



HOW TO CONNECT WITH US


Grand Rapids Countertop Inspiration Gallery

 231.246.2220

 galleries@lakesideinc.com

Estimates and general questions

(Use this as a primary email if you're unsure who to reach out to)

 231.798.8872

 estimating@lakesideinc.com

Visit the Pro's page on our website for more resources.

Active orders

 orders@lakesideinc.com

Scheduling template & install

 scheduling@lakesideinc.com

Claims, warranties, product, or performance issues

 claims@lakesideinc.com

Accounts payable

 ap@lakesideinc.com

OUR PROCESS

What happens when there is a request for an estimate/quote?

Send all estimate requests to estimating@lakesideinc.com. You should expect your estimate to be returned within 24 business hours.

What happens when I send over a signed quote/order?

Send signed quotes and orders to orders@lakesideinc.com. Your order will be entered promptly and a confirmation email will be sent.

Our scheduling department will receive your information and you will receive a Lakeside Customer Connect message within 24-48 hours.

Once your ready for template date is communicated to us, we will schedule your template, which typically takes place within 3-7 days of your target date.

Within a week of template, you will receive a post template layout and price confirmation. Please confirm the following:

- Material Selection: Brand and Color
- Edge Profile
- Overhangs
- Islands and Peninsulas
- Sink Center Location

Depending on volume and capacity, lead times can vary. Typical leadtime from template to installation of your project is 2-3 weeks. Contact your sales representative for realtime information.

Any Questions?

Any questions that you may have regarding your quote, order, pricing may be directed to the customer service team at orders@lakesideinc.com or by calling our main line at 231.798.8872.

THE LAKESIDE EXPERIENCE

THERE IS A DIFFERENCE

The advantages discussed here may seem simple and most are assumed to be basic components of a successful installation. We can assure you, they are not.

TRAINING AND PROCESSES MAKE A DIFFERENCE

Many fabricators don't have written quality or training processes. Lakeside does. Our processes are reviewed constantly by a full time quality control department and a series of regional and corporate service managers.

“ON-STAFF” MEANS RESPONSIBLE

Many fabricators don't have on-staff installers; this means your project is going to be sub-contracted out to another company that may have an entirely different standard of quality than you are expecting. Lakeside's service teams are 100% on-staff and respect your home as if it were their own.

WARRANTY AND QUALITY CHISELED BY 30 YEARS OF EXPERIENCE

Many fabricators can't, or won't, stand by their own quality standards. Lakeside offers a dual warranty that covers material defects from the manufacturer as well as production or install issues.

LIKE IT'S OUR OWN HOME

Don't assume your fabricator will clean up after the install. Many install crews leave construction materials and messes, while also tracking in dirt and debris from outside. In contrast, Lakeside's installers are trained to treat your home with the respect they would have for their own, or the home of our CEO.

BLANKETS AND BOOTIES

Lakeside's "Blankets and Booties" policy protects your home from any signs that an installation crew was present. Blankets protect floors and cabinetry; booties keep dirt and debris out of your home. Sheets and curtains may also be used to contain dust for quick cleanup.

CONSTANT CLEANING

Our "Constant Cleaning" initiative ensures that we will leave your home in better condition than we found it. This includes clearing disposable items and debris as they are created, vacuuming during the install, removing all safety items, tools, and prep materials, as well as vacuuming and/or sweeping before we leave.

Compare our processes to those of our competitors and you will see that Lakeside's 30 years of experience delivers a worry free install, and a final product that you will be proud to show your friends and family.



PRODUCT LIBRARY

THE LAKESIDE COLLECTION

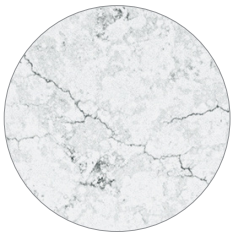
We are committed to providing our customers the most comprehensive palette in the industry, which consists of a variety of materials, including granite, quartz and porcelain. We are proud to be able to offer countertop solutions for all budgets. Being able to keep these products in stock means shorter lead times for you and your customers, with no square foot minimums.

We offer more than 160 colors and options.
Visit: lakesidesurfaces.com/countertops



