

**GEMINI**  
WORKTOPS

# Solid Surface

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Care Guidelines & Warranty Information

**SGS**

**25**  
YEAR  
WARRANTY



# Care and Maintenance

With the correct care and maintenance your Gemini Solid Surface® worksurface should last for many years.

Follow these simple guidelines in order to keep the appearance of your worksurface in perfect condition and avoid any damaging effects.

## **Routine Cleaning**

It is highly recommended that you remain vigilant when it comes to cleaning up spillages of common household items such as tea, coffee, wine, vinegar, fruit juice, cooking sauces, etc.

It is far easier to clean up these spills when they happen, before they dry and become stubborn. To clean, use a damp cloth and if necessary, a small amount of Gemini Worktops worksurface cleaner. Rinse thoroughly with water to remove any residue and dry immediately with paper or cloth towels. For best results, buff in smooth circular motions with a lint-free white microfibre cloth.

Do not use multi surface polishes on the worksurface as these will affect the appearance of the surface.

Any water spillages should be wiped up and dried immediately with paper or cloth towels to prevent a build-up of limescale on the worksurface.

## **Removal of Dried Spillages and Limescale**

Some items harden as they dry and become more difficult to remove from your worksurface. For more stubborn stains, apply Barkeepers Friend cream cleaner with a non-abrasive, non-metallic, white top cleaning sponge.

Do not use any scouring pads that may scratch or dull the surface. Rinse thoroughly with water to remove any residue and dry immediately with paper or cloth towels. For best results, buff in smooth circular motions with a white lint-free microfibre cloth.

## **Avoiding Oils, Chemicals, Dyes and Solvents**

Avoid using acid drain cleaners, stripping agents, grease removers, caustic soda or products that have a PH value above 10 on Gemini Solid Surface®.

Do not use solvents that contain methylene chloride, dichloromethane or chloromethane. Oils, chemicals, dyes and solvents can permanently damage your work surface.

If you do spill any of these types of product on your work surface, blot up immediately and rinse thoroughly with water to remove any residue. Dry immediately with paper or cloth towels. For best results buff in smooth circular motions with a white lint-free microfibre cloth.

Oils and dyes capable of staining can be found in common food items. Therefore, please do not allow spillages from these types of products to remain on work surfaces for any amount of time and clean up immediately using the instructions above.

## **Hot objects**

Whilst your worksurface has a heat resistance, it is not heat proof. To avoid thermal impact damage, you should not place heated items directly on to the worktop. Heat trivets must be used when placing hot pans or similar items onto the surface.

## **Heavy and Sharp objects**

Do not stand, sit or place heavy objects onto the surface and avoid dropping or knocking objects that can cause impact to the surface or edge of your worktop.

Never cut directly onto a surface and always utilise a chopping board when preparing food.

# Care and Maintenance

## **Gemini Solid Surface Sinks**

Gemini Solid Surface sinks can be cleaned using a spray mix of ¾ household bleach and ¼ water. Leave the spray mix on the sink surface for at least a few hours although ideally apply in the evening and leave overnight, but no longer than 16 hours. Then rinse thoroughly with hot soapy water and a damp cloth.

## **Instant Boiling Water Taps**

Avoid running only boiling water direct into a Gemini Solid Surface sink. Always use a container or run cold water alongside the boiling water to prevent surface damage in and around the Gemini Solid Surface sink.

## **Repairs**

Whatever happens, if you experience damage to your Gemini Solid Surface worktops do not despair! As the material is solid and homogenous, most damage can be repaired in situ to restore the original surface integrity. Contact our Customer Service team on the details provided in this document for help either performing a self-repair or information on arranging a professional repair.

## **Care Kit**

A Gemini Solid Surface® care kit is recommended for day-to-day cleaning and maintenance of the worktop. A courtesy care kit is provided on installation, however further care kits are available to order on our website.

J. Rotherham Limited, trading as Gemini Worktops, whose registered office is at Rossmoor Park, Melbourne, York, England, YO42 4SZ (referred to in this document as “Gemini Worktops”, “We” and “Us”) warrants that on the day of purchase, and for a period of twenty-five (25) years from the date that installation is completed, the Gemini Solid Surface worktop (“the Product”) shall be free from any defect in materials, subject to the terms and conditions set out in this document .

The warranty shall come into effect on the date that the installer notifies Us as being the date on which installation of the Product was completed, provided that the warranty shall only come into effect once all sums due in respect of supply and installation of the Product have been paid to Us. We request that the customer retains their original invoice with this warranty. Warranty cover will not be provided if the customer is unable to provide their original invoice or other proof of purchase.

This warranty is transferable within the twenty-five (25) year warranty period to someone that acquires the Product provided that the new owner can provide (i) reasonable evidence that they are now the owner of the Product, and (ii) a letter or chain of letters from the original purchaser and any subsequent purchasers (where appropriate) transferring the benefit of the warranty to the new owner of the Product. We will be happy to supply a suggested specimen letter.

