

FLOFORM RESIDENTIAL RESOURCE KIT



*fl***FORM**
Countertops for Life



RESIDENTIAL RESOURCE KIT | 2023

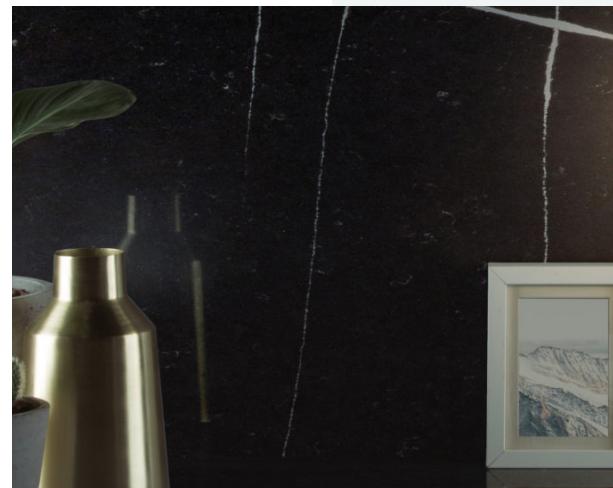


table of contents

OUR STORY	4
OUR PROCESS	10
COUNTERTOPS	20
EDGE PROFILES	28
BACKSPLASH	32
SINKS & FAUCETS	38
FINISHING TOUCHES	42
ADD-ON SERVICES	50
GENERAL POLICIES	54





OUR STORY

*flo***FORM**
Countertops for Life

HISTORY

**Committed
to quality
craftsmanship
since 1961.**

1960'S

Established in Winnipeg, Manitoba in 1961 by brothers Harry, Frank and John Dyck, our first FLOFORM location was a 7,000 square-foot building that housed seven skilled craftsmen.

1990'S

FLOFORM Countertops undergoes its first major rebrand in 1998. The logo and its accompanying tagline "Fee-Fi-Flo-Form, The Giant Difference," endure for a decade.

2000'S

The company acquires Fine Line Pacific of Kent, Washington, expanding the company's offerings and sparking the company's second major rebranding effort.



2010'S

In 2011, FLOFORM celebrated its 50th year of service. In 2016, we continued expansion in the northwest USA by opening new showrooms in Boise, ID and Salt Lake City, UT.

TODAY

Over 60 years later, FLOFORM is one of the largest countertop fabricators in North America with 16 retail locations and five fabrication facilities across western Canada and the northwest USA, employing over 700 people.

OUR PEOPLE

The Heart of the Company.



COMMUNITY

Getting Involved.



Among donations to local charities & industry associations, Floform also hosts a large annual event, going on 8 years, in which its proceeds support the Autism Society.

Autism is the fastest-growing developmental disability in the United States, with 1 in 44 children diagnosed with Autism spectrum disorder. The Autism Society works every day to measurably improve the quality of life for individuals and families affected by Autism. By donating, we support the Autism Society's mission to create connections, empowering everyone in the Autism community with the resources needed to live fully.

ADVANTAGE

Why Chose FLOFORM over others?

PARTIES INVOLVED	THE OTHER GUYS	YOU
SERVICES INCLUDED	COUNTERTOPS	COUNTERTOPS INSTALLATION FINISHED EDGES TILE BACKSPLASH SINKS FAUCETS TEAR-OUT PLUMBING

With FLOFORM, we offer turn-key solutions to make this process as easy as possible for homeowners, builders, and commercial needs.

We also handle the product curation and coordination of your project: from scheduling template, tear-out, installation, plumbing, and tile installation. So instead of dealing with multiple vendors, you just have one number to call.



OUR PROMISE

Countertops for your Life.



Your kitchen is so much more than a place to prepare meals. It is the hub of life for your family. Floform's "Countertops for Life" reinforces that mindset. Countertops are a big part of life in the busiest room in the home.

FLOFORM has made customers smile for more than 60 years by:

- Providing expert and customized guidance that is simple and straightforward.
- Offering a comprehensive selection of countertop surfaces.
- Using the latest technology to ensure perfect fit and finish.
- Being fully insured and licensed.

We remain committed to our tradition of quality craftsmanship and excellent customer service, helping homeowners create kitchens they love.



OUR PROCESS

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Countertops for Life

THE STEPS WE TAKE

DESIGN

1

We are here to help you achieve your dream kitchen by guiding you through the process of choosing the right options for you. Your Designer will bring samples and take measurements of your countertops to provide a same-day quote.



ORDER

2

Your Designer will assist you with finalizing your design and writing up the paperwork to order your remodel. Once your order has been submitted, a Floform CSR will contact you within 72 hours to get the scheduling process for your project started.



TEMPLATE

3

Once your jobsite is ready for measurements, one of our templators will arrive to take the most accurate measurements possible with the latest industry technology. They create a digital template which is then used to fabricate your new countertops!



FABRICATION

4

Floform did not hesitate to invest in state-of-the-art machinery to cut through stone countertops. These machines dance to the exact measurements outlined by the template, and our experienced craftsmen hand-polish the tops while checking for quality.



INSTALL

5

Our install crews are typically 2-man teams depending on the type and size of your project. They will carefully unload your new countertops from their truck and carry them into your home for installation. It's an exciting day!





1. DESIGN & PLAN

FLOFORM Countertops is proud to offer a variety of today's industry-leading products to fit any lifestyle, any budget.

During your consultation, your Designer will work closely with you to help recommend the best products and color palette.

They'll start by conducting a thorough inspection of the jobsite, and take preliminary measurements of the space, such as your countertops' depths & lengths, your backsplash heights and your sink cabinet.

They take these measurements, and will discuss any suggestions they might have for your new countertops such as edge profiles, overhangs, rounded corners, sink types, etc.

This is the perfect time to bring up that full-height tile backsplash behind your range, or the island countertop you want to make larger for all of your baking needs. Cast-iron farm-sink, a polished nickel touchless faucet, and maybe a new garbage disposal?

We want to hear about your dream kitchen (or vanity!), and will do our very best to make it a reality.



THE DETAILS

- Countertop material & color
- Edge Profile
- Slab Backsplash height & thickness
- Tile Backsplash design, color & grout
- Sink type, model & finish
- Faucet type, model & finish
- Other plumbing accessories
- Optional enhancements

OPTIONAL SERVICES

- Tear-out & removal of existing countertops
- Tear-out & removal of existing backsplash
- Drywall repair/replacement
- Remove & replace range
- Reconnect plumbing
- Tile installation: Set & Grout



2. ORDER

HOW TO PLACE YOUR COUNTERTOP ORDER:

- ✓ Finalize design details, and determine who will handle what parts of the project.
- ✓ Your Designer will write up the paperwork for your review and signatures.
- ✓ Your Designer will then place the order with FLOFORM for your new countertops!