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

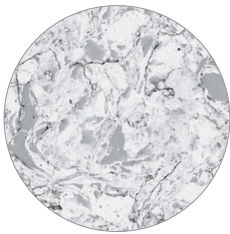
GROUPS 1-3



ALPINE BLU
QUARTZ GROUP 2



BLUE DUNES
GRANITE GROUP 3



AEGEAN
QUARTZ GROUP 3



FUSION
QUARTZ GROUP 2

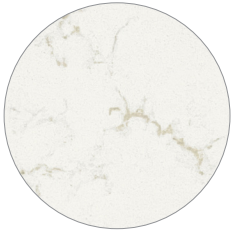


ITALIAN WAVES
QUARTZ GROUP 1

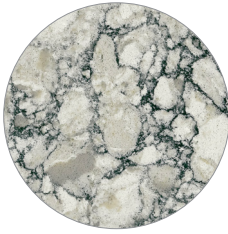


METROQUARTZ CELADON

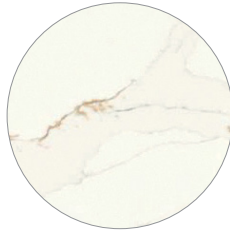
GROUPS 4-6



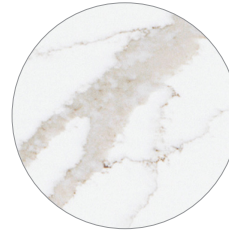
VENETIAN LACE
QUARTZ GROUP 4



AURA
QUARTZ GROUP 5



MATERA
QUARTZ GROUP 5



TERRA SOL
QUARTZ GROUP 4



EDEN
QUARTZ GROUP 5



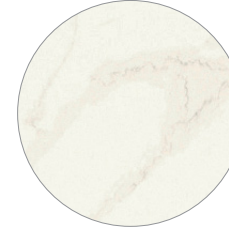
AURORA SUEDE
QUARTZ GROUP 4



TRAMONTO
QUARTZ GROUP 5



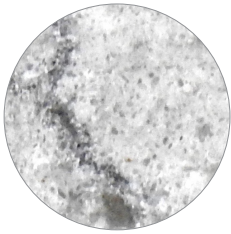
MARIN
QUARTZ GROUP 4



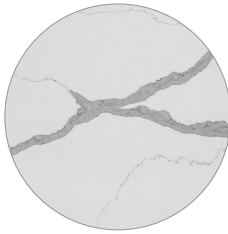
WATERFALL
QUARTZ GROUP 5



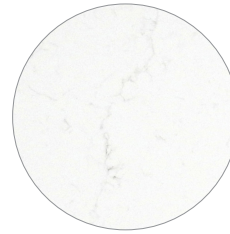
SONORA
QUARTZ GROUP 4



COASTAL GREY
PORCELAIN GROUP 6



CALACATTA HERA
QUARTZ GROUP 6



FRENCH LACE
QUARTZ GROUP 4



SERENITY
QUARTZ GROUP 4



LUX NOIR
QUARTZ GROUP 6



EVEREST
QUARTZ GROUP 6



MORITZ
QUARTZ GROUP 5



PATAGONIA
QUARTZ GROUP 5

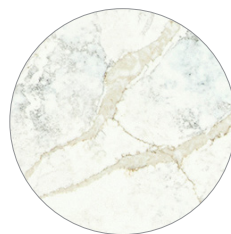


PIETRA
QUARTZ GROUP 6

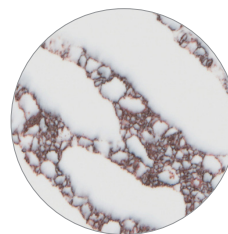


COPPER MIST
QUARTZ GROUP 6

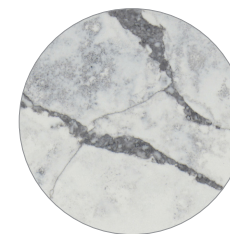
GROUPS 7-9



TIFFANY GOLD
QUARTZ GROUP 8



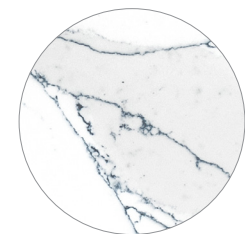
MARMO VIOLA
QUARTZ GROUP 9



IJEN AZUL
QUARTZ GROUP 7



MATTERHORN
QUARTZ GROUP 9



**UNIQUE
CALACATTA BLUE**
PORCELAIN GROUP 9

GRANITE PROGRAM

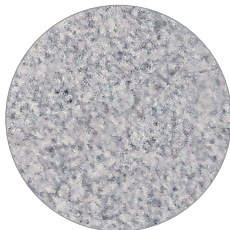
GROUP 1



BLACK PEARL



FANTASY BROWN



MAJESTIC WHITE
WITH SENSEA



NEW VENETIAN GOLD



SILVER BLUE
WITH SENSEA



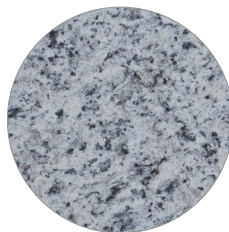
STEEL ROCK



UBATUBA



VALLE NEVADO



WHITE NAPOLI
WITH SENSEA

GROUP 2



AMELIA RIDGE
WITH SENSEA



COLONIAL WHITE



FANTASY BROWN
BRUSHED



GIALLO ORAMENTAL



WHITE FIORTO



STEEL ROCK BRUSHED

GROUP 3



BLUE DUNES



BLUE DUNES BRUSHED



OSCURO MIST

PROGRAMS & PROMOTIONS

REMNANT PROGRAM

Lakeside Surfaces installs thousands of beautiful countertops each year. With the fabrication of all of those tops, also comes an excess of high-quality stone remnants. They are colors that are not a part of our everyday collection, and an opportunity to add **luxury** to your project **for less**.

STANDARD REMNANTS \$52 / sq. ft.
PREMIUM REMNANTS \$78 / sq. ft.

Visit lakesidesurfaces.com/inventory
for current remnant availability



ADVANCED APPLICATIONS

MORE THAN JUST COUNTERTOPS



Table tops



Full-Height Backsplash



Fireplaces



Outdoor kitchens



Pool Seats & Bar

SPECIALTY FAB PRODUCTS



Drain boards

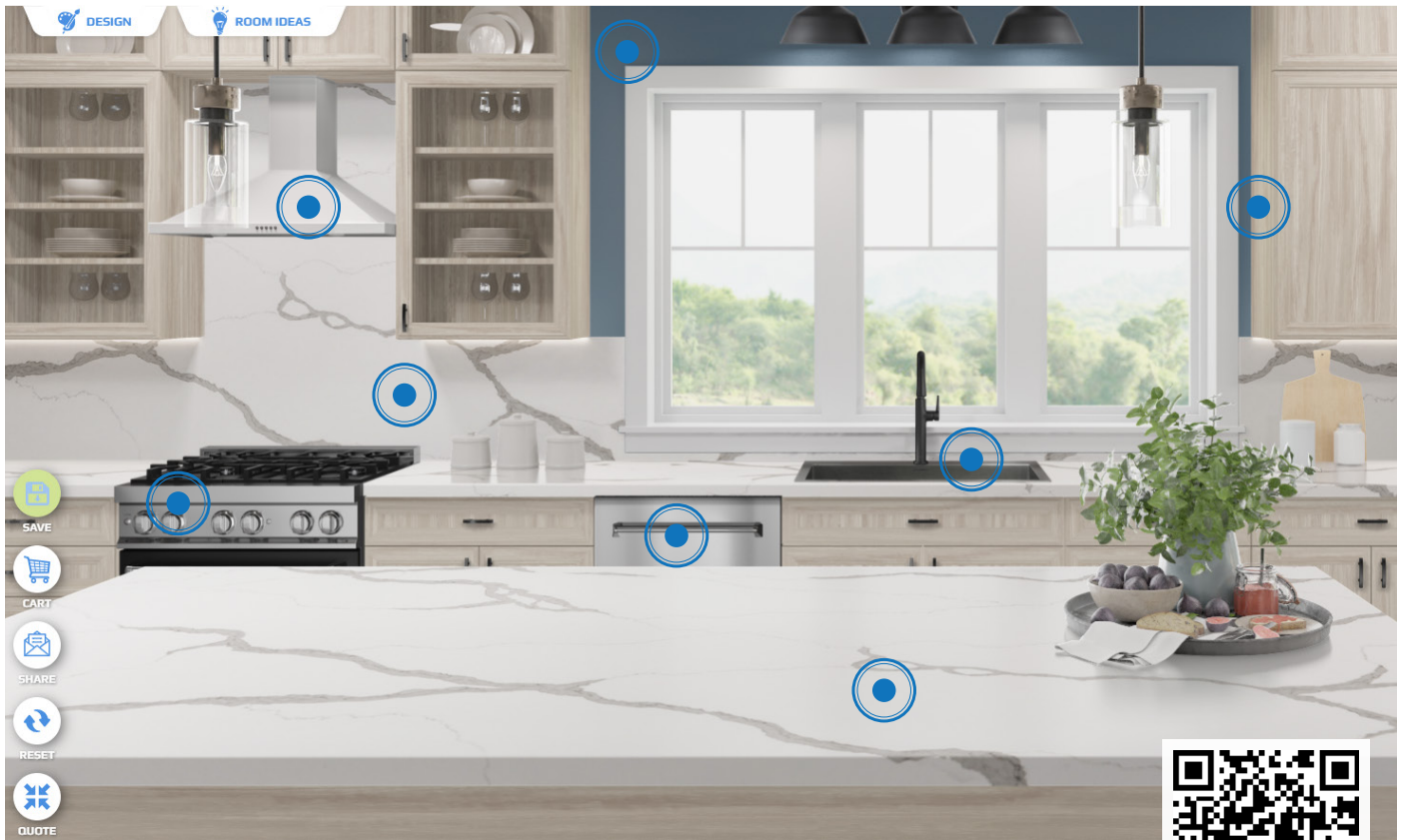


Thermoformed pieces

RESOURCE LIBRARY

VISUALIZER TOOL

Use our virtual design tool to design your own kitchen or bathroom. Pull together our endless options to create your dream space! You can even save your designs and share with your family or contractor. Our build your own quote tool gives you the ability to price out your own project! Compare different colors and options to find the right combination that will fit your budget!

