Stain Protection Warranty

We urge you to regularly seal your natural stone countertops to preserve their beauty. How often you should seal really just depends on the amount of use.

But if you're forgetful, or just don't want to deal with it, you can get the MORE™ Infinity™ Lifetime Countertop Stain Protection Warranty. It's the ultimate protection for your investment.

Here's how it works:

- Residential countertops are covered by a Lifetime warranty against food and beverage stains (granite & marble).
  - Commercial countertops are covered against food and beverage stains for 10 years (granite only).
  - Exterior countertops are covered against food and beverage stains for 1 year (granite only).
  - No need to reseal during the warranty coverage period.
  - If a stain occurs, MORE™ Surface Care will send a technician out to remove the stain. If the stain can't be removed, MORE™ will pay for the replacement of your countertop (includes labor & materials).
  - Built-in antimicrobial protection prevents the growth of bacteria, mold, and mildew.
- Does not cover etching.**

### Protect your investment today.

Learn more about the MORE™ Infinity™ Lifetime Countertop Stain Protection Warranty.

Call us at: (844) 404-MORE (6673)

Email us at: [warranty@moresurfacecare.com](mailto:warranty@moresurfacecare.com)

Visit us at: [www.moresurfacecare.com](http://www.moresurfacecare.com)



MORE Surface Care, LLC

California, USA

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### Warranty Specifics

By purchasing the MORE™ Infinity™ Lifetime Countertop Stain Protection Warranty ("Warranty"), your natural stone countertop surfaces (a "Covered Product") will be treated with MORE™ Infinity™ Lifetime Warranty Stone Sealer by a MORE™ Certified Applicator. The Covered Product will then be resistant to stains caused by common food and beverages. The Warranty is subject to the terms, conditions, and limitations below:

#### Important!

We strongly recommend using only MORE™ Stone & Quartz Cleaner + Protector to clean your countertop everyday. Also, when a spill occurs, it's important to clean it up as soon as possible.

#### Our Promise

If it's determined that the stain is covered by the Warranty, we will send a technician to your home or facility to remove the stain using normal cleaning methods. Sometimes more than one visit is required to remove the stain and reseal the surface. You must make the Covered Product available to the technician for cleaning. If the technician is unable to remove the stain from the surface, we will replace the damaged area of the countertop to include all material and labor costs within reason and at our discretion.

We will not cover the costs of plumbing, electrical work, or repair or replacement of backsplash product (unless cut from the same material as the Covered Product). You can choose the same color replacement stone at the closest distributing stone center. If the color of your Covered Product is no longer available, you may choose from a supplied list of similarly priced stone. Since natural stone varies in color, we cannot guarantee that replacement stone will be an exact match to either the portion of your Covered Product that is being replaced or the remaining undamaged portions of your Covered Product, but best attempts will be made to match. In special circumstances, a determination may be made to replace additional pieces of stone to better match with adjacent pieces. In the event of a replacement, the replaced Covered Product will only be covered for the remaining period of the warranty period.

#### Warranty Period

Residential countertop (interior) - Lifetime of countertop. Residential countertop (exterior, granite only) - 1 year from date of installation. Commercial countertop (interior, granite only, exterior excluded) - 10 years from date of installation.

#### Registering Your Warranty

It is necessary that your warranty is registered. Your MORE™ Certified Applicator will register the warranty and you will receive a registration confirmation by email. If the MORE™ Certified Applicator has any difficulty registering the warranty they can contact MORE Surface Care, LLC directly at (844) 404-MORE (6673) or [warranty@moresurfacecare.com](mailto:warranty@moresurfacecare.com).

#### Making a Claim

We'll start your claim process right away – just reach out to us by phone, email, or regular mail...

Toll-free: (844) 404-MORE (6673)

Email: [warranty@moresurfacecare.com](mailto:warranty@moresurfacecare.com)

Mail:

MORE Surface Care, LLC  
30506 San Antonio Street • Hayward, California 94544 • U.S.A.

### Exclusions and Limitations

This Warranty covers stains caused by common food and beverages.

This Warranty does not cover:

- Scratches, dullness, or etching cause by acidic substances coming in contact with the Covered Product.
- Any defect caused by, but not limited to, defective stone or improper installation or Covered Product being moved from its original installation location.
- Variations and natural characteristics of natural stone to include, but not limited to, color, veining, water lines, texture, and surface marks.
- Stains caused by non-food and beverage-based stains, such as, but not limited to, silicone, acids, non-cooking oils, inks, dyes, paints and putty oils.
- Damages caused by abuse, misuse, chipping, cracking, mishandling, alterations, settlement, vandalism, fire, tornadoes, or other Acts of God.

MORE SURFACE CARE, LLC'S LIABILITY IS LIMITED TO STAIN RESISTANCE, AS EXPRESSLY STATED ABOVE. MORE SURFACE CARE, LLC MAKES NO OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED WITH RESPECT TO THE COVERED PRODUCT. MORE SURFACE CARE, LLC WILL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO ANY COSTS OR DAMAGES ARISING FROM LOSS OF USE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR, IN CANADA, FROM PROVINCE TO PROVINCE.



A better way to care for your natural stone, quartz and tile.



## A new level of stone and tile care.

You put a lot of time and thought into your design decisions. Probably a lot of money too. MORE™ Surface Care is worthy of that investment. Now you have the best way to protect, clean, and enhance the surfaces that grace your home and brighten your life.