Sales Checklist

CUSTOMER INFO

Customer Name(s): _____
 Address: _____
 City: _____ Zip: _____
 Phone: _____ Email: _____

PROJECT DETAILS

Job Type: New Cabs Replacement Tops
 Material: _____
 Thickness: 2CM 3CM 4CM
 Cutouts: Undermount Sink Farm/Apron S.
 Top-mount DW Side-mount DW
 DW Bracket (Floform provides)
 Range: Cooktop Slide-in
 Model #: _____
 Slab Backsplash: NO YES
 Outlet Cutouts: NO YES
 Bar/Island Overhang: NO YES
 Polish Underside: NO YES
 Support Bars: BY OWNER BY FFC
 Radius or Clip Corners: NO YES
 Tear-out: N/A BY OWNER BY FFC
 Plumbing: N/A BY OWNER BY FFC
 Sink: N/A BY OWNER BY FFC
 Faucet: N/A BY OWNER BY FFC
 Faucet: N/A BY OWNER BY FFC

NOTES:

EDGE PROFILE DETAILS

BASIN
3 CM

BOULDER
3 CM

PIEMONTE
3 CM

VOLCANIC
3.6 CM

MORaine
3.6 CM

CRESCENT
3 CM

SUMMIT
3 CM

TREELINE
3 CM

RIMROCK
MITER

ALPINE
3 CM

GENERAL POLICIES

Seam placements are at the fabricator's discretion.
 \$250 for each additional person required onsite for installation (pending shop/installer review) for pieces over 25 cu. feet.
 Items may be used to level cabinets up to 1/4".
 Customer must wait 24 hours after installation to reconnect plumbing.
 Appliances are to be disconnected and removed from installation area unless contracted through Floform.
 Tolerance for color pooling is the size of a quarter (quarter oz.).
 Inclusions, pits, fissures, dry veins, etc. are all natural characteristics of granite and are not considered a defect.
 Incidental damage may occur during the removal of existing tops, CR's during the installation of the new countertop, or chips/scratches to paint & work, minor cracks on countertop, etc.)
 Additional charges will apply at time of template if the job is not ready for template.
 Template will not be scheduled until all items for your job are in stock and ready to proceed.
 I have read all above items, and carefully reviewed the scope of work for my project. I understand and accept that the scope of work is to be verified at template. By signing below, I agree that details/items may differ from the original scope per the discretion of the templater and/or fabrication requirements, and that any add-ons to the original scope of work are subject to additional charges.

CUSTOMER PRINT NAME: _____
 CUSTOMER SIGNATURE: _____ DATE: _____

FLOFORM RESOURCE KIT

14

47

WHAT HAPPENS AFTER I PURCHASE?

ORDER RECEIVED

- Once your order has been written up and submitted to FLOFORM as a job, you'll receive an email and text message from FLOFORM confirming that your order was placed and that a Customer Service Rep will reach out to you soon.

INITIAL CONTACT

- A FLOFORM CSR (Customer Service Representative) will call you to confirm the details of your project. We are very lucky to have curated a group of hardworking individuals who genuinely care about our customers. Your CSR will be your main point of contact as your countertops move through production, keeping you posted on all updates.

CONFIRM & PREPARE

- In our 60 years of experience with other trades and suppliers, we've found that we can plan the most successful schedule if all pieces are in place before we set dates. Before your project can move into scheduling, there are a couple of essential items you will need arranged. Here are a few examples of our Template Requirements:
 - A decision maker over the age of 18 must be on site to sign off on all details.
 - All cabinets and panels must be installed in their final position.
 - All sinks and faucets, if not purchased through Floform, must be onsite.
 - Range or cooktop must be onsite.



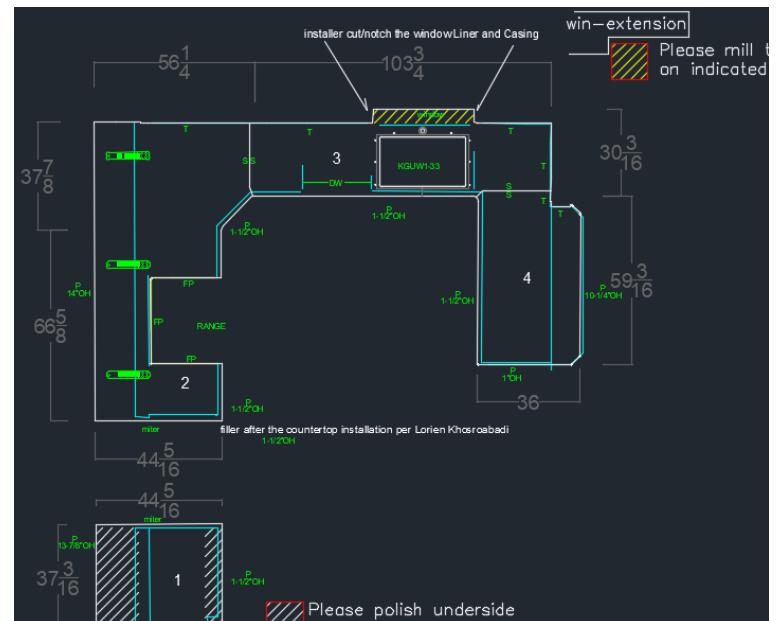


3. TEMPLATE

FLOFORM has invested in the latest technology available on the market to capture the most accurate measurements for template, down to an 1/18 of an inch!

Rather than the traditional cardboard and stick templates, these portable machines enable our field technicians to create a digital template of your countertops which is then sent to our shop for verification.

Once the template is reviewed against the original order, the template is then prepped for fabrication.





4. FABRICATION

Once again, without hesitation, FLOFORM invested in the latest technology and machinery to cut each custom countertop.

The slabs that you selected for your order are lifted by our crane and carefully placed on our Fusion Waterjet CNC's to cut out the rough pieces. Those pieces are then transferred to the next machine for the edge details to be applied, then hand polished for the finishing touch. After QC inspection, the pieces are loaded onto A-frame carts and ready for installation.



5. INSTALLATION



INSTALL DAY

Our install crew will arrive within your scheduled 3-hour arrival window. They use “gorilla clamps” for seaming separate countertop pieces together. These machines make the seams as tight as possible, no bigger than the thickness of a standard business card!

If you have contracted FLOFORM to tear-out your existing countertops and backsplash, we usually schedule this service on the same day as installation, leaving you with minimal down-time.

ADDITIONAL PHASES

Depending on the scope of work and services you have contracted FLOFORM to do, there will be certain jobs that require additional dates/appointments. The services below require additional dates AFTER your countertops have been installed:

- Reconnect Plumbing
- Full-Height or “Trapped” Backsplash Template & Installation (2 dates)
- Tile Set & Tile Grout (2 dates)

PREP CHECKLIST

TEMPLATE REQUIREMENTS

- The decision maker must be on site. This person is required to sign off all aspects of the project including design (color), edge, faucet holes, and overhangs.
- Clear off the cabinet and/or countertop surfaces.
- New cabinets must be completely installed including panels and level +/- 1/8" .
- New plumbing fixtures on site and accessible. This includes sinks, faucets, hot/cold water taps, air gaps, soap dispensers, etc. FloForm provided fixtures will be delivered at install. Spec sheets will not be accepted.
- Undermount apron-front sinks must be fully installed in the sink base cabinet.
- New appliances on site and accessible. This includes cooktops, downdrafts, and ranges. Spec sheets will not be accepted.
- Waterfall legs require flooring to be fully installed.
- Supports not provided by Floform must be fully installed.

INSTALL REQUIREMENTS

- The decision maker must be on site. This person is required to sign off on the work completed. Keep pets & children away from the work area.
- Clear off the cabinet and/or countertops as well as the entryway to the workspace.
- Empty lower cabinets & remove top drawers.
- The day prior, please remove existing countertops, backsplashes, & sills if we are not contracted to do so.
- Move range if we are not contracted to do so.
- Move fridge or other large obstacles out of work area as needed.

POST-INSTALL INSTRUCTIONS - Please wait at least 24 hours...

- To reconnect plumbing.
- Before wiping down any surface at seams or where the countertop or backsplash meets the wall.
- To complete touch up paint.

If for any reason you are unable to meet the above requirements in time for your scheduled appointment, please call us at least 48 hours in advance to reschedule. A trip fee will be charged if the jobsite is not ready on the day of the confirmed appointment.



COUNTER TOPS

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COUNTERTOPS

1 QUARTZ

Quartz is a non-porous engineered stone created from natural quartz, an extremely hard stone crystal mined directly from the earth, and fused with poly-resin and pigment.



2 GRANITE

Granite, a natural stone, is hard and highly scratch-resistant. It is composed mainly of quartz and feldspar with minor amounts of mica, amphiboles, and other minerals.