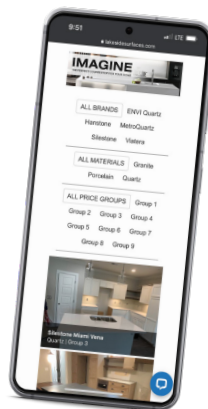
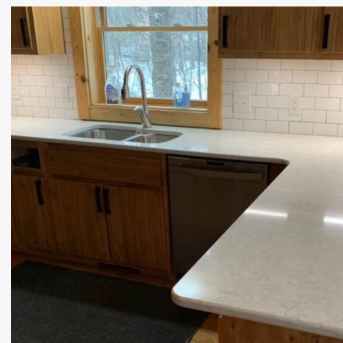
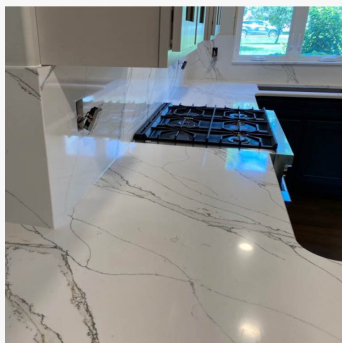


Check it out here: lakesidesurfaces.com/visualizer

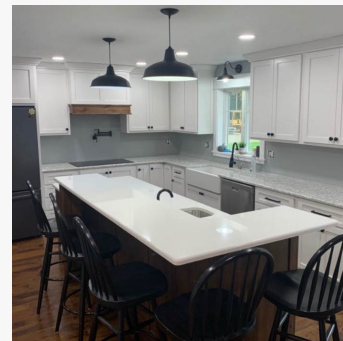
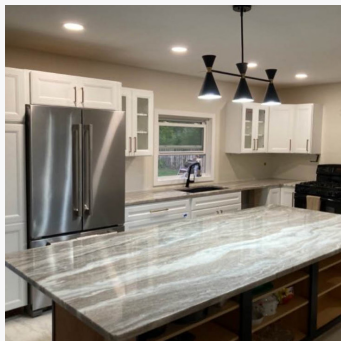


IMAGINE GALLERY

Help your customers find inspiration for their projects by viewing our online Imagine Gallery full of Lakeside installs. See what colors from the Lakeside Collection look like when installed in real life kitchens. Sort real installation photos by color, room or project type.



lakesidesurfaces.com/imagine

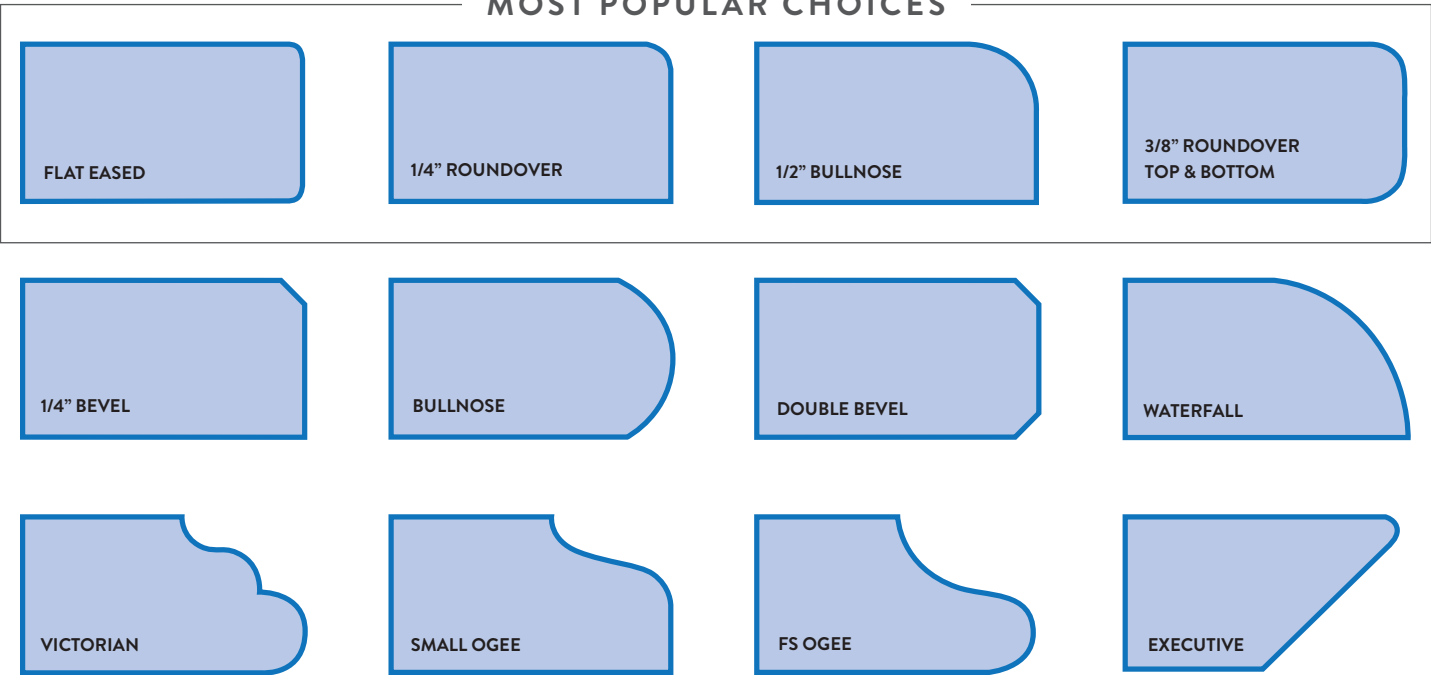


EDGE PROFILES

STANDARD

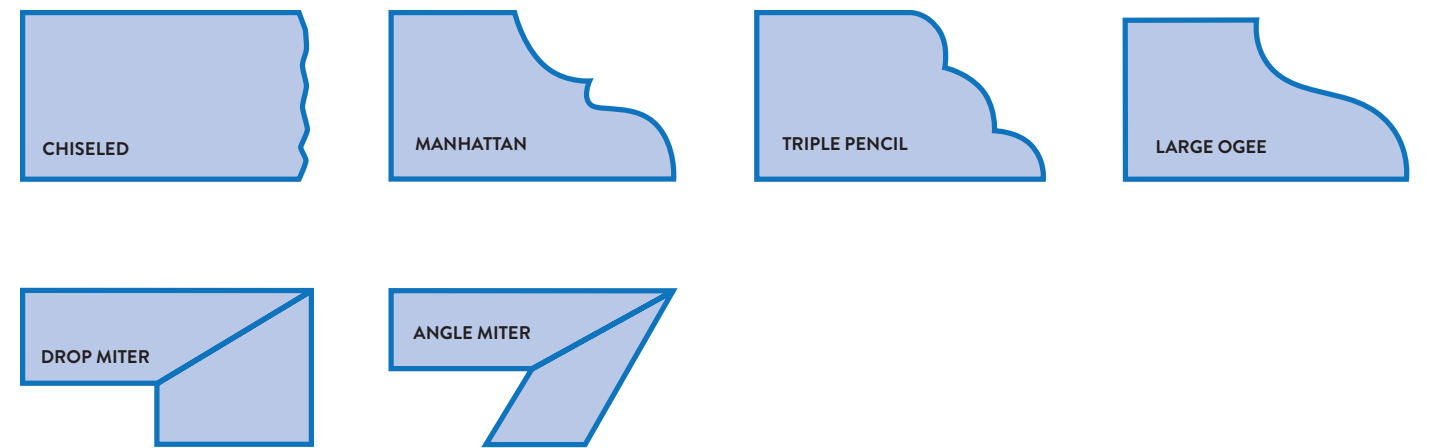
These options are no additional charge.

