

Malo, Broadbeach QLD

OPERATION AND MAINTENANCE MANUAL



Mamo Sintered Stone / Bench tops

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Revision	Date	Description	Prepared	Authorised
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HOW TO GUIDE – Operations and Maintenance Manual

1.0 Introduction

Malo is located on 8 Jubilee Avenue, Broadbeach QLD. The Project comprises of 16 residential 3 bedrooms apartments split over 9 levels. 2 spacious apartments per floor.

2.0 Help & Contact

Contact Person and Details	Sam Kromar / Remi Sueur
Location of Business	8 Spongolite Street Beard
Emergency and After Hours Contact	02 6297 7304
Post Warranty Contacts	sales@pacificstone.com.au

3.0 Maintenance

Before use, it is recommended to clean the entire surface with acidic products to remove halos and residue from the construction site. Thoroughly rinse with water to avoid copper rust on the surface.

For polished slabs, it is necessary to remove protective wax based components used for packaging between the slabs.

These elements can be removed with a wooden shovel or industrial alcohol.

For the daily cleaning of MAMO Sintered Stone a soft cloth, warm water, and commercially available ceramic surface cleaning agents can be used. These must be diluted/rinsed according to the instructions of the detergent to avoid surface copper rust that may retain dirt.

Light or dark background finishes may require more frequent daily maintenance, especially if they are structured, heavily trafficked, or have direct external channels, as they often make dirt more noticeable. According to the type of structure, it is necessary to use a cloth and apply sufficient pressure to maintain surface cleanliness.

Please note that early cleaning can make it easier to remove stains. If left on the surface for a long time, some residues may require the use of specific cleaning products. Under no circumstances should hydrofluoric acid or products containing it be used.



4.0 Operations & Tech Data

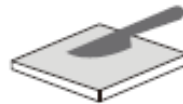
1. **Daily Usage:** Utilize the stone benchtop as a sturdy and reliable surface for various activities such as food preparation, dining, or displaying items. Ensure that heavy or sharp objects are handled with care to prevent any accidental damage.
2. **Cleaning Routine:** Wipe the benchtop regularly with a soft, damp cloth or sponge to remove any dust, crumbs, or spills. Use a mild, pH-neutral detergent or stone-specific cleaner for any stubborn stains. Avoid using harsh chemicals or abrasive cleaning agents that can cause damage to the stone surface.

Technical Features



Easy to clean and maintain

Any dirt can be easily removed. Resistant to various chemical cleaning agents, such as bleach.



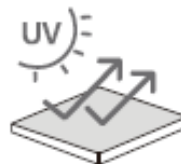
Ultra strong wear resistance and scratch resistance

The high hardness makes it difficult to scratch and grind.



Suitable for contact with food

It does not contain any harmful substances and is suitable for contact with food. Food can be directly placed on the surface of the Sintered Stone for processing.



High UV resistance

100% natural, the color will not fade even when exposed to sunlight or other extreme weather conditions.



High temperature resistance

Not flammable, resistant to high temperatures, and will not release any harmful substances at high temperatures.



Low water absorption (less than 0.1%)

High strength, good compactness, and almost zero absorption level

5.0 Warranties

5.1 Warranties Register (register of attached Warranties)

PRODUCT	WARRANTOR	WARRANTY PERIOD	WARRANTEE
Mamo Sintered stone	Mamo	10 Years	

5.2 Product Warranties

1. Mamo Sintered stone offers ten (10) years limited warranty to the original customer.

For the avoidance of doubt:

- a.) The Warranty is available only to a person (natural or juristic) who was the owner of the property at the time when the Product was originally installed ("the Purchaser")
- b.) In the case of a newly constructed property this Warranty is available to the "first" owner who purchased the property from a builder or developer with the product permanently installed therein.

The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty.

1. The Warranty is limited to:

- a) replacing the material
- b) refunding the value of the material
- c) repairing the material. The warranty does not include fabrication and installation of the material.

Just as important, is what is not included in the warranty.

1. Any defect or damage to the product arising from work done by anyone other than Pacific Stone.
2. The fabrication and installation of the product by other parties.
3. The use of the product as flooring or outdoors or in areas near swimming pools.
4. If the product is used outdoors in direct sunlight.
5. The discolouration of the product if it is exposed to direct sunlight or silicon (or similar) products over prolonged periods.
6. Any modification or alteration to the surface of Mamo Sintered stone.
7. Damage to the product due to prolonged exposure to chemicals or solvents.

Damage by:

- a) Placing hot pots/ pans (including electric fry pans) on the surface.
- b) Applying excessive weight to the surface.

c) Any defect or damage because of the product not being cleaned in accordance with the Pacific Quartz Care and Maintenance Guide.

7. Variations in colour, pattern, or shade of the material against sample material, displayed or illustrated material. Pacific Quartz is made from natural material and some colour variation will occur between batches.

8. Failure of adhesives, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams.

9. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/or Customers.

10. Damage as a result of sitting, climbing or standing on the product.

11. Any defect or damage as a result of mishandling or abuse.

12. Bowing less than 1.5mm on joints greater than 600mm.

13. Cracks are not a material fault. They are not covered in the warranty and are usually a result of:

a) Mechanical stress on the material after installation.

b) Settlement or movement in joinery or house as a whole.

c) Sitting, standing or climbing on your work top.

d) Excessive heat.

e) Sink or cook top cut out (not covered).

f) "L" shaped cut out/ improper installation.

14. Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface. Chips are not covered by this warranty.

15. Fireplaces are not covered as a result of variations in design and heat output.

16. The warranty only applies if the product was installed by a qualified stonemason.

17. On some natural Pacific Quartz colours, some black/greyish dots may appear both large or small. There may also be inconsistencies in the veining pattern or background. This is not a defect; the inconsistencies are designed to mirror the look of natural stone.

5.3 Workmanship Warranties

Additionally, Pacific Stone is also providing five (5) years limited warranty for the workmanship and installation of the Mamo sintered stone benchtops.

Pacific Stone Pty Ltd certifies that the fabrication and the installation of the Mamo Sintered stone benchtops at the Malo (Broadbeach QLD) comply with the guideline outlined by the building code of Australia 2022 and the relevant Australian Standards.

Pacific Stone Pty Ltd warrants against defective installation and workmanship for a period of five (5) years from date of work completion.

This warranty excludes failure from damage by third parties, defects from natural stone material such as cracks or colour variation, and construction failure, distortion or settling of the sub-strata.

Pacific Stone Pty Ltd reserves the right to inspect any alleged failure. No responsibility will be accepted unless a representative of Pacific Stone Pty Ltd is afforded the opportunity to inspect prior to commencement of repairs.

6.0 Certificates

6.1 Certificate Overview

Attached.

6.2 Certificates and Performance Testing

Attached.

7.0 Commissioning Information

7.1 Commissioning QA

Not applicable.

7.2 Independent Inspection QA

Not applicable.

7.3 Offsite and 3rd Party Information

Not applicable.

8.0 Spares

8.1 List of Spares

Not applicable

8.2 Receipt of Spares

Not applicable

8.3 Reordering Information

Not applicable

9.0 As Built Drawings List

Refer to joinery as built drawing.

END OF OPERATIONS AND MAINTENANCE MANUAL