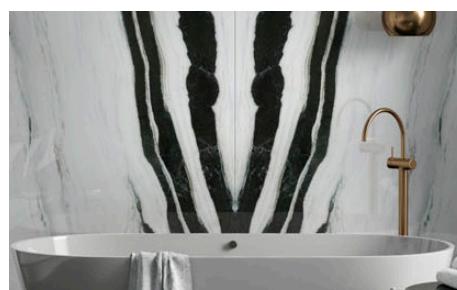
3 SOLID SURFACE

Solid surface countertops are made mainly from acrylic and polyester. Corian is the original material of this type, created by DuPont scientists in 1967.



4 PORCELAIN & SINTERED STONE

Both are engineered stones that are a mix of minerals exposed to extreme pressure and heat to create an extremely durable, scratch and heat resistant surface.



5 QUARTZITE

Quartzite is a metamorphic rock formed from sandstone. The transformation happens when sandstone is heated within the earth's crust and shifting tectonic plates supply pressure.



QUARTZ

What is Quartz made of?

Quartz Slabs are created from natural quartz, an extremely hard stone crystal mined directly from the earth. In fact, quartz is the hardest non-precious stone that can be found on the earth's surface. It is a surface that is truly everlasting. High-End Quartz slabs are man-made, engineered and formed by roughly 93% ground quartz combined with pigments and resins to create slabs that are non-porous, strong, and rival the beauty of quarry stones.

Setting Expectations

- Exposure to UV light can cause discoloration, making quartz not suitable for outdoor use.
- Honed, Matte, Concrete, and or Rough quartz finishes may require additional daily and weekly care.

Features & Benefits

- Quartz is tough, extremely hard and durable
- Up to 2X stronger than granite and free of fissures, cracks, and surface inconsistencies
- Offers a wider variety of colors and movement than natural stone
- Consistency in color, uniformity, and movement
- Available in white and solid colors
- Is nonporous and does not need to be sealed
- Is naturally resistant to bacteria
- Easy to care for and very stain resistant
- Can be effectively used on shower walls and other wet areas
- Quartz is a great long-term investment and will last many years without the maintenance repairs associated with natural stone



GRANITE

What is Granite made of?

Granite is hard and highly scratch-resistant; composed mainly of quartz and feldspar with minor amounts of mica, amphiboles, and other minerals. The difference in appearance comes from the hints of other minerals that exist in its composition, including traces of muscovite, biotite, pyroxene and others. The beauty of installing a granite countertop comes from its natural appearance. It's something only the beauty of nature could supply. Granite is mined from numerous places around the globe, including many areas of the USA.

Setting Expectations

- Granite will require sealing applied periodically
- Granite can have natural characteristics that may be viewed by some as flaws. These are natural and cannot be avoided in most cases. Natural "flaws" are excluded from any warranty. These natural characteristics are not limited to but may include fissures, surface or edge pitting, uneven polished and/or duller areas. Granite with a high degree of movement tend to be more fragile and prone to fissures, chipping, different degrees of polish on the face, etc.
- Showroom samples are small cuts from large slabs and may not be the best representation of overall look. Slab viewings are recommended.

Features & Benefits

- Durable
- Scratch Resistant
- Heat Resistant
- Mined from nature, no two stones are alike
- Most commonly available in 3cm thickness and some also offered in 2cm thickness



SOLID SURFACE

What is Solid Surface made of?

Solid surface countertops are made mainly from acrylic and polyester. It is composed of acrylic polymer and alumina trihydrate (ATH), a material derived from bauxite ore (bauxite is a sedimentary rock with a relatively high aluminum content). Corian is the original material of this type, created by DuPont scientists in 1967. A number of direct solid surface competitors to Corian have emerged since the expiration of DuPont's patent on solid surfaces.

Setting Expectations

- Not heat resistant
- Shows scratches and imperfections – may need to be buffed after much use
- Dark colors will scratch white
- Over time, the appearance changes slightly

Features & Benefits

- Virtually invisible seams
- Able to be buffed and renewed to “look like the day it was installed”
- It is lightweight at just over 4 pounds per square foot for 2cm thickness
- Offered in 4 thicknesses: 6mm (.24”), 12mm (.47”) 19mm (.75”) and 3cm (1.1/4”)
- Waterproof making it an ideal choice for shower walls and other wet areas
- Offers seamless integrated sinks for ease of care
- Antimicrobial – with extremely low porosity it is bacteria, mold and mildew resistant
- Stain resistant and never needs to be sealed
- Can be bent into almost any imaginable shape making it ideal for a variety of commercial applications



PORCELAIN

What is Porcelain made of?

Porcelain Countertops are made from heating a mix of powdered china stone and white china clay, also known as kaolin, at about 1450 Celsius. The high temperature causes the china stone to vitrify into a dense, highly durable material, while the object retains its shape thanks to the kaolin. Impurities such as silica, mineral oxides, and feldspars exist in the clay, but rather than detracting from the porcelain's quality, they add to its strength and color. When porcelain slabs are manufactured for use in countertops, they are coated with a pigmented glaze. This is to give them an aesthetic appeal similar to that of natural stone, such as marble.

Setting Expectations

- Porcelain's color and pattern does not run completely through the material. The product's solid core will be visible on any edges that are not mitered
- Polished Porcelain is intended for cladding purposes only - excellent for wall cladding, backsplash or vertical applications

Features & Benefits

- Versatile for many uses; countertops, shower walls, furniture pieces, exterior cladding
- UV protected and suitable for outdoors
- Extremely heat resistant
- Polished and Honed slabs are highly scratch and stain resistant
- Ability to make custom wall or floor tile
- Green Certified natural materials are 100% recyclable



SINTERED STONE

What is Sintered Stone?

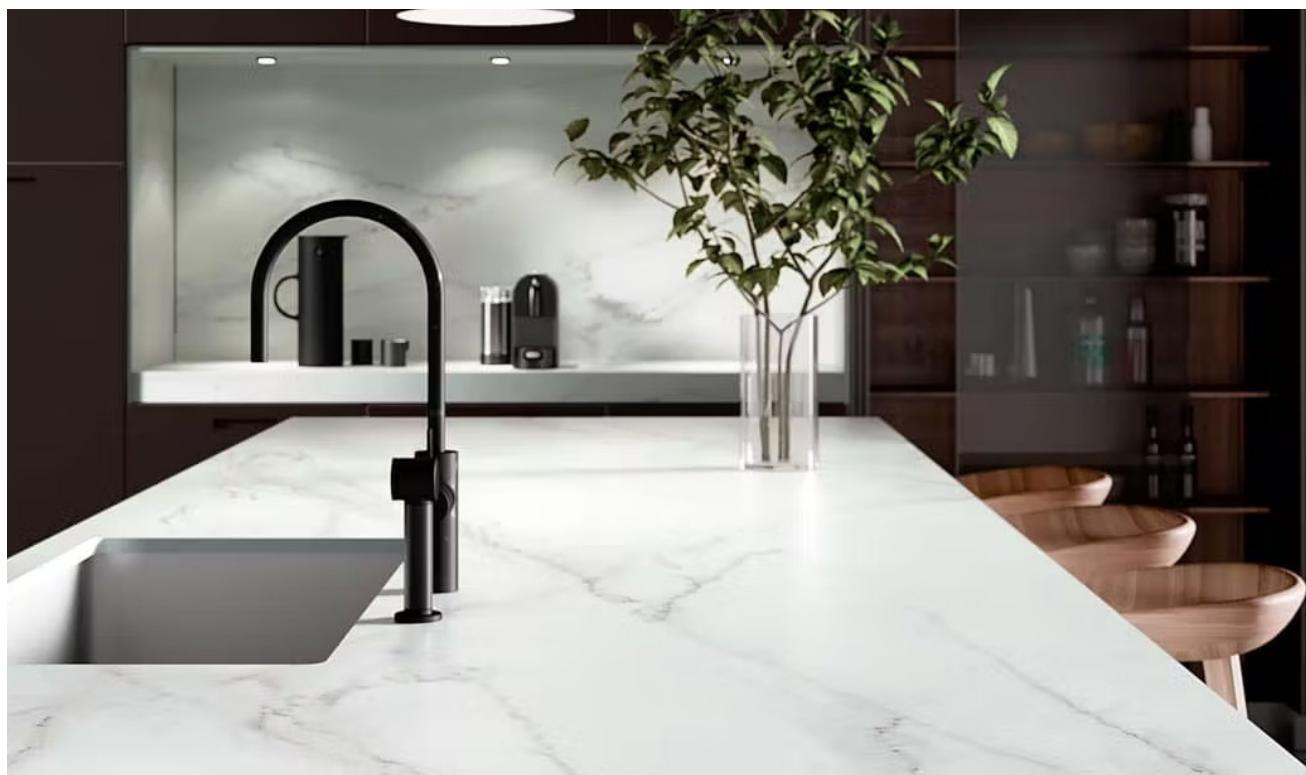
Sintered stone is like porcelain, but is subjected to much higher pressure and heat during manufacturing, resulting in a metamorphic process to bind natural materials with out resins or binders.

