

PREPARING FOR NEW COUNTERTOPS

Information & advice for a **successful** countertop project



TABLE OF CONTENTS

03 Template & Installation Guide

08 Installation Expectations

11 Color & Pattern Expectations

15 Finish Expectations

16 Caribou Wood Top Expectations

17 Porcelain Expectations

18 Surfaces at a Glance

19 Care & Maintenance

YOUR GUIDE TO A *Quick & Easy* INSTALLATION

While we custom fabricate and install thousands of countertops each year, we recognize that this may be a new experience for you. Below is a guide to preparing for your professional installation.

If you still have questions at any time during this process, reach out to us at 231-798-8872.

PREPARING FOR MEASUREMENT

We fabricate a custom countertop, tailored to fit your unique space. Once our measurement technician has created the template for your project, adjustments to your cabinet layout cannot be made. Any changes that require a your project to be remeasured, will result in an additional fee.

SCHEDULING

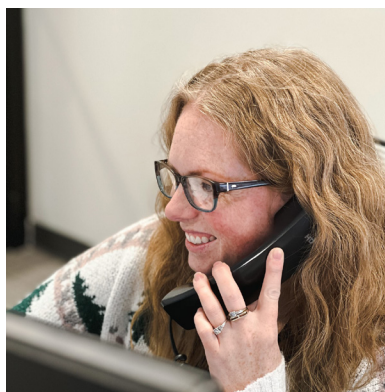
A customer service representative will contact you via text or email to confirm your measurement date and two-hour arrival window. Cancellations must be made at least 1 business day prior to

appointment or it will result in a rescheduling fee of \$250.

The measurement process typically takes 1-2 hours depending on the size and complexity of your project. Showers may take as long as 4-6 hours.

On the day of measurement, you will receive a call from our technician confirming their arrival time.

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



MEASURING VANITIES AND KITCHEN COUNTERS

- ☐ **Clear The Way.** We will need the countertops to be completely free of all objects.
- ☐ **Material Selections Ready.** Final color selection and edge profiles are helpful but not required for measurement to occur.
- ☐ **Base Cabinets Installed.** The base cabinets and supports must be fully installed and leveled before measurement. If you are keeping your existing countertops, the technician will be able to measure with your existing tops in place.

YOUR GUIDE TO A *Quick & Easy* INSTALLATION

... MEASURING VANITIES AND KITCHEN COUNTERS CONTINUED

- ☐ **Backwall Preparation.** Backsplash walls should be prepped for paint or tile, but not finished until after countertop installation. The perimeter of the vanity mirror should be indicated on the wall prior to measurement. This will ensure the new backsplash will fit properly.
- ☐ **Full Height Mirrors.** Lakeside cannot remove full height mirrors. They have a tendency to sag after the old backsplash is removed.
- ☐ **Existing Backsplash.** Existing backsplash should be removed, and wall repairs completed before measurement. If your design includes retaining an existing backsplash, every effort will be made to preserve the splash, but it cannot be guaranteed. Previously installed tile could crack or grout may fail. Lakeside will not replace or repair an existing backsplash damaged during installation.

WHAT TO HAVE ONSITE FOR A PRECISE MEASUREMENT

- ☐ **Sinks and Accessories.** Everything you would like to have integrated into your countertop should be onsite during measurement. The Measurement Technician will be measuring for sinks placement, faucet holes, and any accessory holes you may require. If your fixture design changes, a re-measurement may be required. These same fixtures will need to be onsite at installation.



Flush mount cooktops will need to be onsite at the time of measurement. The Measurement Technician will take the cooktop back to the fabrication plant and the fit will be tested during fabrication.

Apron front and farmhouse style sinks must be installed before measurement. These are considered part of the support structure and will need to be installed in their final location to ensure cut out is exactly where it needs to be.

FULL HEIGHT BACKSPLASH

To ensure a proper fit, countertops must be installed before we can measure for the full-height backsplash. There is no additional charge for the second measurement and it can be scheduled as early as the same day of countertop installation.

Upper cabinets, electrical outlets and switches must be installed before measurement. Regardless of height, if the splash will be trapped on the top and bottom between the counter and any other object, this will be considered 'full-height' and will need to be measured and installed in a second phase. Lead times for installation of the backsplash will be similar to the lead time for the countertop.



YOUR GUIDE TO A *Quick & Easy* INSTALLATION

MEASURING CUSTOM SHOWERS

Shower measurements can take 4-6 hours depending on complexity. Each niche, shelf and bench will add to the measurement time and should be communicated prior to scheduling. Corner shelves are not available for porcelain showers.

Showers must be fully prepped for installation before measurement can successfully occur. The following preparation is required.

