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Preparation Package

For your new countertop template & installation

The purpose of the Preparation Package is to communicate information vital to a successful project. First, we walk you through the process of your new countertops from color selection to installation. Then we discuss sinks, faucets, appliances, and supports. Finally, project standards and readiness will complete the review.

Overview of Process:

- Step 1: *Estimate.* An ADP sales associate can provide you a professional quote. All we need are a set of drawings with specifications or we can schedule an in house measure and consultation.
- Step 2: *Contracting.* If our price and terms are agreeable then you should sign the contract and submit the required deposit.
- Step 3: *Final Selections.* If final selections have been made then the material will be procured, if not selected from our inventory, and securely held until you are ready to fabricate. Sink, faucets, accessories, and appliances should get finalized in preparation for template.
- Step 4: *Coordination.* You will be assigned a Project Manager who will coordinate your project. He/she will see that all required information is available prior to or at template. Cabinet installation and readiness will be very important. We will ask that the template readiness checklist be filled out.
- Step 5: *Template.* Our scheduling department will determine your template date based upon client availability and project readiness as determined by the Project Manager. Our experienced, professional templater will walk through all the details so your expectations and ours are parallel. We will ask you to sign of on the completed template or work order prior to fabrication.
- Step 6: *Fabrication.* Sit back and relax as our professional craftsman cut, grind, polish, and quality control your project.
- Step 7: *Installation*

Material Selection

There are three things you need to be aware of when selecting material for your countertop project. These are: quantity needed, material integrity and cosmetic elements.

- 1. Quantity needed.** Slabs are sold in sheets averaging 45-55 square feet. ADP can help you determine how many slabs are needed for your project. A general rule of thumb is that you need 20-30% more material than will actually end up on the jobsite. More material may be needed when choosing slabs with movement. The waste factor can be minimized by selecting from ADP slab and remnant inventory thus providing better value to the end user.
- 2. Material Integrity.** The quality of your finished project can be greatly enhanced by understanding the characteristics of your stone selection. Many times at the slab yard it is difficult to see the subtle imperfections that can later stand out at the installation.

Look at the back of the slab. Look for cracks or fissures. A fissure is a natural junction or line of separation within a single intact mass of stone. Customers tend to panic when they spot a fissure. A fissure is not a defect. The fissure was formed when two separate flows of liquid hot magma merge into a single mass. The fissure was there when it was quarried, when the factory cut the block into a slab, and it will always be there. Can the fissure open up after the counters are installed? It is highly unlikely unless there is an excessive amount of movement. If the fissure opens up while we are fabricating your job we will join the two pieces back together with epoxy and reinforce the underside of the stone with embedded steel rods to make the piece even stronger than when it was formed. If you are sensitive to perceiving fissures as cracks then consistent material or engineered stone may be more suitable. Material with lots of tight busy crystal patterns are more stable than motion driven veined material with chunks of different compounds. Also, look to see if there is mesh or epoxy this indicates the slab is held together by glue and is not as stable as other selections.

- 3. Cosmetic Elements.** As fabricators we custom cut to size and polish edges. We rarely touch the face of the slab. Below are the qualities to consider when selecting your material.