Setting Expectations

- Sintered Stone's color and pattern does not run completely through the material. The product's solid core will be visible on any edges that are not mitered

Features & Benefits

- Versatile for many uses; countertops, shower walls, furniture pieces, exterior cladding
- UV protected and suitable for outdoors
- Extremely heat resistant
- Scratch Resistant
- Stain Resistant
- Ability to make custom wall or floor tile
- Green Certified natural materials are 100% recyclable



QUARTZITE

What is Quartzite made of?

Quartzite is a metamorphic rock formed from sandstone. The transformation happens when sandstone is heated within the earth's crust and shifting tectonic plates supply pressure. The resulting stone has pleasing streaks, rich colors, and eye-catching patterns. Colors range from white to black, with shades of blue, green, yellow and brown. Quartzite is a fairly hard stone, but it's less dense than quartz and susceptible to easily staining in a heavy use area, such as the kitchen. Quartzite requires sealing to prevent the surface from staining.

Setting Expectations

Although beautiful, due to the fragile nature of quartzite, this natural stone may not hold up well in the fabrication process. Because of this, many fabricators choose not to fabricate them.

Helpful Sales Tip

Please check with your FLOFORM Rep to discuss your interests in these specific stones. We strongly advise educating your customer as to the pros and cons of these materials.





EDGE PROFILES

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EDGE PROFILES

QUARTZ & GRANITE EDGE OPTIONS

3CM STANDARD



— 501 ALPINE



— 505 SUMMIT



— 502 VOLCANIC



— 506 PIEDMONT



— 503 TREELINE



— 507 CRESCENT



— 504 SEACLIFF

3CM UPGRADE



— 602 MORaine*



— 604 BASIN*



— 652 BOULDER*



— 992 VOLCANIC*



— 990 SEACLIFF*



— 993 MORaine*



— 994 CORNICE*

CUSTOM UPGRADE



— 981 RIMROCK*

***UPGRADE EDGES, INCLUDING WATERFALLS, MAY NOT AVAILABLE FOR ALL PRODUCTS.**

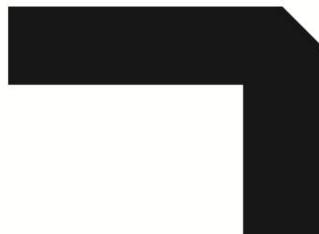
Some limitations apply, prices may vary. Profile images are not to scale. Please see actual sample upon final selection.

EDGE PROFILES

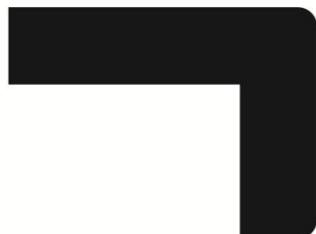
SOLID SURFACE EDGE OPTIONS



101 :: 3/8" Roundover



102 :: Bevel



103 :: 1/8" Top/Bottom Round



202 :: 1/4" Top/Bottom Round



203 :: 3/4" Roundover



204 :: Large Ogee



301 :: Bullnose



304 :: Large Roman Ogee

Some limitations apply, prices may vary. Profile images are not to scale. Please see actual sample upon final selection.

EDGE PROFILES

PORCELAIN & SINTERED STONE EDGE OPTIONS



MITRE
1.2CM & 2CM



MICRO-BEVEL
2CM



SEACLIFF
1.2CM & 2CM

ONLY SEACLIFF EDGE WILL BE USED FOR UNDERMOUNT SINK CUTOUTS.

Some limitations apply, prices may vary. Profile images are not to scale. Please see actual sample upon final selection.



BACK SPLASH

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SLAB BACKSPLASH

Stone Slab Backsplash

Stone Backsplash

For a bold and cohesive look, a matching stone backsplash is a great option. Especially for those looking to avoid grout lines. Depending on the size and the layout of the backsplash, seams may be required. If seams are needed, the quantity and placement is at the discretion of FLOFORM.

2cm Rip Down

The standard thickness of stone backsplash is 3cm, the same thickness as the stone countertop. Some customers prefer a thinner stone backsplash. FLOFORM offers the upgrade option for the backsplash to be “ripped down” to 2cm, which is approximately 3/4” thick. This option is only available for backsplashes 6” tall or less. This upgrade is not available for granite.

2cm Mill Down

If the backsplash is taller than 6” and the customer prefers 2cm thickness, the backsplash will need to be “milled down” instead of “ripped down”. The change in terminology comes from the different machines/saws required to shave the material down to 2cm. Milling down 3cm stone requires more time on a machine during fabrication, therefore has a higher cost. This upgrade is not available for granite.

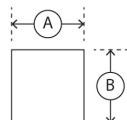
Full Height Slab Backsplash

In most cases, full height slab backsplash will require a 2nd template and a 2nd install date after the countertops have been installed. Providing elevation drawing of the backsplash with height measuremts to your FLOFORM estimator is highly recommended for more accurate pricing. Outlet cutouts are a separate cost, so let your estimator know how many there are to ensure it is included in the quote. Outlets will need to be moved out to accommodate the new stone backsplash thickness. This is the customer’s responsibility. FLOFORM does not offer or perform any electrical work.



TILE BACKSPLASH

Kitchen Backsplash Measuring Guide



Length (A) x Width (B) = 1 square foot (or 144 square inches)
Total Square Footage = Length (in inches) x Width (in inches) ÷ 144
Total Linear Footage = Length (in inches) ÷ 12

1 Measure Your Space

Gather the following dimensions based on the drawing to the right.

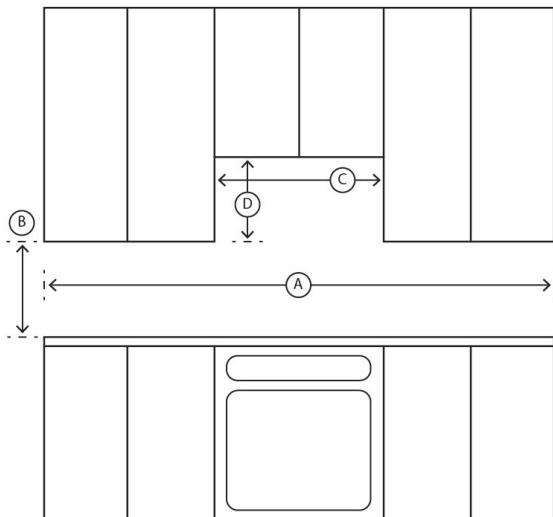
Enter
Inches

A. Length of wall

B. Height between countertop and bottom of upper cabinets

C. Width of opening

D. Height of opening



2 Calculate Square Footage (field tile)

Enter in your measurements from Step 1 to calculate:

$$\left(\begin{array}{c} \boxed{} \\ A \end{array} + \begin{array}{c} \boxed{} \\ B \end{array} \right) \div 144 = \boxed{} \quad X$$
$$\left(\begin{array}{c} \boxed{} \\ C \end{array} + \begin{array}{c} \boxed{} \\ D \end{array} \right) \div 144 = \boxed{} \quad Y$$