- Full waterproofing must be completed by a reputable contractor.
- Shower pan must be completely installed.
- All curbs must be installed (if applicable).
- Niche cutouts need to be framed in and waterproofed.
- Bench supports will need to be installed before your measurement day.
- Material and color selection must be ready. This is especially important for book matching.
- Steam shower ceilings must be templated and installed before walls



PREPARING FOR INSTALLATION

Congratulations! You've approved your final design and your selection is being custom fabricated in our state-of-the-art facility in Muskegon, Michigan. Below are the next steps to a successful installation.

1 SCHEDULE YOUR INSTALLATION

Two business days after your Order Confirmation is signed and paid, a customer service representative will contact you via text or email to confirm your measurement date and two-hour arrival window. Cancellations not made with at least 1 business day notice will result in a rescheduling fee of \$250. To reschedule call 231-798-8872.

The installation process may take 2-4 hours depending on the size and complexity of your project.



You will receive a confirmation call from your installation technician approximately 30 minutes before their arrival.

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



YOUR GUIDE TO A *Quick & Easy* INSTALLATION

2 SCHEDULE YOUR PLUMBER

Lakeside Surfaces will install an undermount sink, but a licensed plumber will need to attach drop-in sinks, water lines, faucets, or garbage disposal. The silicone used on undermount sinks must cure for 24 hours before waterlines may be reconnected. Plumbers and electricians may be scheduled for the day following your installation.

3 WHAT TO REMOVE

Old Countertops. The existing countertop surface must be removed before installation. Lakeside can provide the removal and recycling of your existing stone or laminate countertop; contact your customer service representative for an estimate. Gas appliances will need to be disconnected by a licensed professional if Lakeside Surfaces is providing the tear-out service.

Top Drawers. Remove all top drawers from cabinets. The installation may create dust so it is recommended to remove items from the cabinets as well.

Remove Plumbing. Existing sinks and faucets should be removed before our arrival. Waterlines and drain lines must be disconnected before installation.

Remove Appliances. To make way for large pieces entering your home, your measurement technician may request an appliance be disconnected and removed. This may include a stove or refrigerator depending on the layout and size of the tops. If required, this will be noted in your Order Confirmation. Lakeside's installation team cannot disconnect electric or gas lines.



Bi-level Removal. If your design includes changing a bi-level countertop to a single level, the change must be made by a reputable contractor before installation. Lakeside will not alter cabinets or support structures.

4 WHAT TO HAVE ONSITE

New Cabinetry. Base cabinets and supports must be fully installed and level before countertop installation. Upper cabinets and electrical outlets must be in place before a full-height backsplash can be installed.

Backwall Preparation. Backsplash walls should be prepped for paint or tile, but not finished until after the countertop installation.

Appliances, Sinks, Faucets & Accessories. Appliances, sinks, faucets and accessories must be on-site to ensure a proper fit into your custom countertop. Sinks and faucets purchased through Lakeside Surfaces will not need to be onsite at measurement and will be delivered at the time of installation. They must be the same appliances and fixtures that were communicated at measurement. If the undermount sink is not onsite, it may result in a \$250 revisit fee.

ProTip: *Open your fixtures as soon as they are delivered and confirm you have received the style and color you chose and that it is free of defects. If it is not correct this will allow you ample time to replace it before your scheduled installation.*



YOUR GUIDE TO A *Quick & Easy* INSTALLATION

... PREPARING FOR INSTALLATION CONTINUED

⑤ CLEAR THE WAY

Please remove snow from the driveway and walkway to your entrance.

Provide a clear path to the rooms where your new countertops will be installed. Your tops are heavy and require a minimum of two people to carry. We want to make sure the process is as safe as possible for you, your pets, children, and our installation team.

DURING INSTALLATION

To protect your home during installation, the installation technicians will wear protective shoe covers, lay down floor coverings or blankets, and use carpet runners.

You will see our team “constantly 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.

Before our team leaves your home, you will receive warranty information for your new countertops.

ENJOY YOUR NEW COUNTERTOPS!

CARE AND MAINTENANCE

We recommend using a microfiber cloth and Pristine Clean for your new countertops.

Use offer code: *CLEAN23* to save 20% on your first order.

For a full list of approved quartz and granite cleaners please visit lakesidesurfaces.com/care.

SCAN TO REORDER
PRISTINE CLEAN



Enjoy making new memories with friends and loved ones around your beautiful new countertops!

LOVE YOUR NEW
COUNTERTOPS?
LEAVE US A REVIEW!

