

Concrete Variation

Concrete products show variation on the surface and edges, why does this happen?

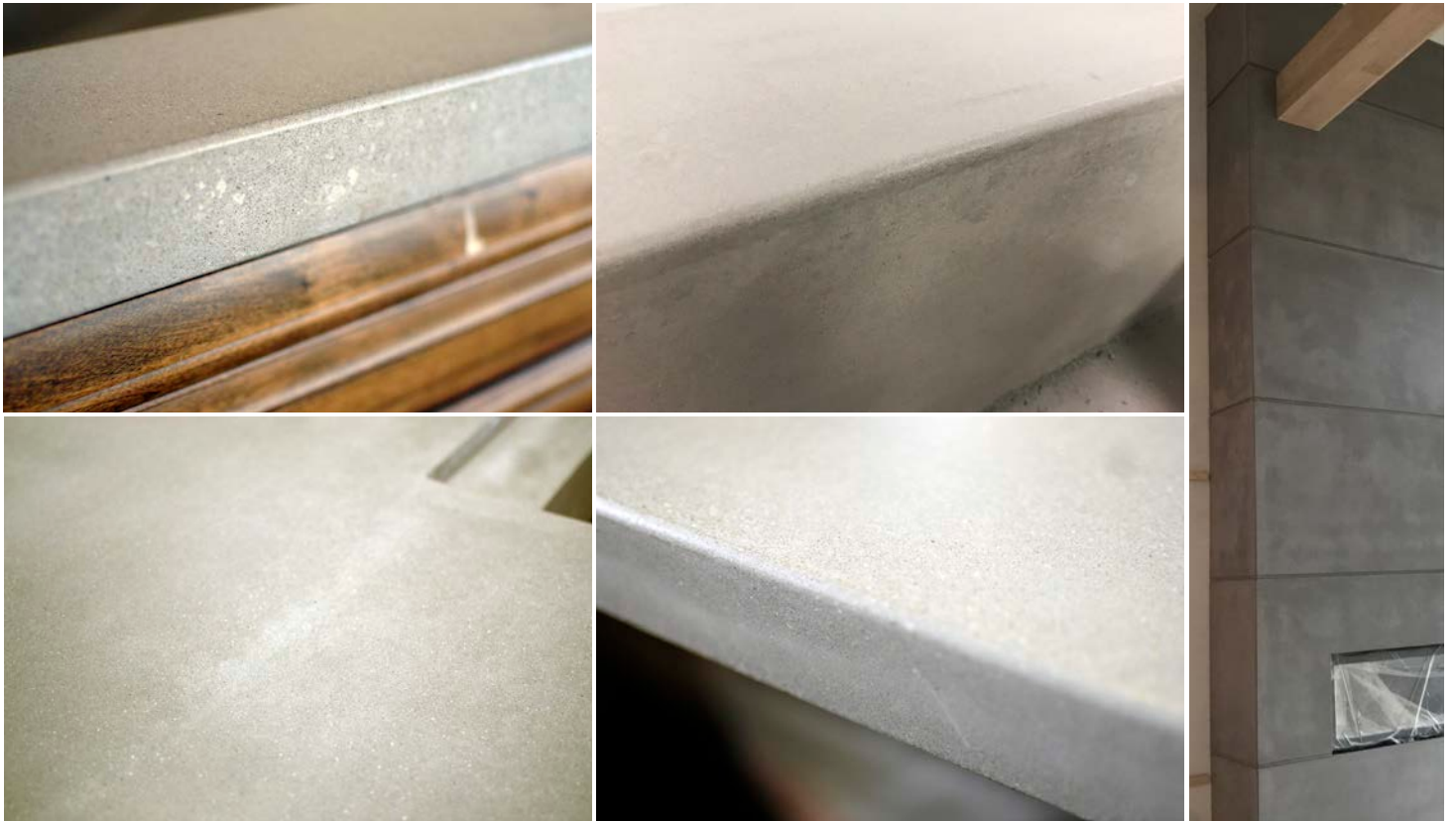
Products made by Hard Topix are moisture cured over a period of 48 hours. We use a considerable amount of additives and ratios to ensure you are getting the best quality of concrete on the market. Our batching, weighing, and casting process is extremely consistent with all ingredients being measured to the 100th of a gram. Hard Topix is dedicated to perfecting the art of casting great concrete products.