Total Square Feet
(X+Y)

3 Calculate Linear Footage (bullnose, trim & decorative pieces)

Enter in your measurements from Step 1 to calculate:

Accent Strip

$$\boxed{} \div 12 = \boxed{}$$

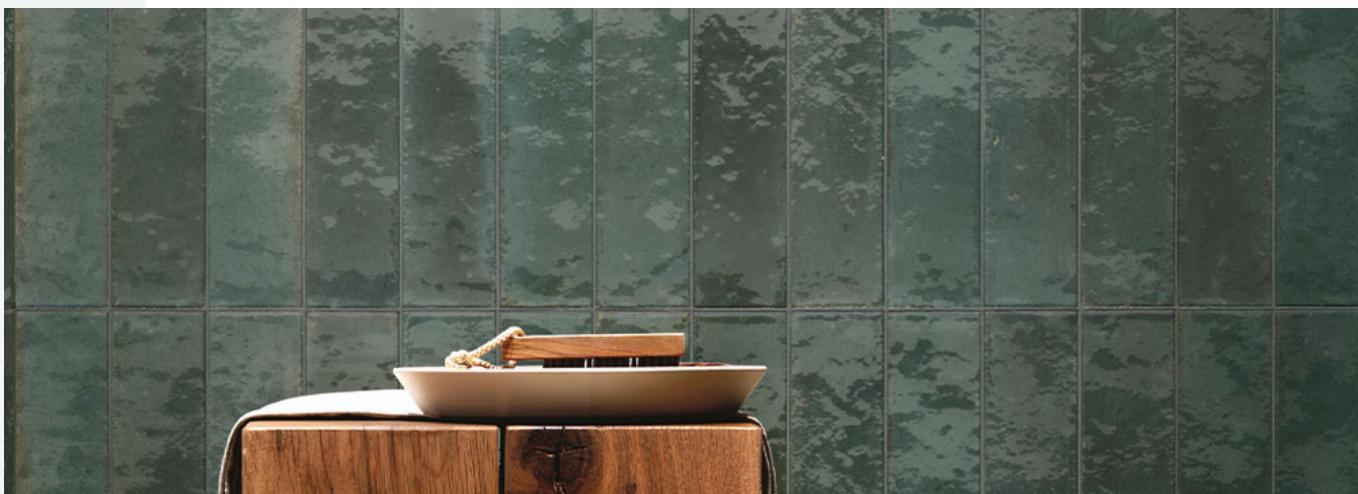
A Total Linear Feet

Bullnose

$$\left(\boxed{} \times 2 \right) \div 12 = \boxed{}$$

B Total Linear Feet

TILE BACKSPLASH



TILE BACKSPLASH

Tile Backsplash

Full Height Tile Backsplashes will require a design sheet to confirm the style, material, and grout. Our installer will verify details with the decision maker on site prior to installation and will address any areas of concerns, including adjustments to the design at this time. These modifications due to unforeseen circumstances will be left to the tile installer's professional discretion.

Scheduled Tile Appointments: If we arrive to the job site and cannot proceed due to the job site not being ready or changes in the design, there will be an additional charge and the installation will be rescheduled. Any changes after ordering may result in restocking fees and/or modified installation dates.

Electrical Outlets, switches, and faceplates will be loosened and remounted as long as the receptacle does not need to be disconnected. It is the homeowner's responsibility to remove and reinstall under cabinet lighting as needed.

Walls must be flat to ensure an even tile installation. It is the homeowner and contractors responsibility to ensure walls are flat unless we are contracted to complete drywall repair.

Woodwork that rests on top of the countertop such as appliance garages & window casing need to be installed after the countertops but prior to the backsplash installation.

Ceramic tile is heat fired & may have natural color & size variations as well as small imperfections in the finish.

Grout is a rigid cement based product and may crack due to settlement of the home as well as exterior temperature changes. Prism grout is used which is stain resistant but not stain or leak proof. Sealing the grout is NOT a service that Floform provides. FloForm is not responsible for repairs due to improper customer applied sealing.

Schluter: A custom size (1/4 - 1/2 inch) stainless steel schluter will be used to trim out the ceramic tile on the end or top where exposed tiles would show.

CARE & WARRANTIES

Tile installs include a 1 year warranty. At the time of installation we will leave behind the remaining grout and color matched caulking. If caulking or grout cracks due to settling or temperature variations on outside walls, this is not covered by warranty. Please use color match materials left on the job site for touchup. This service is also available for an additional charge.

TILE TEAR-OUT

Removal of Tile Backsplash & Drywall Damage

What can sometimes be thought of as excessive damage is actually the norm. The extent of sheetrock damage may be small to large holes depending on how well it was adhered at the time of installation.

See included examples below of normal drywall damage after tile backsplash removal.





SINKS & FAUCETS

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SINK MATERIALS

STAINLESS STEEL

- + Good price point
- + Resistant to heat & stains
- Could dent & scratch easier than other sinks
- Shows water spots



CAST-IRON

- + Mostly made of recycled materials
- + Available in several colors
- + Excellent resistance to cracking and denting
- Typically more expensive than Stainless Steel
- Can chip with heavy impact



QUARTZ COMPOSITE

- + Excellent resistance to heat & scratches
- + Available in several colors
- Can chip with heavy impact



PORCELAIN

- + Chip, scratch & stain resistant
- + Known to last 15-20 years with regular care
- Can chip with heavy impact



SOLID SURFACE

- + Non-porous, resists stains & bacteria
- + Integrates with Solid Surface countertops
- + Easy to clean
- Can scratch easily



SINKS & FAUCETS

Program Intro

If a countertop is being replaced, then it's most likely that a new sink and faucet are also needed. In our effort to provide the best countertop purchasing experience, FLOFORM offers a wide variety of sinks and faucets for easier shopping.

Ask your Floform Representative for more information on the sinks & faucets available to you.

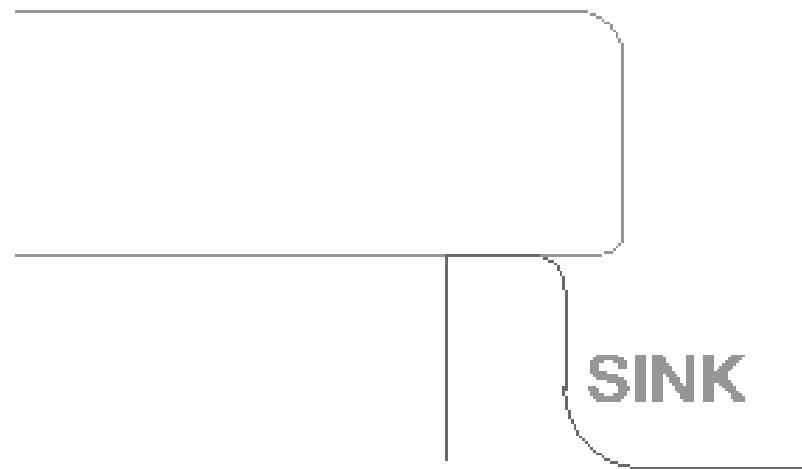
See something that might work for your project? Let us know and we'll help you with pricing and any questions you may have.