MOST POPULAR CHOICES



PREMIUM

Additional cost for these custom options.



CARIBOU WOOD

Ideal for residential and commercial installations, Caribou wood tops can be used for countertops, shelving, work benches, desks, mantels, tables, and any other kind of furniture or application imaginable.

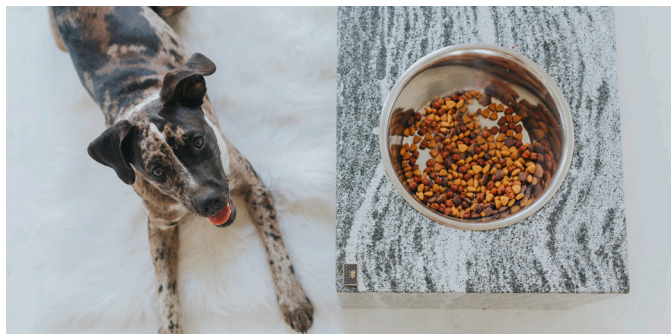
No joints are found in the individual pieces that make up a Caribou slab. The wood tops are then treated with Caribou's patented End+Edge Technology resulting in a maintenance free, industry first, no fail product.

Caribou is dedicated to sustaining our natural resources. For each product sold, one tree will be planted in North America to keep our forests flourishing for future generations.



PET BOWLS

Pamper your pet with luxury food bowls that beautifully match your countertops. Choose from 3 different sizes to perfectly coordinate with your kitchen. Mitered stands feature removable and dishwasher safe stainless steel bowls, and are sturdy enough that your pet will not push them across the house.



PORCELAIN SHOWERS

Porcelain is available in a variety of colors and patterns, some that mimic natural stone, resulting in the same beautiful look, without the maintenance. Never have to worry about cleaning grout lines again!

Non-Porous
Waterproof
Durable
Bacteria Resistant
Low Maintenance
Groutless



STANDARD STEEL SUPPORT

LARGE OVERHANG SUPPORT

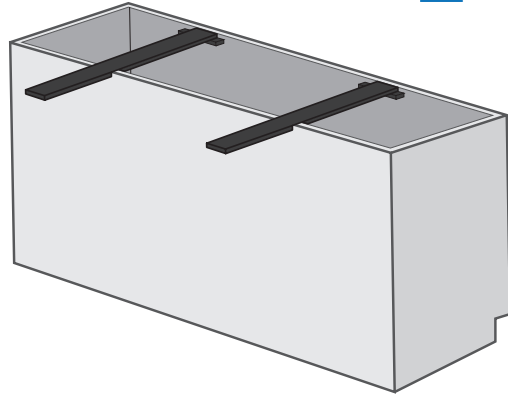
3/8" x 3" painted steel recessed into cabinet frame

Recommended:

4' Top - 2 Supports

6' Top - 3 Supports

8' Top - 4 Supports



RAISED BAR SUPPORT

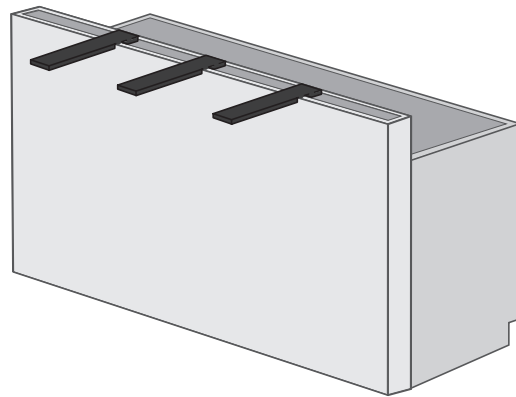
3/8" x 4" painted steel recessed into stud wall

Recommended:

4' Top - 2 Supports

6' Top - 3 Supports

8' Top - 4 Supports



CUSTOM STEEL SUPPORT

FREE FLOATING RAISED BAR SUPPORTS

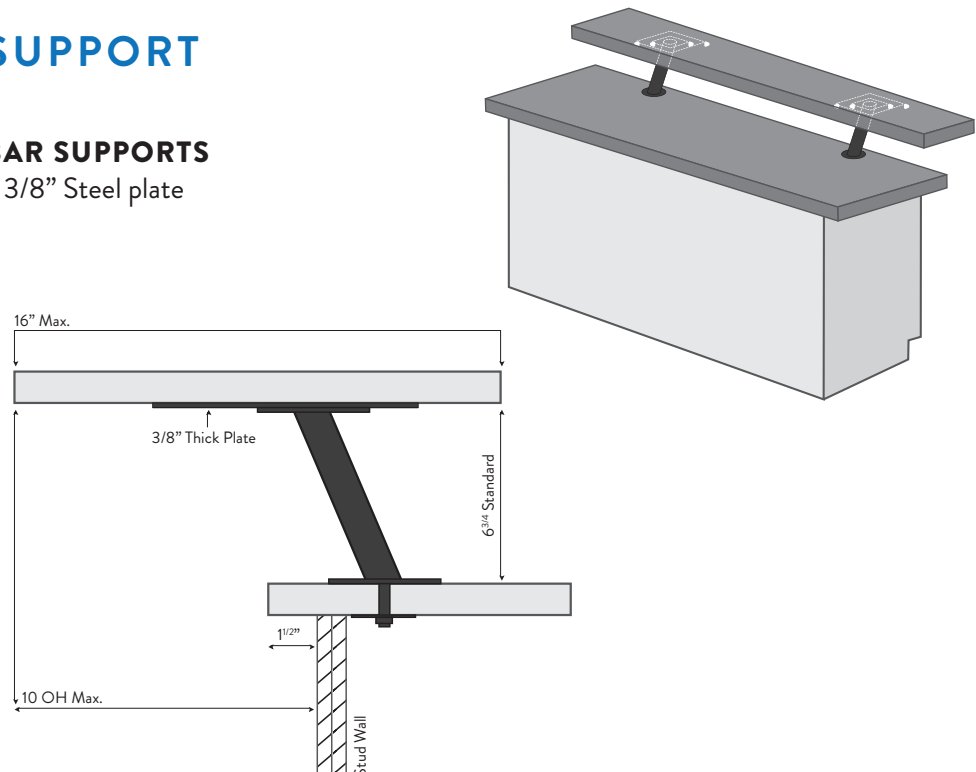
Stainless steel raised bar supports 3/8" Steel plate

Recommended:

4' Top - 2 Supports

6' Top - 3 Supports

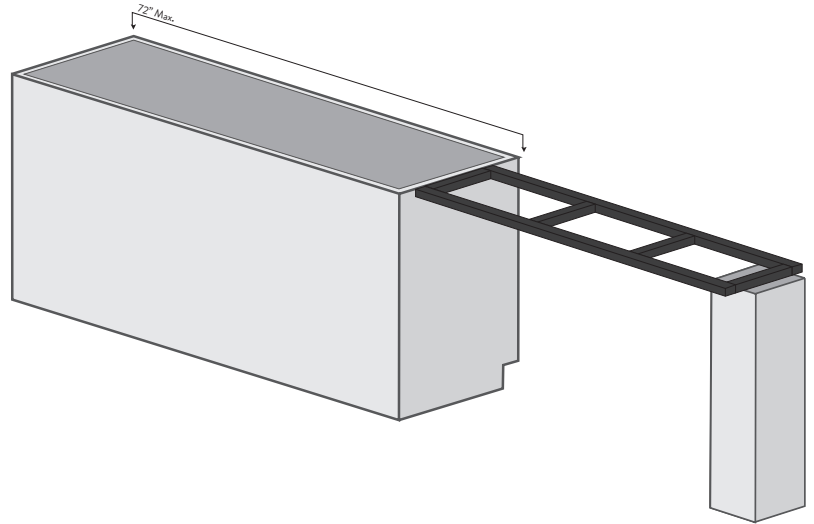
8' Top - 4 Supports



CUSTOM STEEL SUPPORT

WELDED STEEL TUBE SUPPORT FRAME

$\frac{3}{4}$ " x $\frac{3}{4}$ " Welded tube steel frame



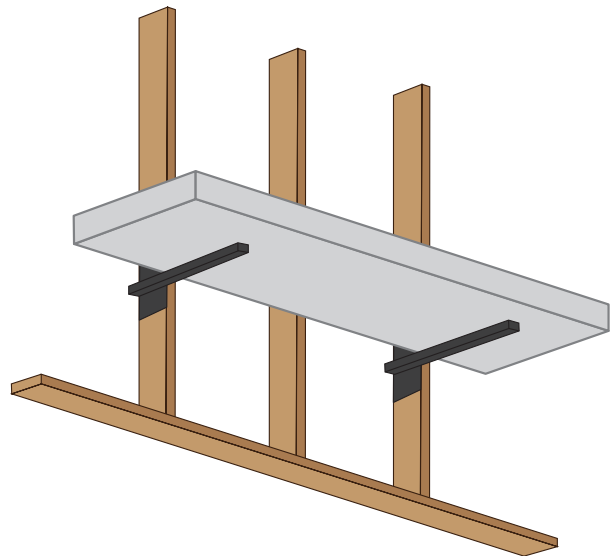
FREE FLOATING SURFACE WALL BRACKETS

Tube welded to steel plate

Recommended:

3' Top - 2 Supports

6' Top - 4 Supports

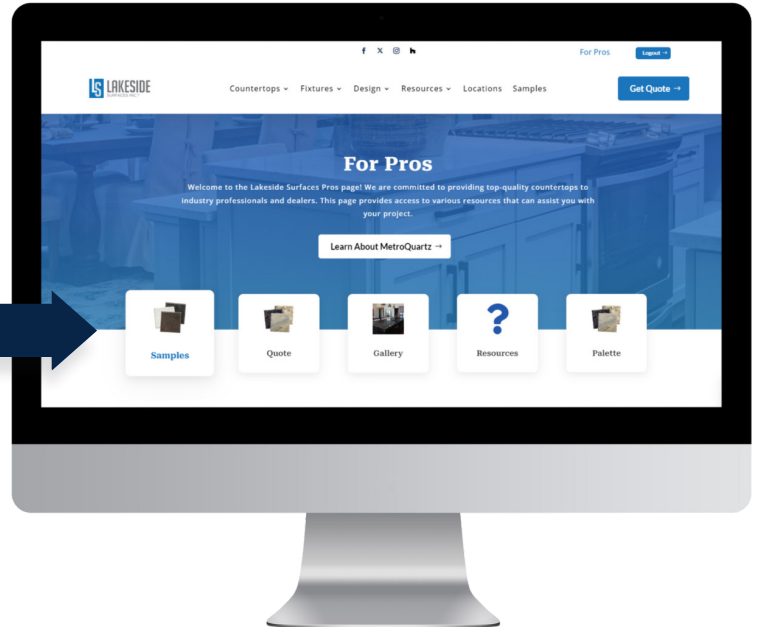


PRO'S PAGE

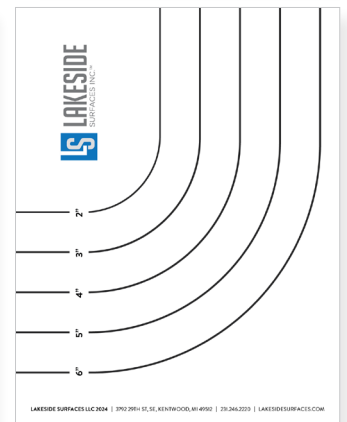
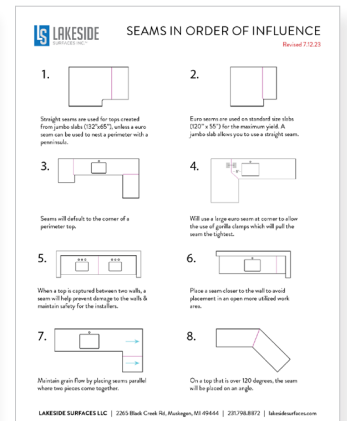
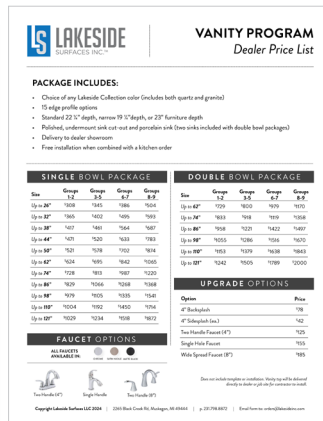
Looking for more resources? Check out our Pro's Page! lakesidesurfaces.com/for-pros
All of the resources that you need to sell countertops in one convenient location, just for the Pro's!

Don't already have an account? Sign up now!

- ORDER SAMPLES
- SUBMIT A QUOTE
- VIEW OUR INSPIRATION GALLERY
- ACCESS VALUABLE RESOURCES
- VIEW THE LAKESIDE COLLECTION



DOWNLOADABLE RESOURCES

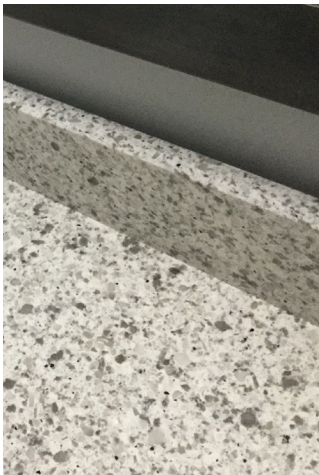


INSTALLATION EXPECTATIONS

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 V. 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 miters 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