This warranty is only applicable to products supplied and installed by or on behalf of Gemini Worktops in England, Scotland or Wales. Products that are not installed by Gemini Worktops or on our behalf by one of our installers are not covered by this warranty.

This warranty is issued in addition to and not in substitution for the customer’s statutory rights relating to faulty or misdescribed goods. For detailed advice about your key legal rights, please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

# Gemini Solid Surface Twenty-Five Year Material Warranty

## What the material warranty covers

This warranty covers faults in the material comprising the Gemini Solid Surface worktop and if applicable Gemini Solid Surface sink that We supply to the customer.

In the event that the customer has a valid warranty claim, Gemini Worktops will, at its discretion, either repair or replace any section or sections of the Product that are defective in accordance with the conditions of this warranty.

Where Product is replaced by Gemini Worktops, reasonable endeavours will be used to obtain a good match in relation to the colour and thickness of the product originally purchased by the customer. However, an exact match cannot be guaranteed.

Where a colour has been discontinued from the Gemini Worktops range, it shall be substituted with the most similar colour available from those ranges available at Gemini Worktops at that time. We will also replace adjoining sections of worktop if a reasonable match for colour and thickness cannot be achieved to those sections that are replaced as being defective.

The warranty covers Gemini Solid Surface® kitchen work surfaces that have been permanently installed in the customer's home for domestic purposes only. The warranty is subject to strict observance by the customer of the Care and Maintenance Guidelines for the upkeep of Product that are included in this document.

In order for a warranty claim to be valid, the customer must make a claim as soon as reasonably possible after the defect in the material becomes apparent.

This warranty will apply to any Products that We repair or replace for the duration of the 25 year warranty period that remains as at the date of repair or replacement.

## What the material warranty does not cover:

Products that are used by the customer for any commercial use or for any domestic use other than as a residential worktop.

Minor defects and blemishes which are not reasonably evident when the Product is viewed from more than 1 metre away.

Items other than the worktop that we sell to the customer, such as taps and sinks (except Gemini Solid Surface sinks which constitute part of the worktop). Where such items are covered by a separate manufacturer's warranty, We will do what we reasonably can to pass the benefit of such warranty to the customer.

Any fault, defect, or damage arising from the fabrication, installation, fitting, modification or manipulation of the product by Gemini Worktops or any third party. For example:

- cracks in the Product are not covered by this warranty if the result of movement of the units on which it is mounted;
- defects arising from sink cut outs, application of polished edges and other fabrication processes are not covered by this warranty;
- defects in the joins or fixings of the Product,

(Please note: such defects may be covered by the five year workmanship warranty set out below, if We have carried out the installation)

Any fault, defect or damage resulting from thermal impact, or chemical treatment not recommended in the Care and Maintenance Guidelines, or any aggressive or improper treatment of the Product which may result in chipping, cracking or impact damage. For example:

- cracks in the Product are not covered by this warranty where the result of direct application of heat on the Product, excessive weight or impact on the Product.
- chips in the Product are not covered by this warranty where objects have scraped, bumped or impacted the Product.
- discolouration of the Product is not covered by this warranty where the result of exposure to heat or direct sunlight for prolonged periods of time.

# Gemini Solid Surface Twenty-Five Year Material Warranty

Any faults or defects in the product arising as a result of fair wear and tear or neglect.

Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for.

Any fault or defect arising as a result of Us following any drawing, design, specification or instructions supplied by the customer.

Please also note that over time, even with proper care, your worktop will acquire a patina, changing the appearance of the worktop.

## Making a Claim

If you believe your Gemini Solid Surface® product has a defect and would like to file a claim in accordance with this warranty please contact Gemini Worktops Customer Service either by email, phone or post:

Gemini Worktops, The Masons Yard, Rossmoor Park, Ash Lane, York, YO42 4SZ

Email: [warranty@geminiworktops.com](mailto:warranty@geminiworktops.com)

Telephone: 0333 360 3800

Gemini Worktops shall verify the claim and if a defect in the material has occurred, in accordance with the terms and conditions of this warranty, will, at its discretion, either repair or replace the section or sections of the defective product.

J. Rotherham Limited, trading as Gemini Worktops whose registered office is at Rossmoor Park, Melbourne, York, England, YO42 4SZ (referred to in this document as “Gemini Worktops”, “We” and “Us”) warrant that on the day of purchase, and for

a period of five (5) years from the date of completed installation, the fabrication and installation of the Gemini Solid Surface worktop (“the Product”) shall be free from any defective workmanship, subject to the terms and conditions set out in this document.

This warranty shall come into effect on the date that the installer notifies Us as being the date on which installation of the Product was completed, provided that the warranty shall only come into effect once all sums due in respect of supply and installation of the Product have been paid to Us. We request that the customer retains their original invoice with this warranty as proof of purchase. Warranty cover will not be provided if the customer is unable to provide their original invoice or other proof of purchase.