Even with all these processes, structures, and protocols in place; concrete projects still exhibit variations and random markings. Why is your concrete imperfect?

There isn't a single particular reason why concrete products show surface and edge variations. The first step to understanding "why" is to understand that the material is a finished product of a chemical reaction called hydration. A lot of chemical reactions occur within concrete during the curing process which affect the final surface as well as the integrity of the product. Moisture and heat escape the concrete, leaving behind a visual story on the surface and edge of your project. Two other factors that have huge impact on the product are the casting process and the artisans touch. Both add their own chapters to the concrete production story.

What you may see as an unacceptable blemish is simply the evidence of the story in which your concrete project was created. If that variation was not present, the product would lack the integrity of what it is, Hand-Made. Hard Topix leads the industry with excellent quality control over our casting process. Sometimes you just have to accept that concrete is hand made and has variation to it that we can't control.

Below are some examples of concrete surfaces and edges that show a type of variation that you may see on your concrete project. Several of these photos are from past customer projects and are considered completely acceptable within our industry.





Guidelines & Expectations

hardtopix

1777 DeWent Drive | Jenison, MI 49428

Following are important guidelines and expectations for hand-made concrete countertops.

Products made by Hard Topix are hand-made and hand-finished. Each piece is unique. Variations in texture, dimension, color and aggregate distribution and exposure within a final product may occur and are considered an inherent property of our hand-made concrete products. Any pinhole, voids or air pockets that occur during casting are filled with a concrete fill and can be expected. These may be also be visible and may not be perfectly smooth to the touch.

SAMPLES

Sample of any material may not precisely represent material you will receive. Shades of color, for example, may vary due to the inherent nature of the materials used. For example, the humidity on the day the concrete is poured can subtly affect the color of the cured concrete.

PATTERN

"Variegated" colors are highly variable in pattern. The pattern may be different from samples in density, size and distribution of patterning. The pattern may vary from slab to slab. Variegation is random. Refer to finish variation to understand what to expect with basic concrete finishes.

SEAMS

Seaming may be required for layouts designed to exceed maximum casting lengths. Seams are filled with a color-coordinating or clear silicone caulk after slabs are placed. Typical seams are on the order of 1/16" to 1/8" wide with a small radius but may be larger if necessary to get the piece into place during install. Typical slab size maximum is 10' x 5'. Slabs can be made over 120" but will incur additional costs. Small seams are visible where the pieces join together.

- Custom Sample colors made for approval will cost a minimum of \$250 and could take up to three weeks. Samples will remain the property of Hard Topix.
- All sizes are nominal and slight variations in thickness and other dimensions are to be expected.
- Our countertops are sealed with a topical sealer that is scratch resistant but not scratch proof. Just as with any other surface, our countertops are susceptible to scratching and will develop micro scratching over time. Scratches are not covered under Hard Topix warranty.

INSTALLATION EXPECTATIONS

- 1 Our installers use caution when placing your new concrete product. However, minor wall and/ or paint damage may occur during the process. Small drywall touchups or paint repairs to be responsibility of contractor or homeowner.
- 2 Under mount Sinks: Silicone sealant is used to mount the under mount sinks usually along with the sink brackets. The silicone must cure for a minimum of 24 hours.
- 3 If a countertop chips during installation it will be filled the same way as during the fabrication process with a color matching fill mix. This is not considered a defect or blemish and does not warranty a replacement.
- 4 Cancellation/Missed Appointment Fee: Customer is responsible for payment of \$225 for any return trips due to incomplete preparedness, missed appointment or any countertop order cancelled after the template is completed.
- 5 Lead times are typically 3-4 weeks, this starts at day of template or from time when we receive sinks and faucets and have all details of the project. Some projects may be done sooner and some may take longer depending on current workload.

Signature _____ Date _____

Note: If the signee is not the end user (homeowner or project client) by signing here, you are acting on the behalf of the client that they have understood the above Care & Maintenance and Guidelines & Expecations.