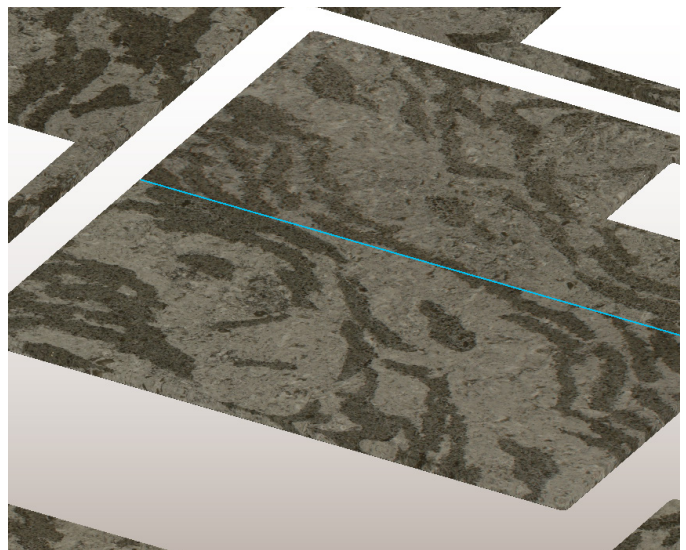
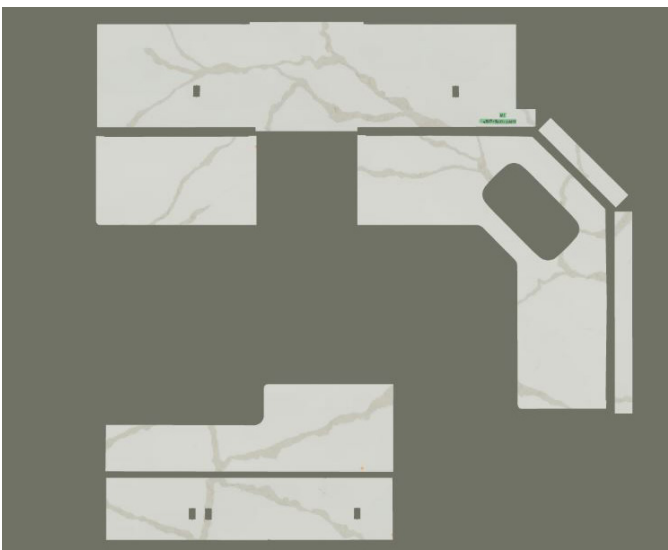
Stacked laminate



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.



FINISH & TEXTURE 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.

PORCELAIN MATTE FINISHES

Small surface variations may be present in porcelain 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 color with 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 & TEXTURE EXPECTATIONS

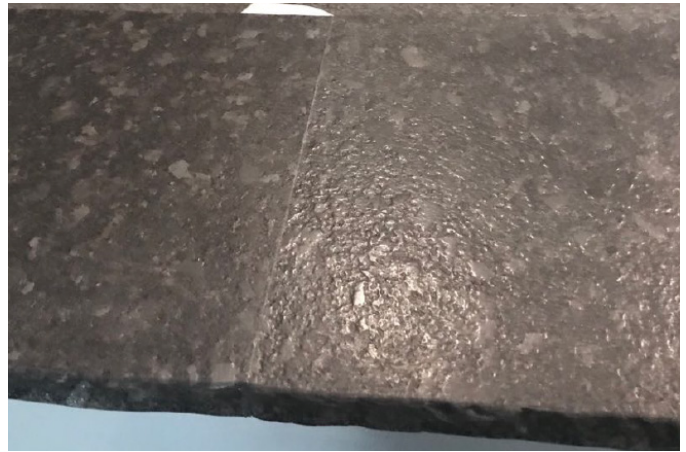
BRUSHED SERIES BY ENVI QUARTZ

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. These two images are from the same slab.*

FINISH & TEXTURE EXPECTATIONS

Quartz countertops do not need to be sealed to be stain resistant, but because of their unique finish, all countertops produced from ENVI Quartz Brushed finish will have Tenax Ager applied during installation. This seals the micro pores on the surface, greatly reducing the visibility of fingerprints and making clean-up simple. The MetroQuartz Atlantis series is treated with NanoGuard at time of installation. We recommend re-applying these products every few years, depending on use, to continue the protection of your top.

We recommend protecting all other non-polished finishes with NanoGuard. You can purchase your NanoGuard kit by visiting our website at lakesidesurfaces.com/nanoguard

For daily cleaning, use a cleaner recommended for natural stone surfaces, such as Pristine Clean. Spray over the surface, allow to sit for a few seconds and rub clean with a soft, clean cloth. You can purchase Pristine Clean online by visiting our store at lakesidesurfaces.com/store



SEALING GRANITE

Granite fabricated by Lakeside is sealed before it leaves our shop. In order to maintain its beauty and keep granite free from bacteria, regular sealing is required. Frequency depends on use, however a simple water test will tell you when it's time to reseal.

Pour a small amount of water onto the granite surface and observe. If the granite absorbs the water and darkens, it may indicate that the seal is ineffective and needs to be resealed. It's recommended to let the water sit for at least 30 minutes to get accurate results, but if the granite darkens quickly, it may indicate that the seal has worn down.

If the granite darkens before the 30-minute mark, it's important to apply a new coat of sealant to prevent stains and damage. On the other hand, if the granite doesn't darken within 30 minutes, it suggests that the seal is strong and effective. However, it's still recommended to periodically apply sealant to maintain the granite countertop's resistance to etching, stains, and soil buildup. It is crucial to maintain granite countertops using products that won't cause harm to the stone.

SENSA GRANITE

Sensa is a natural granite surface from Cosentino that has been treated with Senguard® during the manufacturing process, resulting in a high-quality surface with such a reliable performance that it comes with a 15-year transferrable warranty.

Senguard®, unlike other sealing products, allows the granite to breathe. It anchors itself by penetrating the structure of the stone, while preserving the natural color and beauty. Once Sensa has been applied, there is no need to seal again, ever. Sensa is not affected by common household cleaners.

COLOR & PATTERN EXPECTATIONS

PATTERN ALIGNMENT AND 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

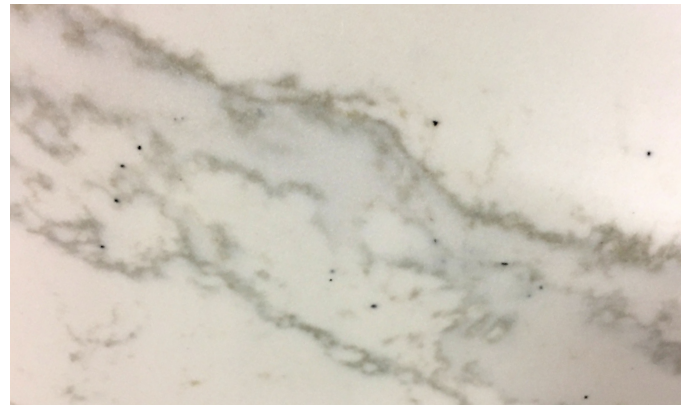


"Tighter" or "busier" pattern with less veining

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

GRANITE CHARACTERISTICS

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.

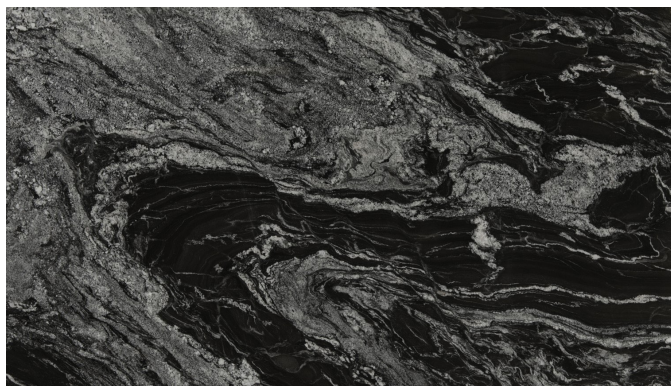
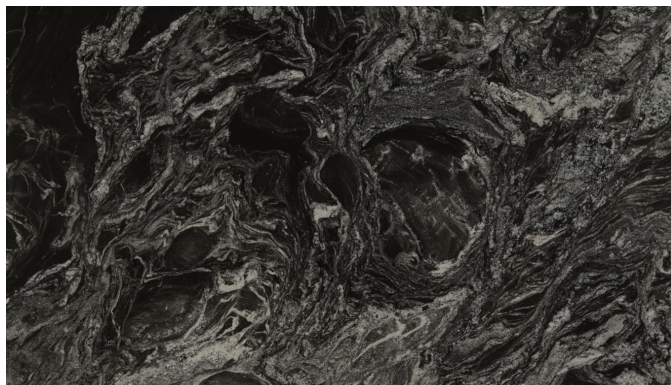
Pattern can also vary greatly from slab to slab, even within the same lot. We encourage customer to view a full slab before choosing granite for their project. If you prefer a little more consistency, you may want to consider a quartz product that offers book matching.



