



Riverbed Concrete: Concrete Countertop General Information and Agreement Form

This form is meant to inform our prospective and current customers of the properties of Riverbed Concrete pre-cast concrete countertops.

1. There is no one perfect sealer for concrete countertops. There are few sealers formulated for the specific use as a concrete countertop sealer. Sealing concrete countertops is a balance between function and aesthetic. Riverbed Concrete uses a Water Based Copolymer Acrylic sealer which we feel exhibits the best in stain resistance while leaving the surface looking very natural. Our countertops are stain resistant, not stain proof. Spills should be cleaned as soon as possible to avoid staining. Chemical cleaners should never be used on a concrete surface as they can damage or remove the sealer. A solution of mild detergent soap and water is recommended for use when cleaning the surface. The development of a patina should be expected. This patina, created by everyday use, is a desirable attribute to our products. The patina will create a richer, more interesting visual surface.

2. For best results we recommend the application of carnauba wax on a regular basis. Wax is a sacrificial surface protectant, which will assist in the prevention of staining and etching. Wax will help protect the sealer, which in turn protects the concrete. It also deepens and improves the countertop color. A wax schedule should be established between parties based on the use of the countertop. Sealer may need to be reapplied by Riverbed Concrete to restore proper protection on countertops experiencing heavy use.

3. Concrete countertops may develop small, non structural cracks. These are usually a result of cabinet settling. The most common areas for cracks to develop are around sink and faucet cutouts. Our countertops incorporate extensive reinforcement ranging in carbon fiber, welded wire mesh, and micro fiber technology. In addition, our countertops are infused with chemical additives to increase flexural and compressive strengths. All of our pre-cast countertops are cast using vibrating tables. Vibrating the concrete creates a denser, stronger, more consolidated material. With the above precautions there is still no way to guarantee that a countertop will not crack. There is the old adage, "if it ain't cracked it ain't concrete". At the end of the day, our products are still made of concrete, no matter how sophisticated. We emphasize that the development of a crack does not disrupt the performance or structural properties of the countertop.

4. Seams in precast countertops are control joints, allowing adjacent slabs to move or deflect due to structural movement of the house and cabinets (often driven by seasonal humidity changes or simply due to settlement of a new structure). Resilient seams allow movement without stressing the concrete. Rigid epoxy seams, while looking very nice and allowing a near seamless look, are actually too strong and too rigid in some cases. Because the ends of abutting slabs are simply glued together with epoxy, any flexure or deflection is transferred across the joint, causing tension and compression in the concrete. But because the countertop reinforcement is not continuous across the joint, any tension forces are resisted by the concrete alone. The common result is a crack which will form immediately adjacent to and parallel with an epoxy joint.

5. Riverbed Concrete diamond polishes all of it's surfaces to 1,000grit. This produces a very attractive satin sheen. It also helps to densify the surface which improves stain resistance. Our countertops can be ground using more aggressive diamond matrixes to expose varying degrees of aggregate. If desired an exposed aggregate finish needs to be specified while placing the order. If no special instructions are given for the process, the countertop will receive our proprietary "salt and pepper" finish.



6. Our products are colored individually, and there are no guarantees on an exact color match between individual pieces. This is particularly true on large projects which need to be cast at different times.
7. Riverbed Concrete countertops are manufactured at a standard thickness of 1 ¾" thick. They are constructed of several custom concrete recipes developed extensively to meet our very strict structural and visual specifications. Our concrete is 33% lighter than normal everyday concrete and is 48% lighter than granite. Our concrete mix contains up to 60% recycled material. The recycled content is not only good for the environment, its contribution to LEED points, and carbon buy backs, but also increases the strength and durability of our finished products.
8. We think of each piece as functional art. Each countertop, sink, or custom order is meticulously hand crafted by craftsmen, dedicated to the art of transforming the everyday industrial material of concrete into a truly one of a kind final product. Our pieces are sculptural, expressive, and hand crafted and should be treated with care and appreciation.
9. In consideration of the mutual promises set forth herein, Riverbed Concrete covenants and agrees that it shall perform services rendered in a timely, professional manner, providing quality results set to Riverbed Concrete standards.

