



# Intelco

CUSTOM COUNTERTOPS & CABINETS BUILT TO FIT EVERY LIFESTYLE

## Our Process

### Countertop projects





## General information

- You or your designated decision maker (over age 18) must be present during the entire process and sign all required documents, including the final approval form.
- Please allow a 3-hour window for arrival time.
- Templates and installations will normally be completed during business hours Monday through Friday.
- Keep children and pets out of the work area for the duration of each appointment.
- There may be loud noises and the use of basic power tools outside your home.
- There may be odor from the caulk and solvents used during installation.

### Non-refundable After Change Order

Countertop orders are considered special orders that are custom-made (uniquely altered, color matched, shaped, sized or otherwise uniquely designed or fitted to accommodate the requirements of a particular space or environment). The order is non-refundable and cannot be canceled once the final change order has been approved.

### Removal and Haul Away

- If you elect for Intelco to remove and haul away your old countertops, there is a demolition process. Some minor damage to walls, existing tile backsplashes, and/or cabinets may occur. This is your responsibility to repair.
- If you elect to perform your own removal and haul away on your old countertop, do not remove your old countertop until Intelco has notified you that your new countertop is ready to be scheduled for installation. Your old countertop must be removed and hauled away prior to the installation appointment, and any protruding screws must be removed.

### Cancellations

- Template cancellations require a 1 business day notice during normal business hours.
- Installation cancellations require a 3 business day notice during normal business hours.
- Contact Intelco directly for cancellations.
- Trip charges may be assessed if appointments must be rescheduled due to:
  - failure to give required cancellation notice;
  - failure to meet all job site conditions required for the template/installation appointment;
  - missed appointments.

## Countertop project steps



### 1 Make Your Selection

Once you have made your final material and color selection the manufacturing process begins:

### 2 Template Appointment

The in-home template supersedes all previous drawings. Your countertop is manufactured based on the in-home template. Any changes after the in-home template may require another in-home template appointment; additional charges may apply.



### 3 Change Order

After the in-home template is complete and approved, Intelco will contact you within 2 business days to review any changes from the original estimate and to explain your options as well as any changes that may have resulted at time, or after, templating. Final costs, seam locations if any and questions/answers will be provided at this time.



### 4 Installation

During fabrication, your new countertops will be custom-built based on the exact specifications created during the in-home template appointment. Once your countertop has been fabricated, the local, licensed and insured team member will contact you to schedule your installation.





## Preparing for your **in-home template appointment**

In preparation for your template appointment, please make sure all items to be installed/mounted on or adjacent to the countertop are on-site at the time of the appointment. This includes sinks, faucets, dispensers, appliances, etc. Your countertop should be clear of all items for an accurate measurement. Additionally, please be sure to consider and address the following:

### **Overhangs**

Supports are required for overhangs over certain sizes (depends on type of surface; see individual surface sections under All Products). If you elect to install your own overhang supports, you must install brackets or corbels prior to the in-home template appointment.

### **Sinks**

Farm-style or apron front sinks must be installed in the cabinet prior to the template appointment. For undermount sinks, review the choices and ensure your paperwork reflects the sink reveal you select.

### **Plumbing**

Intelco strongly advises against reusing old plumbing fixtures with your new countertop because of the possibility of damage upon removal. This includes but is not limited to the sink, faucet and disposer. No warranty is provided when you reuse the old fixtures. Plumbing disconnect and reconnect is provided by the home owner.

### **Window and door casings**

Window and door casings will not be altered to accommodate the new countertop. The countertop will be notched to accommodate the casing. If you do not want the countertop notched around the casing, the casing must be altered prior to the in-home template appointment.

### **Cabinets**

All cabinetry and end panels must be completely and permanently installed, structurally sound, plumb, level and secured to the wall and/or floor. Level is defined as to within 1/8 inch in a 10-foot span.

### **Backsplashes**

Wall surfaces that are receiving backsplashes must also be plumb and within 1/8 inch of a true plane when measured across a distance of 10 feet.



## During your **in-home template appointment**

Your template appointment may require up to 2 hours, and the final price of your countertop project will be determined after the template has been completed. Here is what you can expect from your in-home appointment:

### ■ **Reviewing project details**

This is the time to review your project details and determine any special installation requirements. The professional will explain any variances in measurements from your initial estimate and ask you to sign documents approving all details of the countertop order, including seams, cutouts, sink types, and any other special services.

### ■ **Seams**

Seam placement should be discussed during the in-home template appointment, as the placement is largely dependent on color, stability and size of material. Final seam placement is at the discretion of the professional, and seam location may be able to be moved or eliminated in particular circumstances. Additional fees may apply if unnecessary waste is created or an additional person is needed to move the countertop into position. Additional seams may be required based on the ability to maneuver a piece into position at the installation site.

### ■ **Ensuring accurate cutouts**

Our team member may take possession of undermount sinks to accurately cut out the sink opening and polish the sink edges. Please inspect for shipping damage prior to our arrival.

### ■ **Possible removal of existing countertops**

Your professional will make every effort to leave your existing countertop in place until installation; however, there are rare instances where removal of your existing countertop is necessary to create an accurate template. If this occurs, you will need to remove your countertop, backsplash and other wall treatments if you do not want to pay for your professional to perform this removal. This means you may be without the use of your sink, cooktop and countertop until installation.





## Preparing for your **countertop installation**

Once your countertop has been fabricated, our team members will contact you to schedule your installation. Typical installation time is 10 business days after change order approval.