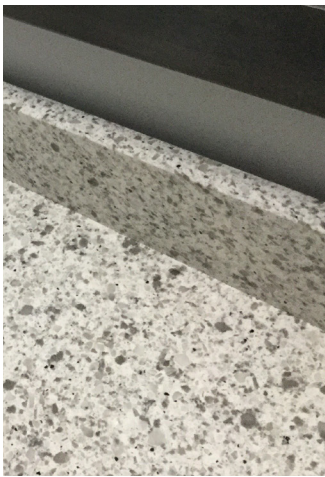


INSTALLATION EXPECTATIONS

We install thousands of countertops each year, yet this will probably be a distinct, unfamiliar and unique experience for you. With this in mind, we have assembled some helpful information below to help you to set expectations for your countertops and to ensure you make the right investment.

NOT ALL WALLS ARE STRAIGHT

Hard to believe, but walls can be bowed while backsplashes are straight. While we can make up a certain degree of the difference with caulking and alteration, we can't always compensate for wall imperfections.



Bowing wall



Bow corrected with caulk

CAULKING MAY SINK

Gravity affects everything. Including caulk. When we are caulking in edges we are basically filling in a trench. During the drying process, there is a chance that gravity will pull the caulk into the trench (no matter how tight) and it may sink. Our technicians will be happy to leave behind a partial tube of caulk that was used on your countertop so you can easily re-caulk the gap if necessary.



Sunken caulk

SEAM STANDARDS

Industry standards for stone seams are 1/8th of an inch. We try to attain 1/16th of an inch seams for our customers. Aesthetically, this means that it may be visible to the eye and you will be able to feel it. To make sure that you are satisfied with your final product, we make seam layouts available to you. Ask your design professional to preview yours to see where the seams will be located on your countertops.



Acceptable seam

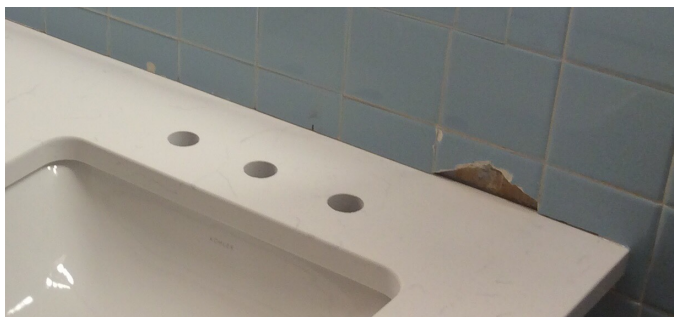


Superior seam

INSTALLATION EXPECTATIONS

TOPS REMOVED NEAR TILE BACKSPLASH

Typically, when tile backsplash is installed, it is meant as a permanent solution. While the countertops can still be replaced, it is not a small job and there may be an additional charge that will need to be quoted. We take every precaution with removal, unfortunately, there is no guarantee that we will be able to remove the existing top without causing some damage to the existing tile. Our teams will take care to make that damage as minimal as possible or at least let you know what you might expect when it is finished.



Damage to existing tile

WHY WE OFFSET THE BACKSPLASH

Often edge profiles like rounded, bullnose and even slightly beveled extend out from the surface. In these cases, we offset the backsplash from the edge to eliminate any gaps that might occur should we go out further. If you prefer to have your backsplash flush with the edge profile, ask your templater about our Stop Edge Treatment options.



Offset backsplash

VEINING & BACKSPLASH

Veins in the backsplash will not line up with the veins in your countertops, however we will do our best to match it up as closely as possible. This will be more evident with full height backsplash than it will be with a standard 4" backsplash.



INSTALLATION EXPECTATIONS

STACK LAMINATION VS MITER

Stacked lamination is essentially two or more pieces of material, adhered together to give the edge a thicker appearance. This is a great option for when you to finish the underside of a return or if you want a thicker edge on a rounded application. Or are looking to add an a more ornate edge to a piece, typically an island. Stacked lamination will have a “stacked look” and any pattern in the color will not match up on the stacked pieces. If you are wanting a more consistent look, you may want to consider a mitered edge.



