

WHAT TO EXPECT



While we create and install thousands of countertops each year, we recognize that this may be a new experience for you. Below is a guide for you to use to prepare for your measure and install day. If you still have questions that are not addressed below, please feel free to reach out to us at 231-798-8872. In order for us to get you answers quickly, please have your job number (# _____) ready when you call.

SCHEDULING

Once we are ready to measure your project, we will contact you or your designated contact, by phone, to confirm the date and time that you can expect our technician.

GETTING READY FOR YOUR MEASUREMENT DAY - MAKE IT AS SIMPLE AS IT SOUNDS!

In order to make the measurement process as efficient as possible, there are a few things we need you to do before we arrive.

- Know your selections.** Our technician will need to know the make and model of your selections, including countertop color, edge profile, sink & faucet, accessories and appliances. *Please have the specification information, and if possible, the actual products on hand the day of your template.*
- Clear existing surfaces.** Our technician will be able to measure for your new countertops with your existing tops in place. However, in order to get the most precise measurements, we will need them to be completely free of all objects.
- Confirm who will be removing existing countertops prior to installation of new tops.**

CUSTOM SHOWERS

If you are having a custom shower installed, you will need the following completed before your measurement day.

- Shower pan must be completely installed (if applicable).**
- All curbs must be installed (if applicable).**
- Full waterproofing must be done.**
- Niches, benches & shelves.** If you will be having niches, benches or shelves in your shower, we will need to be made aware of them at the time of quote so our team can assess them *prior to your measurement day.* *Corner shelves are not available for porcelain showers.*
- Niche cutouts need to be framed in and waterproofed.**
- Bench support.** If your bench needs support, this will need to be installed before your measurement day.

ON YOUR MEASURING DAY

You will receive a call from our technician confirming their arrival time. Our technicians use the latest laser technology to measure your space to ensure that we get the most precise measurements to create your countertops. This process typically takes 2-4 hours, depending on the size and complexity of your project.

You, or someone over 18 years old, who can act as your representative, will need to be in attendance during the measuring process. (We'll need a "decision maker" to be involved in a number of small, but important, details relating to your finished product.)

Please note: Once our technician templates for your new countertops, NO changes can be made to your current cabinet layout, walls, etc.

GETTING READY FOR YOUR INSTALLATION DAY - PREP FOR SUCCESS!

Remember that we install thousands of countertops each year and our schedules are planned three to four weeks in advance, so if the pre-install activities are not completed, it may be weeks before we can return. Unless we are removing the existing countertops, it is imperative that these steps are completed before our arrival.

Please note: Once you have an install date, you can schedule your plumber and electrician for the day following installation.

- Existing tops must be removed before your install team arrives – unless Lakeside is contracted to do the removal.
- In either case, plumbing must be disconnected before our arrival, this includes water lines and drain lines.
- Existing cooktop must be removed, **Lakeside cannot disconnect electric or gas lines.**
- Any existing items you are wanting to save (faucet, sink, etc.) must be removed prior to our arrival.

ON YOUR INSTALLATION DAY

Having the following steps complete before we arrive on your install day can make the process seamless and efficient.

- If Lakeside is installing your sink, be sure to have it on site the day of your install. It must be the same sink as communicated on your measurement day to ensure proper fit. We do not install drop in sinks, this will need to be done by your plumber.
- Faucets, soap dispensers, disposal buttons and any other items that have a hole drilled for, must be on site to ensure fit.
- Appliances must be on site the day of installation, and they must be same appliances that were communicated at measure to ensure proper fit.
- Remove all top drawers from cabinets. The installation may create dust so it is recommended, but not necessary to remove everything from your cabinets.
- Please ensure that there is a clear path to the rooms where your products will be installed. Your tops are heavy and we want to make sure the process is as safe as possible for everyone involved.

Know that our technicians will treat your home like their own. This includes wearing protective shoe covers, laying down floor coverings or blankets, and using carpet runners, so that there is little disruption to your home during the installation. You will also see them doing “constant cleaning” which may be sweeping, vacuuming, wiping surfaces, and more as they work. If you have questions or concerns, be certain to voice them to our installers.

If your project includes seams, you can be assured that they have been placed in the most inconspicuous place possible and that our special seaming equipment will give you the tightest, smoothest seam possible with stone countertops. Before our team leaves your home, you will receive warranty information for your new countertops.

AFTER INSTALLATION

Getting everything back to working order after our team is finished can be easy if your trades people have been briefed well on the project and timeline.

- Have your faucets, drains and water lines installed/re-connected by a qualified professional.

Please note: silicone must cure for 24 hours before plumbing is reconnected.

- Have your appliances re-installed and, if applicable, have gas lines reconnected by a qualified professional.
- Within the next 2-3 weeks, you will be contacted by our surveyor to ensure your satisfaction. We would appreciate if you would take a few minutes to share your experience. This helps us to continually improve to ensure all of our customers receive the best service possible.

Finally, enjoy making new memories with friends and loved ones around your beautiful new countertops!

For information on the care and maintenance of your new countertops, visit lakesidesurfaces.com/care. We recommend Pristine Clean for your new countertops, this can be purchased at lakesidesurfaces.com/store. **Use offer code: CLEAN22 to save 15% on your first order.**