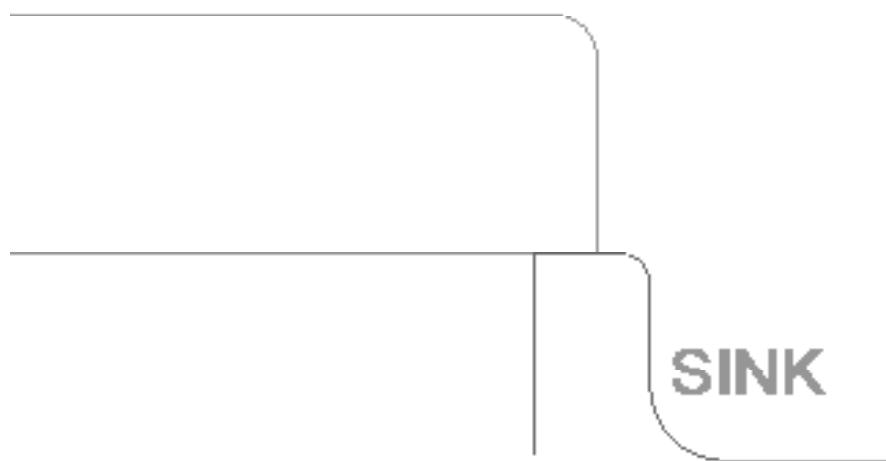
UNDERMOUNT

Undermount Sink Styles

OVERHUNG



REVEAL





FINISHING DETAILS

*flo***FORM**
Countertops for Life

FINISHING DETAILS

COUNTERTOP ENHANCEMENTS | Best Sellers

CHIP MINIMIZER

1

This edge treatment provides a rounded shaped edge profile on an undermount sink cutout, which is a high traffic area on your countertops! This is an added layer of impact resistance against chips caused by pots, pans, and dishes.



SUPPORT BARS

2

Increasing countertop overhang is possible with the use of proper supports. Let our experienced team provide and install supports to get your desired project's function and aesthetics!



PHOTO LAYOUT

3

Highly recommended for colors with directional patterns, a photo layout is a high-resolution, digital rendering of your proposed countertop layout/design. This feature provides you the ability to review and approve the layout before fabrication begins.



POLISH UNDER BAR

4

If your countertop will have a overhang larger than 2", you may feel the underside, which can be rough. Polishing the underside of the countertops can bring out the full color of the material and can make for a smoother surface to the touch.



CHIP MINIMIZER

CHIP MINIMIZER

Great for kitchen sink cutouts!

Roughly half our service calls relate to fixing chips in sink cutouts. Depending on the severity and quantity of the chips to be fixed, these service calls can cost \$500 to \$1000.

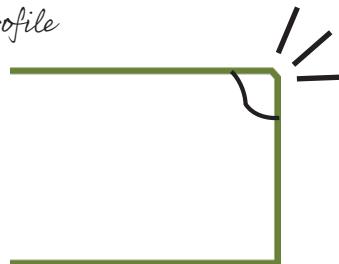
The Chip Minimizer is a special rounded shape edge profile on undermount sink cut outs to provide an added layer of impact resistance against chips caused by everyday items.

All sink cut outs with a Chip Minimizer edge profile will have a slight overhang to conceal the lip of the sink into the cut out. Chip Minimizer may not be available for certain sinks and/or countertop materials.

THE DIFFERENCE

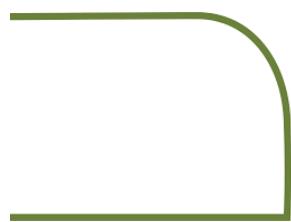
Standard Sink Edge Profile

- ✓ Easy to clean
- ✓ Modern aesthetic
- ✗ Chip Resistant



Chip Minimizer Edge Profile

- ✓ Easy to clean
- ✓ Modern aesthetic
- ✓ Chip Resistant



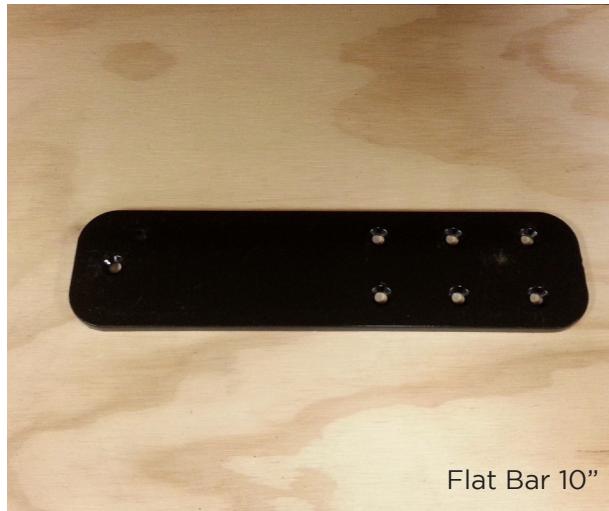
SUPPORT BARS

SUPPORT BARS

Only available in black and in the sizes listed below. Bars are notched into the cabinets or pony wall when installed. If Floform's support bars will not work for the desired overhang, the customer is responsible to supply and install their own support prior to template.

Support Bar Chart on next page.

*Sizes and availability may vary. Please ask your Floform representative for more info.





To help determine if a countertop overhang requires additional support, please reference the chart below. Floform's metal support bars are only available in black, and are not compatible with European Style cabinets, also known as full-overlay.

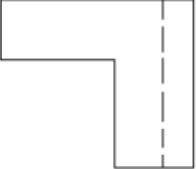
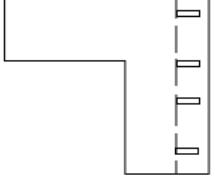
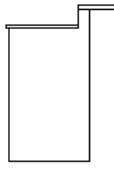
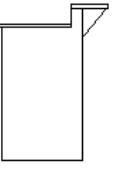
		QUARTZ	GRANITE	SOLID SURFACE
	Overhang WITHOUT support peninsulas & islands WITH NO CUTOUTS	14"	12"	6"
	Overhang WITHOUT support peninsulas & islands WITH CUTOUTS	4"	4"	4"
	Overhang WITH support peninsulas & islands WITH NO CUTOUTS	Up to 6" past support	Up to 6" past support	Add plywood subtop OK 4" past support
	Overhang WITH support peninsulas & islands WITH CUTOUTS	Up to 6" past frame	Up to 6" past frame	Add plywood subtop OK 4" past support
	Raised bar WITHOUT support	4"	4"	4" but add plywood subtop
	Raised bar WITH support	6" past support	6" past support	Add plywood subtop OK 4" past support
	Raised bar WITH existing support ***must be approved***	6" past support	6" past support	4" past support add plywood subtop
	2/3 to 1/3 rule (example 12" cabinet, 4" ok unsupported without cutouts)	**Calculate support every 24" in all scenarios**		
		Raised bars must have pony wall. 3/4" panels will not be approved		

PHOTO LAYOUT

PHOTO LAYOUT | aka Digital Design Layout

What is a Photo Layout?

A photo layout is a virtual rendition of the custom countertops from the actual slabs assigned to the project. This photo layout is meant to convey the general pattern and flow of the movement in the countertops, and **is NOT a precise layout**. There will be minor shifting of vein(s) up to 3" across a full slab. At the seam, that can equate to a visual shift as minor as 1/8" and as great as 3/4" or more. This image may not show all characteristics of the material including fine lines, color tone, or beauty marks.

It is advisable to request a Photo layout for any stone that has moderate to high movement and/or color variation. Photo layout is done with a program called Slabsmith. Photo Layout is not advisable on stone with little to no movement or color variation. To ensure your customer is offered a Photo Layout, the request must be on your Floform Order.

How It Works

After template the customer is emailed a picture of their areas showing the layout with the exact slab(s) that will be used, the customer must approve the layout before Floform can proceed with fabrication.

The layout process does add time to the overall lead time. Customers will need to approve the provided photo layout promptly to avoid further delays.