Stacked laminate



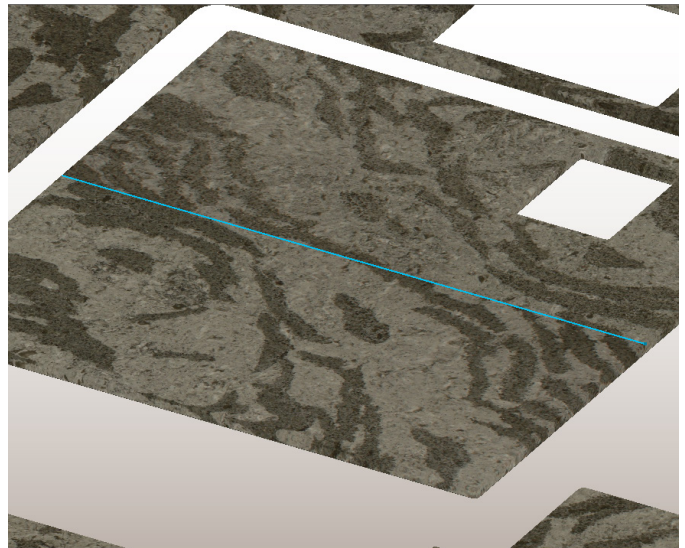
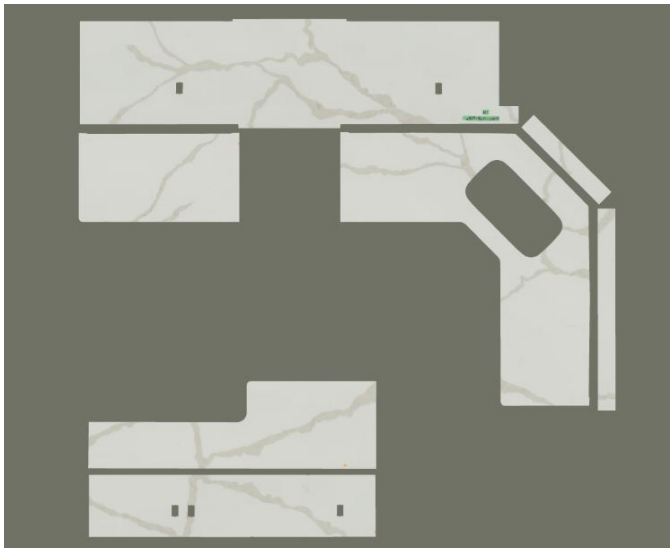
Stacked laminate



Mitered edge

SLABSMITH TECHNOLOGY

This technology will provide you with a representation of what the final countertop pieces will look like, based on how the shapes of a project are placed on the slab photos. This is not an exact layout of the final product, but does help us optimize your material for beauty or for yield.



COLOR + PATTERN EXPECTATIONS

SEAMS

Patterns with bold or dense veining can be very hard to line up, if you have a large installation, or plan to have a full height splash, while we will try our best, be aware that these will never perfectly match up. If this concerns you, you might want to consider a material with a tighter pattern or a solid color.



Heavily veined pattern

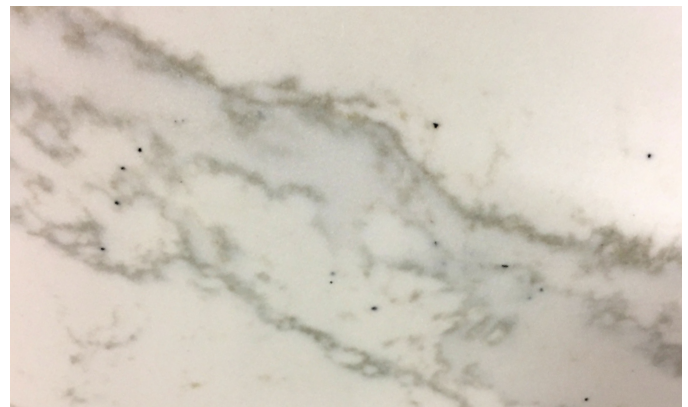


"Tighter" or "busier" pattern with less veining

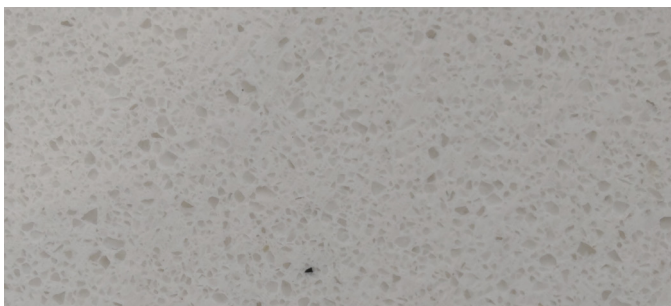
VARIATIONS IN MATERIAL

Quartz is a man-made product, created from natural materials, which means that the pattern can be controlled more in the production, however there can be slight variations in the patterns based on the materials used.

Some of the patterns are meant to closely mimic natural marbles and may have added characteristics, meant to give it the authentic look of marble taken directly from the earth.



Sparse, dark speckling mimics the mineral deposits found in natural Calacatta marble



Dark flecks in solid, lighter materials



Light flecks in solid, darker materials

COLOR + PATTERN EXPECTATIONS

Each slab of granite is a unique work of color and texture created by the forces of nature some 50 to 500 million years ago. Your choice in selecting to use stone for your project shows an appreciation for these natural materials and the distinct characteristics that they possess. We are confident that they will help create a unique kitchen or bath that will be enjoyed for years to come.