## Give that beautiful new surface some TLC.

We all want to look our best. Consistent exercise, smart eating habits, a good night's rest – it all pays off. The same concept applies to your natural stone, quartz, and tile. A little love on a regular basis keeps it beautiful for years to come. Of course, we recommend using MORE™. Well, because we love it and think you'll love it too.

## Sorry, we don't do windows.

While run of the mill cleaners do 101 things, MORE™ is made for only one reason – to care for natural stone, quartz, tile, and luxury vinyl. We formulated (with the help of super smart scientists) the products specifically to preserve the beauty of your surfaces for years to come.

The stuff on supermarket shelves degrades protective sealers, leaving the surface open to stains. And, some contain harsh ingredients like bleach, ammonia, abrasives, and vinegar. Those don't belong anywhere near your stone, quartz, and tile countertops and floors.

## Safer ingredients, so it's safer for you.

Clean water or petroleum-based solvents? When it comes to cleaning and protecting the areas where you cook, entertain, play, bathe, and sleep, it's really a no-brainer. MORE™ products are water-based and have less impact on indoor air quality. Compared to solvent-based products, the MORE™ lineup reduces VOC emissions by up to 90%.

## A quick primer about the nature of natural stone and tile.

That stone of yours may be hard as a...rock. But, it's actually porous. That's why sealing is important – when there's a spill, your stone will be protected from any permanent staining. Just clean it up and you're good to go.

## About Natural Stone

Your installer or fabricator may have already sealed the surface. How do you know if it's been properly sealed? Pour a few drops of water on the surface – after a few minutes check to see if the water soaked in. If the surface darkened, it means the water got in – the stone needs to be sealed. MORE™ makes it's easy to choose and use the right sealer. Our MORE™ Premium Plus Stone Sealer has built-in antimicrobial product protection and is the best choice for peace of mind on even the most porous stones.

## About Ceramic, Porcelain & Grout

Porcelain and ceramic tile are now available in attractive matte finishes and textures. They can even be mistaken for natural stone. MORE™ makes caring for these new finishes almost effortless. Our MORE™ Grout, Ceramic & Porcelain Sealer protects the entire surface and makes daily cleaning a snap.

## About Quartz

Quartz surfaces are low in porosity and thus mostly stain resistant. To be sure though, we recommend protecting quartz surfaces with Premium Quartz Sealer. And most quartz and engineered stone manufacturers recommend using "mild, non-abrasive" cleaners to keep surfaces looking sharp. Rest assured that our favorite product, MORE™ Stone & Quartz Cleaner + Protector, meets these requirements. That's a fancy way of saying your countertop will stay clean and streak-free.



## Some handy care tips.



## Kitchen and Bathroom Counters

A lot of the items you use and consume are acidic, a quality which isn't friendly to some natural stone. Remnants of things like toothpaste and makeup, orange juice, oils, and coffee can cause damage. Sure, everyone gets messy from time to time. Just be sure to tidy up with MORE™ Stone & Quartz Cleaner + Protector using a clean, dry cloth.

## Floors

With the constant walking around, it's important to clean the floors often (whatever that might mean to you). As a smart 1-2 punch, use a dry dust mop, broom or vacuum to gather up loose dirt and debris. Then use a damp mop with MORE™ Stone & Tile Cleaner or MORE™ Luxury Vinyl Floor Cleaner, concentrated cleaning solutions gentle enough for daily use – they'll leave the floors clean and streak free.

## Bath and Shower

We don't know who came up with the term "soap scum" but we do know how to get rid of it, as well as hard water deposits. To keep your natural stone and tile looking fantastic, use MORE™ Alkaline Cleaner to remove soap scum and MORE™ Acidic Cleaner to blast through hard water stains. **Be sure NOT to use MORE™ Acidic Cleaner on acid-sensitive surfaces like marble, limestone, travertine, onyx, and concrete.**



## The best protection is prevention.

Always use coasters and placemats. The acidic nature of juices, sodas, coffee and other beverages, as well as oil-based products and certain condiments, can discolor and stain your stone countertops. Sure, marble, limestone, and concrete are hard, but they can still scratch. So, put something under cups, plates, and utensils.

Place hot cookware and dishes on some sort of mat. High temperatures don't mix with natural stone, quartz, and tile. Stains like procrastinators. The longer you wait to clean it up, the higher the chance of staining and discoloring.

## We call it "a line of products".

You'll call them "easy to choose and easy to use".

## Sealers:

Our high-performance, water-based, penetrating natural stone sealers form an invisible barrier that provides maximum protection against the toughest oil and water-based stains.

## Enhancers:

These products bring out the stone's natural color, texture, and unique character. Like everything else we offer, our enhancers are water-based, easy to use, and work great.

## Cleaners:

Our safe and effective cleaners are specifically designed for natural stone, tile, quartz, and luxury vinyl surfaces and are available in two types:

- Daily maintenance cleaners for gentle cleaning that leave surfaces streak free and looking new
- Heavy duty cleaners for restorative cleaning



## Don't Panic. Call us.

If you have a problem with your natural stone, quartz or the surface take a deep breath and relax. Then, visit [www.moresurfacecare.com](http://www.moresurfacecare.com) or call our friendly support team at (844) 404-MORE (6673). Whether you click or call, we'll help get your stone, tile, quartz, and luxury vinyl surfaces looking new again.