Color & pattern variations of Fantasy Brown Brushed



Color variations of Giallo Ornamental



Pattern variations of Oscuro Mist

FISSURES

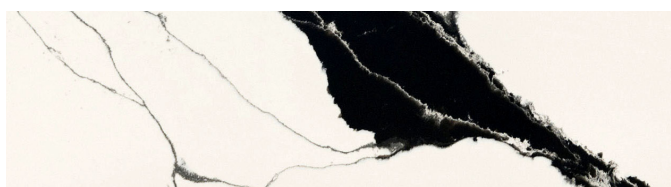
Fissures occur naturally in many stone types. A fissure was once a physical separation that was filled with mineral bearing materials that close the void. The term “fissure” is used in the geological stone industry to describe a visible separation along inter-crystalline boundaries. The separation may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



UNIQUE CALACATTA SERIES

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.

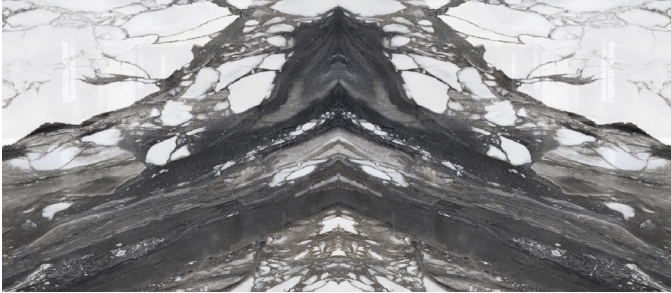
Since small samples cannot fully capture the depth and beauty of these colors, connect with your sales representative to see where you can view a full slab.



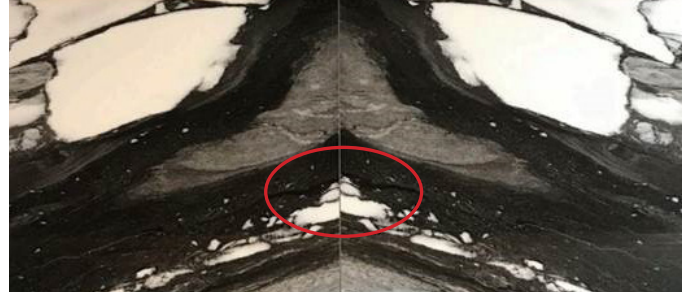
PORCELAIN EXPECTATIONS

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.

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. Since each stick is 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.*



LAKESIDE SURFACES INC. ("LSI") warrants the fabrication and installation of its products to the original consumer purchaser ("you" or "your") against deficiencies in workmanship for the useful life of the product for as long as the original consumer purchaser owns his or her home (this "Warranty"). Under this Warranty, LSI promises to repair or replace a product that is defective due to LSI's fabrication or installation work, subject to the Warranty Terms, Warranty Exclusions, and Warranty Procedures described below.

Warranty Terms

This Warranty covers LSI's fabrication and installation work only. LSI does not warrant the base materials that LSI uses to fabricate its products or any other material or product. Base material may and usually is covered under Warranty by the material's manufacturer, which LSI passes on to you to the extent permitted by the relevant warranty and applicable law.

Your exclusive remedy under this Warranty is the repair or replacement of the defective product, in LSI's sole discretion. LSI may also elect in its discretion to refund your purchase price in lieu of repairing or replacing the defective product.

This Warranty is a "lifetime" warranty for the original consumer purchaser in that it applies for the useful life of the product for as long as the original consumer purchaser owns his or her home. The original purchaser is deemed to be the owner of the structure into which the product is originally and permanently installed at the time of purchase. This Warranty is non-transferable and does not transfer to future owners.

No representative, dealer, salesperson, distributor, or any other person is authorized to make any warranty or promises on behalf of LSI with respect to any LSI product or otherwise. No terms or conditions other than those stated in this Warranty, and no agreement or understanding, oral or written, in any way purporting to modify this Warranty is binding on LSI unless in writing and signed by an authorized employee of LSI.

This Warranty applies only if LSI is paid in full for the product. Your proof of purchase (original sales receipt) must accompany all Warranty claims.

This Warranty is applicable only to products purchased from and installed by LSI after October 9, 2017. This Warranty is subject to change as to future purchases. Please visit www.lakesidesurfaces.com for the currently-applicable warranty.

Warranty Exclusions

A. This Warranty covers only proper and normal use, and excludes scratches and other wear and tear. This Warranty only covers product that has been maintained according to LSI's care and maintenance instructions (available at www.lakesidesurfaces.com or by contacting LSI through that website). This Warranty does not cover damage due to product misuse, excessive heat, thermal shock, uneven exposure to climate conditions, physical abuse, chemical damage (including the use of cleaners containing abrasives, alcohol or other organic solvents), or exposure to outside weather or other harsh conditions.

B. Once the product is installed, the main reasons for seam separation or cracking are generally thermal shock or the shifting or movement of the structure's substrate, cabinets or foundation. This Warranty covers neither. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used.

C. The product should not be exposed to direct sunlight or ultraviolet light, or to prolonged exposure to indirect sunlight, as fading may occur depending on the amount and location of sunlight exposure. This Warranty does not cover fading or discoloration due to exposure.

D. LSI is not responsible for the acts or omissions of third parties or other circumstances beyond LSI's reasonable control, including damage or injury to the extent caused by a third party (including You), acts of God, or climate. Examples of uncovered circumstances include poor job site conditions; architectural or structural engineering defects; third-party design defects; structural movement; improperly-performed maintenance or repair; damage caused by maintenance, repair or alterations to adjacent structures or products; acts of vandalism; accident; or war. In particular, this Warranty does not cover improper, insufficient or poorly-designed support, cabinets, structures or substrates for countertops.

E. This Warranty does not cover the repair or replacement of, for example, any cabinetry, sinks, stove tops, plumbing, electrical, tile or wall surfaces that may be necessary to repair or replace the product under this Warranty; such other repairs and replacements are your responsibility. There may be service or labor charges for any non-Warranty matters and any such charges are your responsibility. It is possible that certain other products installed in the structure could be subject to separate third-party warranties, for example, if new sinks, faucets or cabinets are installed.

CLEANING & CARE PRODUCTS

NANO GUARD COUNTERTOP PROTECTOR KIT

Repel liquids and makes your countertops easier to clean without changing the look and feel of your quartz.