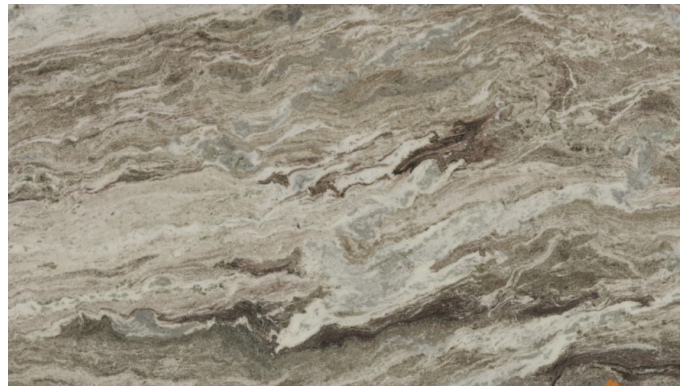
SHADE & PATTERN VARIATIONS

Shade variation exists in all natural stones. It is typically more prevalent in stones that have heavy veining and movement but shading also exists in slabs that are more consistent in color. Shade variation is typically most evident where 2 pieces come together, most commonly seams or backsplash.

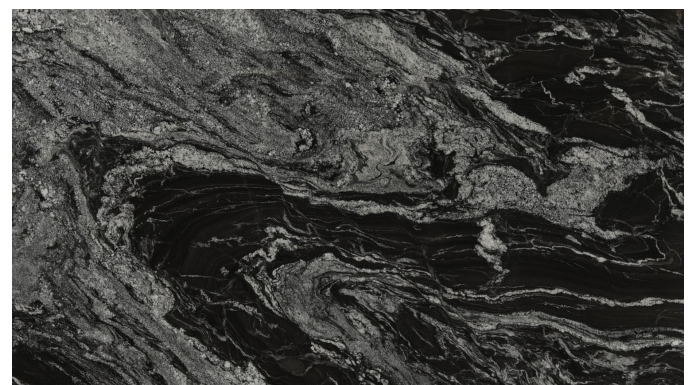
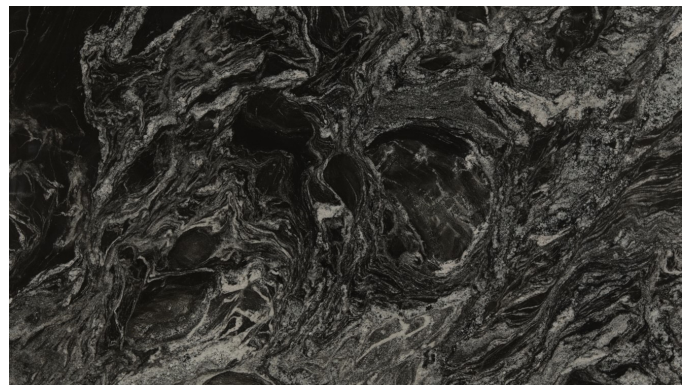
Pattern can also vary greatly from slab to slab, even within the same lot. We encourage customers to view a full slab before choosing granite for their project. If you prefer a little more consistency, you may want to consider a quartz product that offers book matching.



Color & pattern variations of Fantasy Brown Brushed



Color variations of Giallo Ornamental

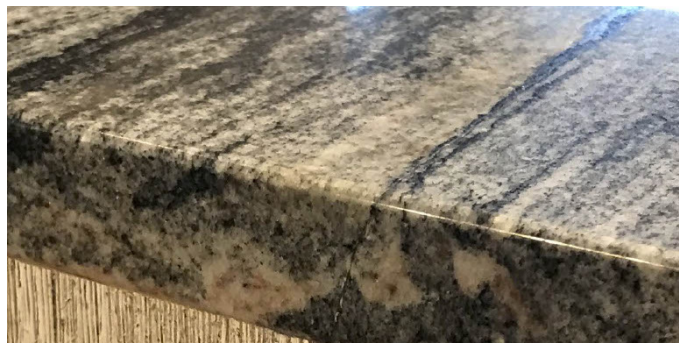


Pattern variations of Oscuro Mist

COLOR + PATTERN EXPECTATIONS

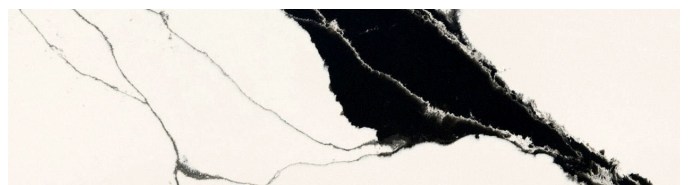
FISSURES

Fissures occur naturally in many stone types. A fissure was once a physical separation that was filled with mineral bearing materials that close the void. The term “fissure” is used in the geological stone industry to describe a visible separation along inter-crystalline boundaries. The 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 characteristic in the stone that often lends to the natural beauty of the material.