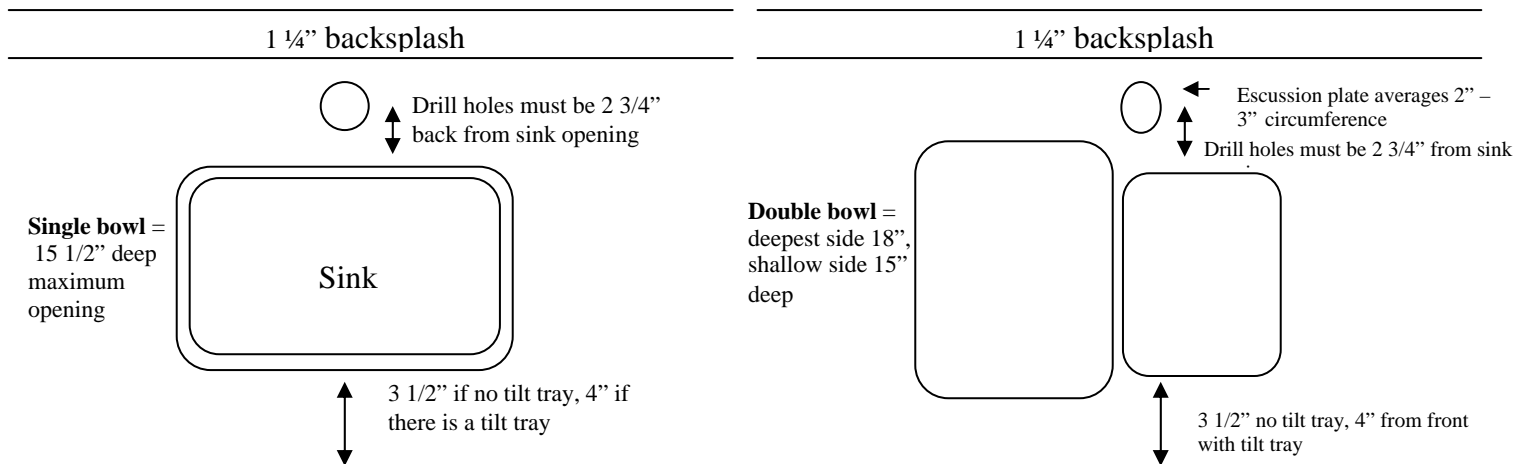
Reflection. This can show pits, porosity, dull polish, voids or other inconsistencies. Request slabs to be pulled for you at the distributor and look into your materials reflection.

Motion and Color changes. Your counters are cut out and seamed from different sides of the slab. Consider motion and color changes when determining quantity. An extra slab on some projects can go a long way in improving the flow of your seams. If you want absolutely consistent color ask our sales associate about engineered stone counters. Natural stone is going to have variations from slab to slab and within the slab. That's why they call it *natural*.

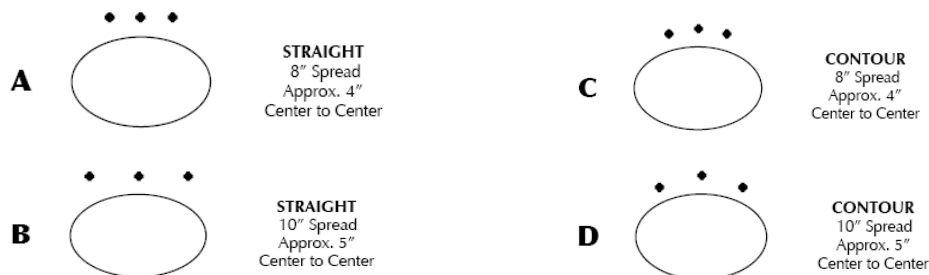
Refraction. This has become a concern over the last decade as more refractive stones are now available due to advances in technology. Refraction is the ability of an object to capture light and reflect it back in any direction. When you place pieces at different angles like 45 and 90 degree angles common in kitchen and vanity layouts the pieces can look like different colors. Examples of stones that have this quality are Labrador Antique, Blue Pearl, Emerald Pearl and Volga Blue.

Sinks, Faucets, & Accessories

- Please be careful to select sinks that will fit into the given cabinetry opening. Consider width, depth and faucet spacing needs:



- Sinks, faucets, and accessories need to be available at the time of template (Accessories include hot water taps, soap dispensers, as well as any sprayers). Our templater will ensure that your sinks, faucets, and accessories will properly fit in both the countertop and your cabinetry. These items can be delivered to ADP's shop or we can pick them up at the time of template.
- Specifications for back ordered sinks, faucets, or accessories must be provided prior to templating. Fabrication will not begin until the back ordered sink is received at ADP's shop.
- Please take the time to fill in the information on the Template Readiness Sheet (page 7) for each room of your job that is receiving new countertops from A Different Perspective. Ensuring that we have the proper fixture & appliance information is integral to the success & timeliness of your job. If you do not have specific information on your fixtures because a representative from a supplier is assisting you please feel free to provide both the vendor company name as well as the sales rep's name and we would be happy to coordinate with them to receive the proper information.
- Drill holes for vanity faucets are completed at our shop during the fabrication process. There are several ways for the faucets to be laid out. Please select the option that you like best and indicate your decision on the Template Readiness Sheet (page 7). All vanity drill holes will be completed as per your direction.