Any claim or controversy arising among or between the parties hereto and any claim or controversy arising out of or respecting any matter contained in this Agreement or any difference as to the interpretation of any of the provisions of this Agreement shall be settled by arbitration in the city of Boerne, Texas by Three (3) arbitrators under the then prevailing rules of the American Arbitration Association.

In any arbitration involving this Agreement, the arbitrators shall not make any award which will alter, change, cancel or rescind any provision of the Agreement and their award shall be consistent with the provisions of this Agreement. Any such arbitration must be commenced no later than sixty (60) days from the date such claim or controversy arose. The award of the arbitrators shall be final and binding.

Please sign this form to indicate that you have been presented this information.

Print: _____

Sign: _____

Pre-Cast Concrete Counter and Sink: Care & Maintenance

Your brand new concrete countertop or sink has been handcrafted as a functional piece of art. **Your concrete has been sealed and waxed and will resist staining but is not stain proof!** A 30 day care period from the installation date is recommended for the sealer to fully cure.

Cleaning:

It is best to clean up spills as soon as possible, especially oils and acidic liquids with a damp cloth. Clean your countertops with a mixture of mild dish soap and water which we recommend be stored in a convenient spray bottle. Stone Tech (available at Home Depot) cleaning solutions are also suitable for concrete surfaces.

Maintaining the Finish:

Regular maintenance will ensure the longevity of the concrete countertop. Waxing with concrete countertop wax, bees wax or carnauba wax every couple of months will provide a great level of protection and add patina to the surface. Stone Tech Professionals full line of stone care products are also suitable. (available at Home Depot).

Do's and Don'ts:

- Don't use "Soft Soap" products around your concrete it will etch the surface and leave stains
- Don't place unsealed pottery or metal objects on your concrete, as they exchange minerals with the concrete and leave permanent marks. Use a cork pad under such or similar items.
- Don't cut on concrete countertops, it will not hurt the concrete but it will damage the sealer
- Do use cutting boards when chopping or preparing foods
- Avoid pooling liquids on your surface for prolonged periods of time.
- Do not use abrasive scrubbing pads or aggressive surface cleaners.
- Your concrete surface is heat resistant, but it is still a good idea to avoid direct contact with oven temperature pots and pans as they can damage the sealer.
- Avoid harsh chemicals and Windex, as they will dull or etch the surface

Waxing Instructions:

The surface should be dry and clean. Apply wax with a cloth applicator in small circular motion to a thin film. Let dry for a minute then buff clean with terry cloth towel. Work 4 – 5 square feet at a time not to allow wax to dry too hard, otherwise it will be difficult to buff out.

Things to Remember:

- Like any naturally porous surface (granite, limestone, soapstone, slate, honed stone) there are no stain, scratch, or crack warranties or guarantees associated with this product.
- Although these tops are sealed at our facility, they are stain resistant, not stain proof. You should understand the distinction and practice common sense "good house keeping practices".
- Stains are dark in color. Some stains can be rubbed out, and others can be removed with a stain lifting agent such as a concentrated cleaner or poultice. Etch marks are light in color. Etch marks are not stains and therefore cannot be cleaned off. The only way to alleviate or lessen the appearance of an etch is to re-polish the affected area.
- Liquids may penetrate the uppermost layer of the concrete, but typically will evaporate out, or can be scrubbed out with detergent and water.
- If a chip or crack develops, they are easily repaired with a pigmented epoxy. We recommend that you call Riverbed Concrete for such repairs.
- For any questions regarding the care of your concrete please contact Riverbed Concrete by one of the means made available below.