METROQUARTZ'S UNIQUE CALACATTA series combines the classic beauty of Calacatta marble with the strength and durability of quartz, resulting in three bold and authentic looking quartz colors. Calacatta's unique characteristics set it apart from many other marble-look quartz products. The patterns of each color are intricately designed with a number of characteristics that set it apart from competing surfaces.

Since small samples cannot fully capture the depth and beauty of these colors, we recommend visiting our Grand Rapids showroom to view a full slab.



FINISH EXPECTATIONS

Lakeside offers a variety of products with alternative finishes including MetroQuartz's Atlantis series and ENVI Metro series. These products are made from natural materials and are created to have a distinctive, rustic finish. While these materials are beautiful, they may not be the right fit for every installation or every customer.

These finishes are subject to variations in color, shade and grain structure. A range of inconsistencies may be present in each top including channels, dips, ridges, depressions and indentations. These variations add character and are not considered flaws. No two slabs are exactly alike and the characteristics can vary greatly, making each installation unique. Tops containing these will not be replaced.

MATTE FINISHES

Small surface variations may be present in colors with a matte finish, these spots will appear slightly reflective when the light hits them. These characteristics do not affect the performance of the surface, and are not considered flaws. These characteristics may be more visible in light or solid colors. If you are looking for a more uniform finish, you may want to consider a gloss finish.



TEXTURED FINISHES

Textured finishes offer a beautiful and unique alternative to polished finishes. Due to the fact that these products are made from natural materials, they are subject to variations in color, shade and grain structure. No two installations are exactly the same, as each slab can contain a range of inconsistencies that are not present in samples, such as channels, dips, ridges, depressions and indentations.

Since these materials contain quite a bit of texture, it is typical for seams to have inconsistent height that you will likely be able to both see and feel. While this is unavoidable in these materials, Lakeside does their best to make them as inconspicuous as possible.



FINISH EXPECTATIONS

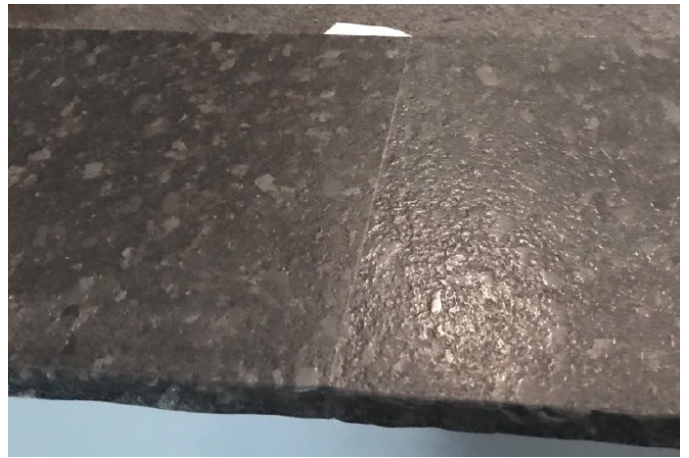
BRUSHED SERIES BY ENVI QUARTZ

These colors are specifically produced to show a wide range of surface variations these characteristics include ripples, wrinkles, ridges, dimples, pinpoints, and a variety of other textures. These characteristics will vary within the same slab and between slabs, so no two slabs will be alike. The texture can also be concentrated in specific locations, with little to no texture in others.

Since the texture varies so widely within a single slab, we do not recommend choosing these materials for your project until you have viewed a full slab. If you are uncomfortable about the unpredictability of the texture, you may want to consider going with the gloss version of these colors.



UNEVEN TEXTURE The orange tape indicates the texture - some areas have a high concentration of texture, while others do not.



SEAMS Texture variation from one side of the seam can not be exactly matched and is expected to be uneven.



ENVI'S DARK SMOKE There is no consistency to the texture, which is part of its natural look and feel. Texture and finish can vary greatly from slab to slab.



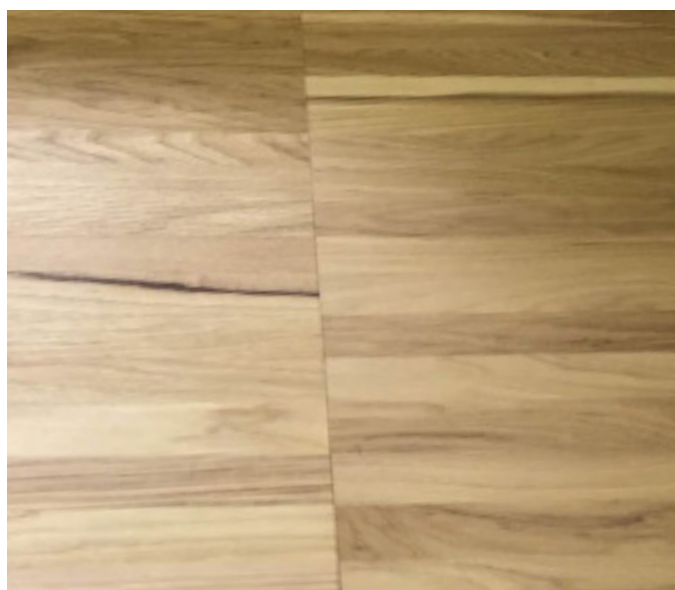
CARIBOU WOOD BLOCK EXPECTATIONS

CARIBOU SEAMS

Caribou Wood Block is constructed of full-length pieces of wood (sticks) to provide the tops with a jointless look, with no small blocks to affect aesthetic or weaken the structure of the top. The largest top available without a seam is 50" x 120".