Protects against oil and water borne marks

Safe for food preparation surfaces-
non-toxic and non-flammable

Dries clear and odorless

Does not change color or appearance of quartz surface

Recommended for all quartz surfaces

Required for warranty on certain products (MetroQuartz Honed Finish)



Visit lakesidesurfaces.com/nanoguard to order

PRISTINE CLEAN COUNTERTOP CLEANER

Cleaner for all countertop surfaces

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

Compare performance against GranQuartz Kitchen Counter
Spray Cleaner and Bryson Citrus Shine Granite & Countertop.



Visit lakesidesurfaces.com/pristine-clean to order

MERCHANDISING

Available displays and materials, please contact your sales rep if you would like to order for your showroom.



HanStone tower



ENVI Porcelain tower



Silestone tower



ENVI Quartz tower



MetroQuartz tower

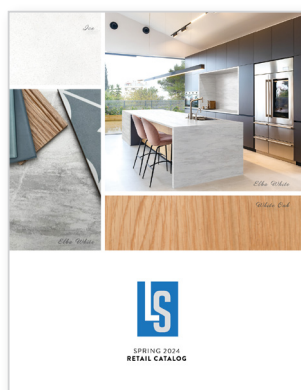


Caribou Tabletop Display



Talk to us about large format displays

PRINTED LITERATURE



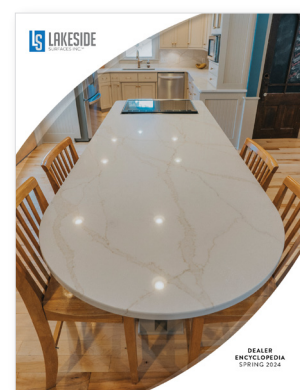
Product Catalog

A great sales tool to have in your showroom for customers to reference



Preparing for New Countertops

A guide to let your customers expect during templating & installation



Dealer Encyclopedia

A helpful guide for dealers and designers

MATERIALS

What's the difference between granite and quartz?

Quartz countertops are engineered stone countertops formed by combining ground quartz with a small amount of resins, polymers, and pigments. This means quartz is non-porous, creating a scratch resistant, stain resistant material. Granite is formed from liquid magma that cools slowly to form a substance approaching the hardness and durability of diamond. Granite is natural and a one of a kind material, creating that unique design for your kitchen.

What are the advantages of quartz? Quartz is scratch, bacteria, stain and heat resistant.

I am interested in redoing my fireplace and curious if you had any material suggestions? Absolutely, Porcelain is an excellent choice and we have numerous options, allowing seamless application.

What material would you suggest for my shower? And why? Porcelain (ENVI), is an excellent material choice for any vertical application, specifically showers. It has multiple advantages including, bacteria and stain resistance. It's also, much easier to clean than tile.

How thick is quartz? Granite? Quartz and Granite can come in various thicknesses, but the most common are 3cm and (2cm for vertical application).

Where is the material from? Lakesides materials are globally sourced.

Does Lakeside fabricate the slab? Lakeside does not fabricate the slab of stone material. Lakeside is a stone fabricator that transforms your slab material into your dream kitchen or bath project.

Can I come to Lakeside to select/tag my material? Lakeside is a stone fabricator/production facility. You will have a great experience visiting our Showroom in Kentwood on 29th street for material selections; however, you may physically reserve slab(s) at our suppliers, Dwyer Marble & Stone and Cosentino, by appointment.

What product do you use to install my countertops?

Lakeside uses a variety of tools and applications for the installation of your countertops. Most commonly, Lakeside uses a variation of clear and translucent silicones for application of countertop to cabinet. Lakeside also uses high intense epoxy with seam (gorilla) clamps for any seams.

Where can I get samples? You can coordinate samples through your Lakeside Sales Rep or can be ordered on the Pro's page on our website.

Why would anyone want to put 1.2cm or 2cm material as a countertop application? There is always a personal preference when it comes to countertops and the "look" you may want in your home. 1.2cm and 2cm are most commonly used in vertical application; however, using them for countertop application offer a sleek new look.

SPLASH

What is standard height and thickness for splash (for Quartz/Granite)? The standard height for quartz/granite splash is 4". It can be used as 3cm, or many times customers choose to mill it to 2cm.

Will I have a seam in my full height splash? Placement of seams are always determined post template. However, depending on the amount of full height splash, it is not uncommon to have seams in full height splash.

What is more common, tile splash or quartz splash? Both tile and quartz are common splash materials. It really comes down to your personal preference. We are happy to provide pricing options for quartz splash.

Does Lakeside tear out tile splash? Lakeside does not tear out tile splash.

What do you use to install my splash? Much like the countertops, splash is installed with a silicone.

Who should I contact if I have a material flaw? It's always good to work get in touch with your Kitchen and Bath dealer or Builder when you notice a material flaw. A material flaw is commonly taken care of through the manufacturer of the material. However, Lakeside is happy to assist with any questions you may have or guidance we can offer.

FAQ

PROCESS

How soon will I have my countertops? What is the scope of your project? Do you have a specific timeline in mind for installation?

Does Lakeside have a 3rd party install my countertops? Lakeside offers the complete package. We measure, fabricate, and install your countertops.

Do you need my sink? Lakeside more than likely does not need your sink. The only time we may need a sink is if we do not have the sink specifications on file or if you decided on a flush mount.

Who should I contact if I have a problem with my sink? You can start with contacting your kitchen and bath dealer or builder, but Lakeside will make sure you have all the information you need to deal directly with the sink supplier/manufacturer.

What is my warranty? You can find information regarding your Rock Solid Warranty on Lakeside Surfaces website.

What do you recommend for sink mounting style? Sink mounting style is entirely a preference and highly depended on the sink you have chosen. (Provide mounting sheet).

What sink mounting styles does Lakeside offer? Lakeside offers a negative reveal, reveal, and flush mount.

FABRICATION

Can I use my sink cutout for a cutting board? The sink cutout for your sink is destroyed during fabrication.

When do you drill for my faucet? Can you drill on site? The faucet drillings for your sink are drilling with our machines during time of fabrication.

What happens to the extra material from my slab? Can I have it? I paid for it. Many times the additional material from your slab (special order) is not large enough for further fabrication. However, if there is enough material, you may use it, you paid for it, but it may be too large to handle, and additional shipping/fabrication may be needed for delivery, which could accrue an additional cost.

Does Lakeside seal my natural stone before it's installed? Yes, Lakeside seals your stone countertops before it leaves our facility.

What sealer do you recommend? How frequently do you seal stone? There are various sealers that are approved for sealing your countertops. As far as frequency of sealing, it may be as often as multiple times a year depending use and cleaning of the tops.

STEEL SUPPORT

When do we need steel supports? Requirements change depending on the material being used (granite, quartz, porcelain, etc).

Does steel support differ from solid surface, to quartz, to granite? Yes, with granite the maximum overhang is 10" without steel support. Solid surface and quartz can have overhangs of 15" before adding any steel support.

What type of supports do we offer? Lakeside offers 3/8" thick steel straps for raised bars and larger overhangs on island/peninsulas.

How do I know my countertops are supported enough? All overhangs are verified at time of template/measure, by a field technician trained in stone overhangs, to ensure adequate support for your countertops.



Lakeside Surfaces has over 32 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

Lakeside Surfaces
2265 Black Creek Rd
Muskegon, MI 49444
orders@lakesideinc.com

lakesidesurfaces.com