### **What to-do before your appointment:**

#### **Prepare the location**

All appliances must be on-site but NOT installed. You must also provide power and applicable climate control at the installation site and ensure that your in-home installation appointment does not conflict with other work being done in your home.

#### **Cover other areas**

Cover living areas and adjacent doors.

#### **Clear the installation area**

Remove all base cabinet contents, drawers and breakables from the installation areas (including but not limited to lamps, vases, mirrors and wall hangings).

#### **Create a path**

Create a clear path from your driveway through your home for easy access to the installation area.

#### **Plumbing, gas and electric disconnection**

When coordinating your plumbing and electrical disconnect/reconnect, plumbing, gas and/or electrical connections must be disconnected prior to the in-home installation appointment.



## Before your installation: **change order**

After the in-home template is complete and approved, a Intelco representative will contact you within 2 business days to review any changes from the original estimate and to explain your final details and cost. Final price may vary from initial estimate for a number of reasons, including, but not limited to:

- job-site conditions;
- change in selections like surface, color or edge;
- actual measurements differing from measurements input into the original estimate or added work or services.

Any changes after the in-home template may require another in-home template appointment; additional charges may apply. Once the change order is complete, your countertop order will be released to start fabrication. Further changes to your countertop order cannot be accepted.

### **Things not to do before installation:**

Final wall preparation should NOT be completed prior to installation as scratches to the wall may occur during installation. This includes painting, installing wallpaper, final sheetrock sanding, etc. Care will be exercised during the installation but scrapes, punctures, and/or dings to wall surfaces may occur. Scratches and/or scrapes to cabinetry may also occur. Any existing backsplash may also be damaged; this is your responsibility to repair.



# During Your Countertop Installation

The installation process takes an average of 1 to 3 days to complete, including any plumbing disconnect/reconnect. The typical countertop installation requires 3 to 4 hours. Here is what you can expect during the installation of your countertops:



## Pre-installation Walk

The install team will conduct a pre-installation walk through. There may be loud noises and the use of basic power tools outside your home (most likely in your driveway).

## Demolition Process

If you elect for your local, licensed and insured professional to remove and haul away your old countertops, this is a demolition process. Some minor damage to walls, existing tile backsplashes, and/or cabinets may occur. This is your responsibility to repair.

## Cutouts

Some cutouts may be partially or completely created in your home after installing your countertop. This is done to ensure safe handling and/or the best placement of the cutout.

Material from sink and cooktop cutouts is not part of the finished product due to possible breakage, and/or injury and will not be made available.

## Shims

Shims are commonly used to level the countertop. Shims may be wood or plastic. In some situations, trim molding may be required to cover exposed shims. This is your responsibility.

## Countertop is Secured

Your countertop is secured to the substrate using common construction adhesives like caulk or silicone. There may be odor from the caulk and solvents used to clean your new countertop.

## Countertop is Positioned

Your countertop is positioned into place either manually or using commercially available counter-alignment tools. Seams are typically filled to the level of the top of the surface and are typically filled with polyester resin, epoxy resin, elastomeric sealant or grout.

Joint width at seams and visible material transitions is typically 1/8 inch. Material transitions include the joint between countertop and other materials like cabinets and wallboard. The joint between a full-height backsplash and the underside of the upper cabinets may be 1/4 inch.

Due to the unevenness of finished walls, gaps between the countertop surface and backsplash may not be consistent and will not exceed 1/2 inch. Additional seams in a full-height backsplash may be required where the wall is not straight.

## Backsplash

If your installation includes a full-height backsplash, measurements for the backsplash will be taken at countertop installation. Upper cabinets and range hood/microwave combinations must be installed prior to measuring for the full-height backsplash to secure the best fit.

## Tidying Up

Upon completion, your professional will remove all installation-related debris and return the installation area to broom-clean condition.

## Final Inspection

Your professional will conduct a final inspection with you. You will be asked to sign an approval form, confirming your satisfaction with the quality, fit and condition of the countertop. This is the best time to ask any questions and/or resolve any problems prior to the install team leaving.



# Countertop Surface Materials Guide

## All Products

- Sink Cutouts: Intelco will only provide sink cutouts consistent with manufacturer-provided templates/guidelines.
- Edges: Edge profiles with narrow projections or sharp corners are more susceptible to chipping than those with a larger, curved silhouette.
- Substrate: When 2 cm stone is selected, a substrate of 5/8-inch-thick plywood furring strips will be used in most cases to elevate your countertop surface to clear cabinet doors and drawers. Where the countertop surface extends more than 3 inches beyond the cabinet face frame, a solid plywood substrate will be used. If 3 cm stone is selected, no substrate is needed.
- Backsplashes: A backsplash that is made of the same material as the countertop will always be the same thickness of the countertop. This allows for a better color match. Backsplashes are not assumed to be part of your countertop project; specify if you want one.
- Overhangs: Supports are required for certain sizes of overhangs; the size of the overhang varies by material surface type. Intelco may install brackets or corbels for an additional charge. Otherwise, you must install brackets or corbels prior to the in-home template appointment. Certain fragile stones may require supports for overhangs less than 6 inches.

## Support Requirements by Surface

Surface	Overhang
Natural Stone/Granite	6"
Laminate	8"
Quartz	10"
Solid Surface	6"
Dekton	12"

- Never stand on your countertop. This may cause your countertop to crack or fail.