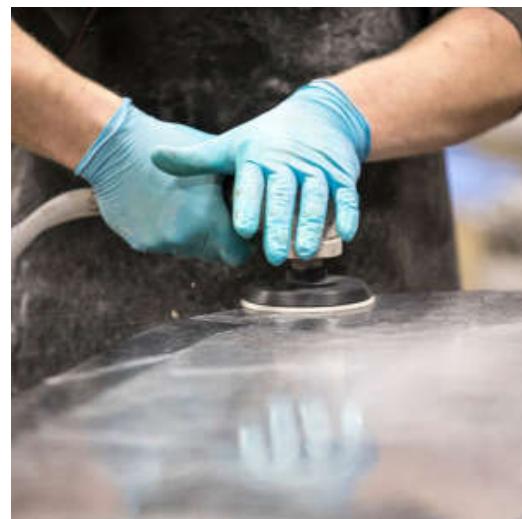
POLISH UNDERBAR

POLISH UNDER BAR

If your countertop will have an overhang larger than 2" , you may feel the underside of the countertop that can be rough to the touch.

Polishing the underside of countertops can bring out the full color of the countertop surface material and can make for a smooth surface to the touch.

Polishing consists of grinding the stone down to be smoother and adding ager. It will not match the surfaces sheen but will appear more finished.



SAFETY CORNERS

SAFETY CORNERS

While no charge radius corners can be square, 14" or up to our standard 3/4" radius, we offer larger radius options that can soften and protect an exposed corner of the countertop.





ADD-ON SERVICES

*flo***FORM**
Countertops for Life

TEAR-OUT

REMOVAL & DISPOSAL OF EXISTING TOPS & BACKSPLASH

Tear-out is typically completed the day prior to installation, depending on the size & complexity of the job. Kitchens with garden window extensions may have an additional day between removal and installation. In some cases these may require additional steps to template.

Care will be exercised during the tear-out process. Please keep in mind that removing existing countertops may reveal discoloration, gaps, punctures, or minor damage along the top edge of the cabinets and walls. These items are considered incidental damage and are the customer's responsibility to repair. Removal of the backsplash will result in wall damage. Plan the new backsplash to cover.

Our installers use tools to collect dust, however, residual dust should be expected. We will clean the immediate surface areas and leave the jobsite in "broom swept" condition. When tear-out is complete, we will ask the decision maker to sign off on all items to be disposed of. These items cannot be retrieved once we have left the job site.

Drywall repair is available if we are contracted to do tile backsplash tear-out, and if we are contracted to install another surface. We can patch or replace drywall where backsplash tear-out has created damage. We do not tape, mud, texture, paint, or remove woodwork.

Remove & Replace Appliances including the jobsite's reused cooktops, downdrafts, and slide-in ranges is a service Floform can help with, but Floform is not liable if reused appliances fail. New appliances must be installed by a third-party. Some range types such as antiques or industrial sized appliances must be moved by a third-party as Floform is not equipped to do so.



LIFT HELP

OVERSIZED PIECES / LIFT HELP

Extra precautions are set in place for any oversized countertops. These guidelines are to help prevent Floform employee injuries, undesired damage, and helps to ensure a successful countertop installation.

Lift Help needed due to countertop size:

- The countertop piece is 20 square feet or over.
- Wall to wall countertops that are longer than 80"
- Higher than usual applications, such as shower surrounds, fireplace mantles or fireplace surrounds

Lift Help needed due to jobsite access:

- Installs located in area with more than 12 steps up or down as access
- Any site that has a long walk to the entrance, 45 ft. or more

*Seam(s) may be added to the countertop layout to accomodate the countertop size or jobsite access. Seam placement is at the sole discretion of Floform. For more info, see page 54.



PLUMBING

BASIC PLUMBING SERVICE

This service includes installing fixtures, baskets, p-traps, supply lines, and shut off valves as needed. We do not replace and/or move outgoing drains, dishwashers, or any work outside of the immediate area. If sinks are too deep, lowering the outgoing pipe or any additional prep work needed to bring the configuration up to code will be an additional expense.

If garbage disposals are hardwired and require electrical modifications, it's the customer's responsibility to hire a third party contractor to modify the wiring.

*Plumbing service may not be available for outlying areas.

If Floform provides plumbing services, existing sinks and faucets cannot be resued.

Plumbing services include a 1 (one) year warranty. If a new Floform provided fixture fails after 1 year and is covered by a product warranty. Labor is not covered by the product warranty and will be charged.





GENERAL POLICIES

*flo***FORM**
Countertops for Life

GENERAL POLICIES

PLEASE REVIEW THE FOLLOWING ITEMS CAREFULLY

1. Seam placements are at the fabricator's discretion. Seams will be visible to the eye and touch.
2. \$250 for each additional person required onsite for installation (pending shop/installer review) for pieces over 20 square feet.
3. Shims may be used to level cabinets up to 1/4".
4. Customer must wait 24 hours after installation to reconnect plumbing.
5. Appliances are to be disconnected and removed from installation area, unless contracted through Floform.
6. Tolerance for color pooling is the size of a quarter (quartz only).
7. Inclusions, pits, fissures, dry veins, etc. are all natural characteristics of granite and are not considered a defect.
8. Incidental damage may occur during the removal of existing tops, or during the installation of the new countertop (i.e. dings/scratches to paint & walls, minor scrapes on cabinets, etc.)
9. Additional Trip charge(s) will apply at time of template if the jobsite is not ready for template.
10. All dimensions and design details are verified on site before fabrication begins. If there are changes from the original order that warrants a reprice, production will be placed on hold until the final amount due is settled.
11. Actual delivery will vary depending on availability of materials and installation times.
12. Floform's fabrication & installation warranty is separate from the product's warranty. It is the customer's responsibility to review and understand the product's warranty.
13. Installation services performed by FLOFORM such as setting and attaching the countertop are warranted for a period of one (1) year from the date of installation.
14. **Template will not be scheduled until all items for your job are in stock and ready to proceed.**

SEAMS

WHAT TO KNOW ABOUT SEAMS

Are Seams Needed?

Most vanities and smaller projects are fabricated and installed without a seam. Regardless, it's best practice to advise a customer that seam(s) may be needed and that the final call is at Floform's discretion for multiple reasons. The following information may be helpful to explain the possible need for seams.

1. Most kitchens do require at least one seam. A seam in stone countertops will always be something you can see and feel.
2. A lot of factors come into play with regard to seams. It is not possible to make a final determination regarding seam location and how many seams will be needed until after the template is completed.
3. Seam placement is determined by the Fabrication Shop after template and after the slabs are received.

Some factors that effect the need for seams are:

1. Efficient slab yield on products being sold by the square foot (see Photo Layout Section under Seams and Vein Flow for additional information)
2. Wall locations
3. Weight of the pieces
4. Jobsite access
5. Stone manufacturer recommendations
6. Length of an L-shape countertop on the longer end
7. Fragility of the stone being used

Setting Expectations

Floform strives to install seams that meet industry-standard or better. Industry standards are in place to make sure seams in countertops are tight and durable. While Floform will do everything possible to make sure the countertops look great, it's important to remember that in some instances, seams are inevitable. They are also integral to the strength of the stone. Furthermore, while seams may be inconspicuous, they are still not invisible.

Seams that meet Industry-standard are defined as:

- Seams that are equal to or thinner than the thickness of a standard business card.
- Acceptable height difference between the two countertops are seamed together is equal to or no greater than the thickness of a standard business card.
- Seams are color-matched to the countertops to the best of our ability. White or light countertops usually have a darker seam.
- When two countertops meet, seamed or butt-joint, the countertops' break in color, shading, pattern will be visible.

SPECIAL FINISHES

DIFFERENT COUNTERTOP FINISHES

For any finish other than Polished, such as Suede, please note that the sheen of the edge detail will not match the countertop. If sharper edges are abused, repairs made will be visible. Countertop seams will also be more visible and may be a higher gloss than the surface. If slab backsplashes are used, silicone where the countertop meets the backsplash, and caulking where the backsplashes meets the wall may also have a higher sheen.

HONED COUNTERTOPS

Honed, Concrete and/or Rough surfaces may require additional daily and weekly care. Due to the nature of the surface design, it is recommended that common household spills, like liquid droplets and rings, are dried immediately. As with any matte product, owners of Honed, Concrete and/or Rough finishes may experience seeing an increase in smudges from everyday living.

