



# COUNTERTOP TEMPLATING & INSTALLATION PROCESS

## Things to know before you get started

- Countertops are one of the last things to be installed during a kitchen or bathroom renovation. Your flooring, lower cabinets and appliances (with the exception of cooktop ranges) should be installed before we template your countertops. Farm/apron sinks should also be installed (secured in the lower cabinet) prior to templating. Note, however, that any cabinets (appliance garages etc.) that will sit directly on the countertop must be installed **AFTER** your countertops are in place. If you are installing a new backsplash, this should also be done **AFTER** the counters are installed.
- If possible, leave final wall preparations (painting, wallpaper etc.) until after your countertops have been installed to avoid the need for touch ups. We will be as careful as we can, but we cannot guarantee against minor scrapes and scratches.
- It is your responsibility to make sure that your cabinets are properly installed and sturdy enough to handle the countertops you choose. Cabinets should be level, square and properly secured to the floor and/or wall. Concrete is comparable in weight to granite, so if your cabinets can handle stone, they should be able to handle concrete. Check with your cabinet maker or supplier if you are unsure.

## Templating

- Templating refers to the process of capturing the exact dimensions of your countertops, including the curvature of the wall and the exact placement of any cut-outs that are required for sinks, faucets, cooktops etc. It is also an opportunity to confirm seam placement, double check the quality of your cabinets, advise on any repairs or reinforcement needed, and ensure appropriate access routes for installation.
- If you are getting new cabinets, **ALL** lower cabinets must be properly installed before we template.
- If you are installing new countertops on existing cabinets: To get the best fit, we need the existing countertops removed. We recommend this approach if you are not planning to install a backsplash. We appreciate, however, that this is difficult for many homeowners. If you choose, we can template on top of the existing counters. With this approach, it is possible that the counters may not fit perfectly against the wall in some places. However, a concrete or tile backsplash will hide any minor gaps.
- Please ensure that the surface to be templated is clear. If you choose to leave your existing countertops in place, please remove all countertop appliances, utensil jars, food containers etc. If possible, please disconnect and remove the sink faucet as well so that we can more easily template along the wall behind it.

- If you have an existing tile or similar backsplash adjoining the counters that you are planning to keep, please let us know ahead of time so that we can take this into consideration as we prepare for templating.
- All appliances (e.g. cooktops), sinks, faucets, soap dispensers etc. to be used with your new countertop must be on site at the time of templating to ensure accurate measurements. You are responsible for ensuring that your sink fits in your base cabinet.
- If you have requested an undermount sink, we will need the actual sink in the shop during production to ensure an accurate fit. If the sink is not available to pick up at the time of templating, it is your responsibility to get it to us before we begin making your countertops.
- For accurate templating, farm or apron sinks should be properly installed in the base cabinet BEFORE we come to template. If this isn't possible, please let us know in advance. You MUST have the sink installed before we arrive to install your new countertops.
- Please ensure that there is a responsible adult present during both templating and installation who can make decisions and approve any details regarding your countertops.
- We reserve the right to adjust your estimate if measurements or scope of work differ substantially from the information provided for the estimate. We will advise of any cost adjustments before starting work on your counters.
- Your new counters will be ready in approximately 4 weeks from templating.

## Installation

- If you are replacing an existing countertop, it must be removed before we arrive. All existing sinks, faucets, cooktops etc. must also be disconnected and removed. You are responsible for disposing of your old countertops. If they are still in usable condition, please consider contacting a local organization such as Habitat for Humanity to schedule a pick-up. If you are unsure how to proceed, or are replacing a heavy stone countertop, we may be able to assist with removal and disposal for an additional fee. Please contact us ahead of time to discuss this option.
- Before we arrive, please clear the work area and empty top drawers and upper shelves in the lower cabinets. This allows us to work more efficiently and protects your belongings.
- Please ensure that entrance ways, passage ways and the work area are cleared of pictures, lamps, decorations, small furniture, shoes etc. that could get damaged, or create a hazard for us as we maneuver heavy countertops. We cannot be held responsible for damage to personal objects that are left in our path.
- We recommend that you schedule a plumber and/or electrician for the day following installation to reconnect plumbing and wiring, as required. This will allow time for any seams and undermount sink attachments to set.

# CUSTOMER CHECKLIST

## TEMPLATING

### BEFORE D.A.S. ARRIVES

---

- lower cabinets properly installed, secured & level
- existing countertops removed, if applicable
- All items requiring cut-outs, including sinks, faucets, cooktops, electrical outlets, soap dispensers etc. on site for measuring; farm sink installed, if applicable
- Appliances for use with new countertops should be in place or on site to determine spacing
- Work space & passage ways clear
- 50% deposit paid (cash/cheque/credit card).  
*Please note that we cannot proceed with templating until the deposit has been received.*

### DURING TEMPLATING

---

- Please ensure that there is a responsible adult present who can approve decisions regarding:
  - colour & finish
  - seam placement
  - etc.

# INSTALLATION

## BEFORE INSTALLATION

---

- all existing countertops, sinks, appliances etc. disconnected and removed
- schedule plumber and electrician to connect plumbing and wiring after installation (next day), as required
- ensure walk ways, entrance ways, hallways & work space are cleared of furniture, breakables and other obstacles

## DURING INSTALLATION

---

- please ensure that there is a responsible adult present to make installation decisions, if required
- for everybody's safety, please keep children and pets away from installation area

## AFTER INSTALLATION

---

- (re)connect sinks & faucets, cooktops etc.
- final payment is due upon delivery; please settle your final invoice within 7 days
- protect your investment by following the care and maintenance instructions