This warranty is transferable within the five (5) year warranty period to someone that acquires the Product provided that the new owner can provide (i) reasonable evidence that they are now the owner of the Product, and (ii) a letter or chain of letters from the original purchaser and any subsequent purchasers (where appropriate) transferring the benefit of the warranty to the new owner of the Product. We will be happy to supply a suggested specimen letter.

This warranty is only applicable to products supplied and installed by or on behalf of Gemini Worktops in England, Scotland or Wales. Products that are not installed by Gemini Worktops or on our behalf by one of our installers are not covered by this warranty.

This warranty is issued in addition to and not in substitution for the customer’s statutory rights relating to faulty or misdescribed goods. For detailed advice about your key legal rights, please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

# Gemini Solid Surface Five Year Workmanship Warranty

## What the workmanship warranty covers

This warranty covers defects in workmanship in the fabrication process carried out by or on behalf of Gemini Worktops. By fabrication process we mean:

- Cutting the Product to the correct size and shape;
- Cutting out sinks and taps;
- Applying polished edges.

This warranty also covers defects in workmanship in the installation of the Product. By installation, we mean:

- the fixing of the Product to base units
- the joining of sections of the Product
- the fixing of the Product to wall surfaces, where included in the design (for example, upstands and splashbacks).

In the event that the customer has a valid warranty claim, Gemini Worktops will, at its discretion, either repair or replace any section or sections of the Product that are damaged or defective as a result of breach of this warranty, and/or re-perform any defective installation or fabrication work.

Where Product is replaced by Gemini Worktops, reasonable endeavours will be used to obtain a good match in relation to the colour and thickness of the product originally purchased by the customer. However, an exact match cannot be guaranteed.

Where a colour has been discontinued from the Gemini Worktops range, it shall be substituted by the most similar colour available from those ranges available at Gemini Worktops at that time.

We will also replace adjoining sections of worktop if a reasonable match for colour and thickness cannot be achieved to those sections that are replaced as being defective.

The warranty covers Gemini Solid Surface® kitchen work surfaces and Gemini Solid Surface sinks that have been permanently installed in the customer's home for domestic purposes only. The warranty is subject to strict observance by the customer of the Care and Maintenance Guidelines for the upkeep of Product that are included in this document.

In order for a warranty claim to be valid, the customer must make a claim as soon as reasonably possible after the defect in the material becomes apparent.

This warranty will apply to any services that are re-performed under this warranty for the duration of the 5 year warranty period that remains as at the date of re-performance. If any Gemini Solid Surface worktops are repaired or replaced under this warranty, then provided the work is carried out by Us or on behalf, the terms of the Gemini Solid Surface Twenty-Five Year Material Warranty as set out above will apply to such replacement for the duration of the 25 year warranty period that remains as at the date of repair or replacement.

# Gemini Solid Surface Five Year Workmanship Warranty

## What the workmanship warranty does not cover:

Any defect in the materials comprised in the worktops supplied (Please note: such defects may be covered by the Gemini Solid Surface Twenty-Five Year Material Warranty).

Installation of, or any fault or defect in, items other than the worktop that We sell to the customer, such as taps or sinks (excluding Gemini Solid Surface sinks which form part of the worktop). Where such items are covered by a separate manufacturer's warranty, we will do what we reasonably can to pass the benefit of such warranty to the customer.

Any faults or defects in the Product arising as a result of fair wear and tear, neglect or abuse. Any faults or defects in the Product arising from movement or failure of the base units the Product is installed upon. For example, join failure is not considered as defective workmanship where the base units may have moved.

Any fault, defect, or damage arising from improper use of the Product. This includes (but is not limited to) using the Product in a way that it is not intended to be used for.

Any fault or defect arising from work carried out by anyone other than Gemini Worktops or an installer working on our behalf, or any fault, damage or defect arising from repairs that have been attempted by others.

Any fault or defect arising as a result of Us following any drawing, design, specification or instructions supplied by the customer.

## Making a Claim

If you believe your Gemini Solid Surface® product has a defect and would like to file a claim in accordance with this warranty please contact Gemini Worktops Customer Service either by email, phone or post:

Gemini Worktops, The Masons Yard, Rossmoor Park, Ash Lane, York, YO42 4SZ

Email: [warranty@geminiworktops.com](mailto:warranty@geminiworktops.com)

Telephone: 0333 360 3800

Gemini Worktops shall verify the claim and if a defect in the material has occurred, in accordance with the terms and conditions of this warranty, will, at its discretion, either repair or replace the section or sections of the defective product.

Gemini Worktops is a trading name of J Rotherham Ltd a company registered in England and Wales.  
Company Reg. No. 02251907 | VAT No 347 8962 44

Warranty Card Gemini Solid Surface V.001

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[geminiworktops.com](http://geminiworktops.com)

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