Appliances

- Appliances that affect countertops include dishwashers, slide-in ranges, cook tops, grills, and refrigerators. It is prudent to provide specifications for these items if they are not available the day of template.
- If your cooking area is a cook top and not a slide in or free standing range it will be necessary to have specifications for the cook top before or at the time of template. The cook top should be on site at the time of installation.
- ADP will automatically install a 3/8" wood strip (in new construction) to attach your dishwasher to the counter top unless otherwise specified in writing, by the client.
- For clients who are remodeling it is a good idea to have your dishwasher plumbed, connected and set in place prior to installation of your counter tops. This way we can secure your dishwasher. Many new dishwashers are secured with screws into the cabinets thus requiring no wood strip.

Supports/Corbels

- Most raised serving bars require supports. Granite counters average around 18 lbs per square foot. The supports used must be structural in nature. Generally speaking corbels should be sized to be a minimum of half the size of the overhang. The general contractor or homeowner is responsible for choosing and installing the appropriate corbels. If you need our assistance with this then ask your sales associate or project manager.
- Corbels should be installed PRIOR to the installation of your countertops. If you have corbels on site but not installed we may install them for a fee depending on the scope
- Most raised bar counters will have a gap underneath the counter at pony wall and need trim. Trim serves to finish the joining of the counter and pony wall. This occurs because we cut the splash at the highest point of the pony wall or 1/4" taller. This helps ensure a level raised bar but usually looks best by finishing with trim after our installation. **It is the homeowners responsibility to trim the gap under the raised bar.**
- If you are having a finished panel installed on the outside of your pony wall you will want to use corbels supplied by your cabinet company that match the finished panel. In this instance the finished panel and the corbel will need to be installed prior to template to ensure that we measure the exact height of the splash eliminating the need for trim.

Installation Guidelines and Readiness

- Installation and finishing of natural stone creates dust. Please cover any items that would be affected by dust. In remodel projects beware of where your re-circulating vents are as they can spread dust from the work space.
- It is important to remove all items on or in the cabinets that could get in the way prior to the installers arrival.
- There should be no other trades scheduled to be in the area of counter top installation. There must be a clear pathway from where the truck is parked and the area of install.
- For safety reasons children and pets will need to be kept out of work areas for the duration of the project.
- Installation time varies depending on the size and scope of the project. Installation of an average sized kitchen generally takes less than one day. It's best to budget a full day and plan on eating out or ordering in that night!
- Our installers use caution during counter removal and installation. Due to the nature of the large and exceptionally heavy pieces being installed minor damage to tile, wallpaper, and paint is possible and we cannot be held responsible for repairs.

After we leave (finishing)

- If you elected to have full splash in some or all areas of your installation it is usually necessary to trim areas where the stone meets your cabinetry. ADP does not supply or install this trim, but it is readily available through your cabinet company or local home improvement store.
- Your plumber should be scheduled no earlier than 48 hours after our final install visit. The sink we have attached to your countertop has been caulked and it is necessary to give that caulking sufficient time to dry before manipulating the plumbing.
- An electrician may be scheduled to reconnect any outlets that may have been affected as well as connect your cook top as soon as your countertops are fully installed.
- Any tile backsplash or other finishing work around the countertops may be scheduled after the countertops are fully installed. It is important to remember that there may be gaps between your countertops and the walls. If you did not order granite backsplash to accompany your countertops (as is ADP's recommendation) and you intend to use tile it may be necessary for your tile installer to "build out" the tile from the wall to cover those gaps. It is prudent to bring this to the attention of the tile installer before he begins any tile installation so that he can properly account for the placement of the tiles. A Different perspective is not responsible for "build-out" fees.

Remodel Projects

Remodel projects have special considerations because often the clients live in the house and more than just the countertop company is needed to do the necessary work.