CONCRETE COUNTERTOP & SINK GENERAL WARRANTY

Riverbed Concrete Inc., does hereby guarantee and warrant all work performed by Riverbed Concrete Inc. on the above referenced project for a period of one (1) year from substantial completion of contracted work. This warranty provides that all materials and equipment furnished under the contract is of good quality and new. The work will be free from defects excluding what is inherent in the nature of the product or permitted in Riverbed Concrete Inc. allowable tolerance, and the work will conform to the requirements of the contract documents.

Exclusions:

- This warranty excludes failures caused by occurrences beyond Riverbed Concrete Inc's control including, but not limited to, acts of God or public enemy, acts of war, rebellion or sabotage: fires, floods, explosions, accidents: riots or other acts of workers, whether direct or indirect: or, any other causes whether or not of the same cause or kind as those specifically named above, which are not within the control of the party affected and which, by the exercise of reasonable diligence, said party is unable to prevent or provide against.
- This warranty excludes negligent use of its installed/manufactured products. Negligent use includes, but is not limited to, damage from mishandling, scratches, heat, chemicals, or improper care and maintenance.
- This warranty is void if the applied finish is altered.
- This warranty excludes seam appearance or performance.
- This warranty excludes color variations, air bubbles, hairline cracking, and other variances that are inherent in concrete countertops.
- This warranty is void if product installation is altered by a party other than Riverbed Concrete Inc.
- This warranty excludes products that have not been paid in full.
- If Riverbed Concrete Inc. product needs to be replaced or repaired under this warranty, Riverbed Concrete Inc. is not responsible for the cost of necessary modifications to plumbing, electrical, flooring, cabinets, etc. in order to make this change.
- This warranty excludes routine maintenance. Routine maintenance should be performed following the guidelines set forth in Riverbed Concrete Inc.'s Care & Maintenance literature. This warranty is considered void if cleaning products outside of the Riverbed product line are used (unless under prior written approval).

Strict adherence to Riverbed Concrete Inc. documents, contracts, agreements, instruction, care & maintenance, and all expressed information must be adhered to for compliance with warranty terms.

Amendments to warranty:

Signed: _____ Date: _____
(Signature only required if amendments present)

General Cleaner

Riverbed Concrete General Cleaner is an all purpose cleaner for polished concrete flooring, stain and seal concrete flooring, concrete counters/sinks/tiles, and other pre-cast concrete features. It's neutral formula contains low residue, which rinses clean and is specifically designed for use on decorative concrete surfaces.



Instructions for Use:

Preperation: Sweep or vacuum to remove loose materials from surface.

Equipment: Apply w mop, autoscrubber, or rag.

Storage and Handling: Store in cool dry place. Do not alter or mix with othere chemicals.

Application: Always test for suitability, dilution rates and desired results before overall application. Dilution: Normal clean-1 oz of cleaner/1 gal fresh water ; Deep clean-2oz of cleaner/1 gal fresh water.

Application Instruction: Apply with mop or autoscrubber. Mop up used cleaner or vacuum with autoscrubber. After deep clean rinse well with fresh water. Do not let puddles dry on the concrete surface. Buff with White pad to inccress shine.

Clean Up: Clean tools and equipment w fresh water.

Safety Info: Contains Octyldimethylamine oxide, decyldimethylamine oxide. Causes eye and skin irritation. Harmful if swallowed. Avoid eye and skin contact. Wear protective equipment as necessary to avoid contact. Do not alter or use for other than specified. First Aid: Ingestion: do not induce vomiting. Get immediate medical assistance. Eye Contact: Rinse thoroughly for 15 min. Get medical assistance. Skin contact: Rinse thoroughly. Get medical attention if irritation persists. Inhalation: Remove to fresh air. Get medical attention as necessary. 24 Hour emergency: INFOTRAC, 800.535.5053. Complete product literature by Riverbed Concrete Inc. 830.981.2210. Refer to product data and MSDS for complete application and precautinary information.