TEXTURED COUNTERTOPS

Some design renders a matte finish with a subtle texture, rather than a glossy polished finish. For this reason, you should clean your textured countertops on a regular basis to keep the finish looking new. Any contact with grease and oil from cooking or the natural oil in fingerprints may give the countertop a non-uniform appearance. Such an appearance is an inherent and natural part of matte finished surfaces.

CARE & MAINTENANCE

Please refer to the Manufacturer's Care & Maintenance guide for every day cleaning recommendations and stubborn stain removal.



Residential Limited Warranty

Quartz, Natural Stone, Porcelain & Solid Surface products come with a one (1) year installation labor warranty. No warranty of any kind covering any material is implied or expressed.

Installation services performed by FLOFORM such as setting and attaching the countertop and other stone surfaces, sinks, and other fixtures, etc., are warranted for a period of one (1) year from the date of installation. Any claims under this warranty must be submitted within that timeframe and evidenced by proper documentation submitted by the customer. Such claims will be either recognized or rejected by Floform within ten business days. Floform will not be liable for, schedule, or perform any warranty work covering any products or services for which Floform has not been paid.

Tolerances for dimensions such as length, depth, overhang, centerline, etc., allow for slight variances from design specifications. However, variances not visible or detected only by using a measuring device are not covered under this warranty. Additionally, settling floors, sub-structures, and cabinets and changes to ambient conditions will result in misalignment of installed products, the opening of seams and joints, and gaps where products meet each other and meet walls, none of which are covered by this warranty.

Supporting trades such as, but not limited to, cabinetry, drywalling, plumbing, electrical, carpentry, foundation layers, appliance sealers, and others have responsibilities for their workmanship and materials which impact the products and services supplied by Floform. Therefore, Floform is not responsible for warranty claims attributed to causes originating with Supporting Trades. Additionally, Floform shall not be accountable for countertop supporting components installed by others.

Consequential, incidental, minor, or indirect damages of any kind are expressly not covered by this warranty. Such items which are not covered include – but are not limited to – fabrication costs, costs to uninstall or re-install plumbing, electrical work, tile, wall treatments and coverings, delivery charges, loss of use, and any other expenses or forms of compensation. In addition, any damage to persons or property resulting from handling or installing by others or from using this product is expressly not covered. Specifically included in this exclusion are minor nicks and chips to walls, cabinets, or appliances, cutting into walls to fit countertops, and dust or debris created during installation. Floform's maximum liability under this warranty arising out of the sale of other products or installation services, based upon warranty or contract, shall never exceed the actual payments received by Floform in connection in addition to that.

Color and veining: Stone countertops are composed of natural materials and are subject to variations in background color, veining distribution, and veining pattern. The color, shade, veining, color concentrations (blotches), and any other variances in the appearance of stone will exist. It will vary between a sample you may have used in the selection process and the actual stone(s) used on your project, between two stones, and even within the same stone. Such naturally occurring variations are expected in stone and are not considered defects.

Finish: Your countertop will come with a polished finish (unless ordered in another finish). Irregularities in the finish and gloss levels of natural materials like stone are typical, reflecting the unique natural patterns and finish that give each stone countertop its distinctive appearance. As a result, finish and gloss will vary from piece to piece and on the same piece.

Cracks: Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation

Surface irregularities and thickness: Natural stone is composed of minerals and is earth-formed over hundreds of millions of years. Fissures, pitting, mineral pooling, and other naturally occurring features in stone should not be considered defects and are not covered under this warranty. The thickness of stone slabs varies; therefore, thickness designations (i.e., 3 centimeters) are nominal rather than exact. When pieces of different thicknesses are joined, it is common practice to grind the underside of one piece to blend evenly with the other piece.

Seaming: Placement of seams (including the use of "rails") is solely at the discretion of Floform, will be discussed at the time of template, and finalized during engineering. Seams will be visible to the eye and touch. Every effort will be made to ensure the seam is placed in the best location for the structural integrity of the countertop and to make it aesthetically pleasing. However, due to the unique characteristics of stone and quartz, it is not possible to guarantee a match in color, veining (including the direction of veins), or finish when seaming two pieces together. Additionally, stone and quartz slabs may contain some bowing or warping, and therefore in some instances, seams may not be level across their entire length.

Staining: All natural stones are sealed after fabrication. Annual sealing is recommended to enhance stain resistance, and such sealers may be purchased easily. Stone countertops are generally relatively stain-resistant to common beverages and foods when properly sealed and maintained. When a stain occurs, it is usually impossible to remove it, and such a stain is not covered under this warranty. Certain chemicals and cleansers can stain stone. If such liquids are spilled on stone, they should be wiped off immediately with soap and water. Floform and most home centers sell a line of products designed specifically for the care of stone countertops. You may use warm soapy water or mild household cleaning agents to clean your countertop. Avoid strong chemicals and solvents. Do not use nail polish remover, permanent markers, inks, oil soaps, furniture cleaners, or paint strippers on the countertop. Also, avoid using high alkaline/PH level cleaners on the countertop, such as oven cleaners.

Scratching: Many types of stone countertops (i.e., granite, quartz) are extremely hard surfaces and very resistant to scratching. When a scratch is discovered, it is generally not possible to repair or remove it in the rare instance. The top should not be used as a cutting surface since it will dull your knives. The use of cutting boards is always recommended.

Temperature: Granite and quartz countertops are very heat resistant and unlikely to scorch. Thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads, as damage resulting from heat is not covered under this warranty.

Fissures: occur naturally in many stone types. A fissure is defined by the American Geological Institute as “an extensive crack, break, or fracture in the rock, which may contain mineral-bearing material.” The term “fissure” is used commercially in the stone industry to describe a visible separation along intracrystalline boundaries or the voids between mineral crystals. This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature in the stone.

Chips: can occur in stones either due to sawing operations or handling. Chips may be repaired with epoxy or polyester resin if the completed repair is consistent in color and texture with unrepainted areas of the slab. However, chips caused by everyday use such as pots, pans, glassware, or dings from complex objects are not covered under warranty, and there will be a cost for any repairs.

Pitting: of the countertop surface, particularly in granite, is a common characteristic of natural stones. Granites are made up of several different minerals, each mineral having a different hardness. Granites contain quartz, feldspars, biotite, amphibole, ferrous titanium oxides, and other minerals. On the Mohs Scale, diamonds are the hardest mineral, with a rating of 10. Quartz and feldspar have a hardness of 6.5 to 7 and are very durable. Biotite (mica) is very soft (2.5) and flakes easily. All true granites have biotite in their composition. Because biotite is soft and flaky, the first few layers are removed during the polishing process, causing pits throughout the slab. Some granite has more biotite throughout their composition than others. The higher the biotite content of the stone, the more pits it will have. Most polished igneous rocks will have varying degrees of pits, depending on the amount of biotite, muscovite, and phlogopite in their composition. The pits do not make the granite less durable or otherwise inferior. Pits are common in all granites and should be expected.

REAL CUSTOMER TESTIMONIALS

Melissa D.



"Laura was very quick to contact us and get us scheduled for templating and installation... Guillermo and Randy were on time, quick and professional. Installation went smoothly. This was our first remodel experience, and we're very happy with the service".

Lauren A.



"The team at Floform was excellent; we are so glad they did our countertops! They were kind, professional, knowledgable and responsive. They let us know our options and were honest & helpful through the whole process. We definitely recommend them!"

Cynthia N.



"Great experience from beginning to end! Communication was complete and timely; finished work was excellent; techs were fantastic and professional, and everything was on time - truly earlier than expected! Looking forward to working with them again."

Kirk H.



"This is the second time I've used Floform, once for my parents' house and once for my own. Great company, great customer service and great installers."



OUR MISSION:

To consistently provide the best countertop purchasing experience.



*fl***FORM**
Countertops for Life

60
YEARS
1961-2021