If a seam is necessary, you have two options, depending on size, they can be placed at the factory (additional charges apply) or at your home. If factory seam placement is chosen, additional charges will be added. Seams will be both visible and noticable to the touch. Each stick is strategically placed so the grain is running in opposite and opposing directions, to prevent warping, the grain will not perfectly match up where joined together, and will be noticable.

To preserve the structural integrity of the top, seams are not able to be placed in sink or range cut outs.



CONTRASTING GRAIN *The individual sticks that create the countertop are all placed randomly and when joined together at a seam, can be very noticable.*

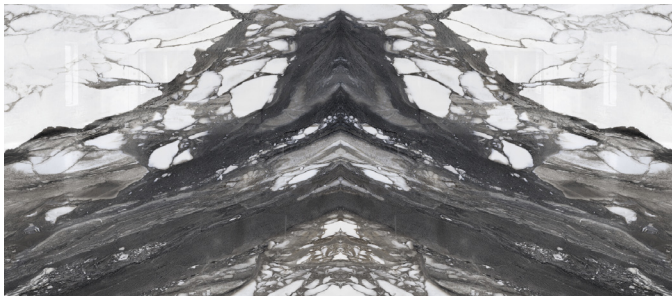


LESS NOTICEABLE *the variations in the grain at the seam may be less noticable in some species and finishes than in others.*

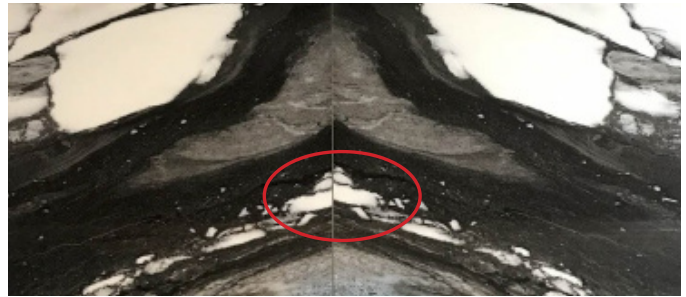
PORCELAIN EXPECTATIONS

ENVI PORCELAIN BOOK MATCHING

Porcelain slabs are great options for over-sized applications, such as tub and shower surrounds, since they are available in large pieces and will require minimal seams, meaning no grout and easier cleaning. Some of the colors are “book-matched” meaning two slabs are mirror images, allowing the pattern to flow across the two slabs for a “seamless” look. While the majority of the pattern lines up, there may be some spots where the pattern may be misaligned, this is due to variations in the pattern, while we do our best to match the pattern, there may be times that this is not possible.



BOOK-MATCHING allows the pattern to flow from one slab to the next



PATTERN VARIATIONS can occur in a book matched slab.

ENVI PORCELAIN EDGE PROFILES

Porcelain is a thinner product than quartz or granite with a thickness of 12mm (approximately .5”) vs the standard 3cm (approximately 1.25”). Porcelain is available in one edge profile, flat eased, giving porcelain a sleek and modern look. The pattern does not go all the way through the materials, therefore the edge will be the solid color of the porcelain base. You can choose to add a mitered edge, additional charges apply, to make the edge appear thicker. Since the pattern is only on the surface, you will see the solid base color where the pieces meet.



STANDARD FLAT EASED EDGE will be the solid color of the porcelain base.



DROP MITER EDGE since the pattern does not go all the way through the slab, the solid color of the porcelain will show through where the pieces come together.

FOAM BACKER FOR OUTDOOR APPLICATIONS

Lakeside uses a waterproof foam backer for applications (typically outdoor projects) that cannot use wood due to moisture and/or significant temperature variability. This also offers some enhanced durability for the countertop material (when compared to wood support). There will be an additional cost, priced by the square foot.

At this time, we find that our standard wood substrate is sufficient for indoor projects and the increased cost does not justify the limited benefits in these applications. This could change as material costs vary over time. If you would like the enhanced durability for your interior project, just request it at time of estimate and we'll include it on your quote.