Getting Contracted

Unless you replaced your cabinets chances are your remodel project has no available cabinet plans. This requires a field measure by either the homeowner or ADP salesperson. This helps identify quantity needed for the scope of work and pricing. It is important to identify where the walls are as the backsplash adds to the square footage needed.

The “Live-in” Remodel

A little planning goes a long way. Sometimes it is necessary to tear out (demo) the existing counters prior to template. It is most helpful for the homeowner to remove all items on top of the counter as well as the contents of the base cabinets. Since most jobs take around 10 business days you may be without counters or a sink for a couple weeks. It is best to plan to eat out more often during this transition. It is also good to designate a new spot such as a convenient bathroom to use as a backup for wet activities, dishes, etc.

Other Trades

Most remodel jobs will need other trades such as a plumber and electrician beyond the countertop company. When you change your counters and sinks the height of the drain changes and this adjustment and reconnection is best done by a plumber (your electrical outlets, hard-wired cook top, or other appliance changes require the appropriate installation professional). Depending on the scope of work you may need a cabinet guy or handyman involved for other details in the remodel.

Minimize the mess

You can help us be successful by communicating any special concerns about project dust early on so we can be sensitive to it. Templates and demos are relatively clean. Installs hold more challenges for the live-in remodel project. Onsite cutouts can generate dust. We use vacuums; however, it is impossible to capture all particulates. Tips to help your project go smoothly include: clean cabinets prior to ADP’s visit be aware of A/C system return vent location and turn off if needed and again share special concerns with the onsite install team before they get started. We can also minimize the mess by doing most of the work in the shop. This is why we ask that faucet and cook top information be provided prior to template thus avoiding onsite drill holes and cutouts two of the messiest activities.

A finished job

Another common pitfall is to overlook the additional work needed to detail your job. You may need a painter to touch up the walls where the new backsplash is. You may need a trim carpenter if you are getting full splash so he can move the cabinet valences. As previously mentioned you may need someone to install trim underneath the raised bar. Having a handyman that can handle all these trades is ideal.

After we leave

Your install team cares about their work and you, the client. Your install team will clean up the counters and floors and jobsite mess as to be expected. When ADP is finished you will be asked to sign a checkout sheet. This is the time to review the jobsite ask questions and look for details with the bright lights on so we can address them right away. The smell of epoxies and sealers can linger for several days. It helps to open doors and windows. We appreciate your feedback on the checkout sheet.



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Template Readiness Sheet

OWNER/AGENT: _____

In order to provide you with the best possible service and with the best product we can deliver, we need to know you are ready for the templating process. Please review the items on the list below. When all items are completed and checked off please fax this sheet with your signature to 407-299-8602. Please call us at 407-299-9394 if you have ANY questions.

- Have you signed your contract and sent it to ADP? [] Yes [] No
• Have you submitted your deposit to ADP? [] Yes [] No
• Are the cabinets completely installed (secured and level)? [] Yes [] No
• Is ADP removing your existing countertops? (must be included in your contract) [] Yes [] No
If Yes, have you signed and returned the release for demolition? [] Yes [] No
• Are you aware that you must be present at the time of template? [] Yes [] No
Charges will be assessed if an additional trip is needed to review the templates with client.
• Have you made arrangements for your plumbing and electrical to be disconnected before our visit? [] Yes [] No
• Sinks, faucets, and cook tops are required before we can template. Where are these items? [] Shop [] Jobsite

PLEASE COMPLETE THE FOLLOWING INFORMATION FOR EACH AREA RECEIVING NEW COUNTERTOPS FROM A DIFFERENT PERSPECTIVE: (please use additional sheet if needed)

Area/Room: _____ Area/Room: _____
Sink Make & Model: _____ Sink Make & Model: _____
Faucet spread: _____ Faucet spread: _____
Vendor/Sales Rep: _____ Vendor/Sales Rep: _____

Cook top Make & Model: _____
Vendor/Sales Rep: _____

Please understand that should any of the above items not be completed prior to our arrival, a return trip will be billed accordingly. Again, please call us at 407-299-9394 if you have ANY questions or concerns.

Signature: _____ Date: _____