SURFACES AT A GLANCE

Match the product to your needs. Invariably, we install organic materials like marble and granite, and customers were never informed about the characteristics of natural stone. They have imperfections. They have fissures. They do stain. If you look at these as “character” in the surface, then you have a match. If you are looking for a more uniform and durable surface, you might consider quartz. Regardless, never make a selection from a small sample! Whenever possible, you should view a larger piece or slab of your selection.



LAMINATE Developed in 1912, laminate quickly became known for its durability and economical price point for home usage in the 60's housing boom.

- Plastic impregnated paper in nature
- Durable to a degree
- Can be cut / chipped
- Susceptible to hot surfaces - can melt
- Can be perceived as old fashioned



PORCELAIN These ultra-compact materials are at the leading edge of technology.

- Waterproof
- Larger slab sizes
- Exterior & flooring applications
- Harder than granite & non-porous
- Color and pattern has less variance than natural stone
- Virtually stain proof
- No sealing
- As heat resistant as granite



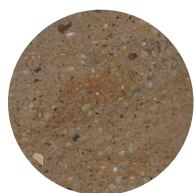
WOOD TOPS Nothing adds warmth and natural beauty to a kitchen quite like wood countertops.

- Natural product, so color consistency can vary widely
- Has to be maintained
- Can weather
- Caribou technology prevents staining, warping and intensive maintenance



QUARTZITE A luxurious and unique natural material.

- Natural product, so color and consistency can vary widely; including color, fissures and imperfections
- Has to be maintained and sealed
- Susceptible to staining



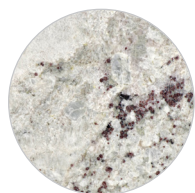
SOLID SURFACE Corian is the best known name in this category of acrylic polymer surfaces.

- Color and consistency throughout the surface
- Durable to a degree, although heat sensitive
- Can be cut / chipped, but can also be sanded out and repaired



MARBLE While a natural stone, marble is a softer material and may not be suitable for all applications.

- Extremely soft surfaces and will scratch and stain
- Natural product, so color and consistency can vary widely; including color, fissures and imperfections
- Has to be maintained and sealed
- Susceptible to staining
- Best suited for low traffic areas or non-countertop applications



GRANITE The look of luxury for decades.

- Natural product, so color and consistency can vary widely; including color, fissures, and imperfections
- Has to be maintained and sealed
- Susceptible to wine and oil staining



QUARTZ The new look of luxury, surfaces made of quartz can represent natural stone with more durability.

- Harder than granite
- Non-porous
- Color and pattern has less variance than natural stone
- Virtually stain proof
- No sealing
- As heat resistant as granite

	Scratch Resistance	Stain Resistance	Heat Resistance	Easy to Maintain	Pricing
Laminate	*	*	*	*	\$
Solid Surface	*	**	**	**	\$\$
Caribou Wood Tops	*	***	**	***	\$\$\$
Quartzite	**	*	**	*	\$\$-\$\$\$\$
Porcelain	***	***	***	***	\$\$-\$\$\$
Marble	*	*	*	**	\$\$-\$\$\$\$
Granite	**	*	**	*	\$\$-\$\$\$\$
Quartz	***	***	**	***	\$\$-\$\$\$

CARE + MAINTENANCE

While all of our surface materials are heat, scratch and stain resistant, you will want to take precautions to prevent unnecessary wear on your new tops. You can find more information about caring for each type of countertop surface on our website or using the QR code.

<https://lakesidesurfaces.com/care-maintenance/>



PROTECT AGAINST HEAT

Direct contact with extremely high heat can cause damage. Always use a hot pad or trivet when setting down hot objects, such as hot pans or plates. Care should also be taken when using electric household appliances that may emit high heat such as crock pots, electric skillets, etc. as these can potentially damage the surface.



PREVENT SCRATCHES

Never use knives or other sharp utensils directly on the countertop surface. Always use a cutting board. No surface is scratch proof, cutting on them will cause damage, whether it is to your tops or your knives, will depend on the surface material.

COUNTERTOP CLEANER FOR ALL SURFACES

Lakeside developed Pristine Clean to be safe on all countertop surfaces and is available for purchase on our website or using the QR code.

<https://lakesidesurfaces.com/product/pristine-clean/>

Safe to use on all stone surfaces and countertops

Non-toxic formula, does not have a harsh chemical scent

Leaves no build-up behind

Non-streaking formula removes surface marks, residue, and dirt

Specially formulated and rigorously tested





Lakeside Surfaces has 30 years of experience in more than just countertops. Check out our capabilities and on your next project, ***let us do the hard part.***

Surfacing services for every application:

Kitchen & bathroom surfaces
Backsplash
Tub surrounds
Shower walls
Mantels
Fireplaces
& more

Ask your kitchen and bath retailer to be sure that **Lakeside Surfaces is your countertop provider.**

lakesidesurfaces.com

