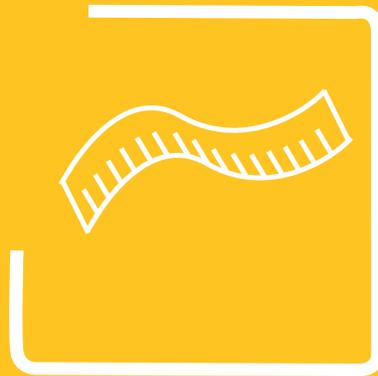


SILESTONE® TRAINING MANUAL



TEMPLATING THE
COUNTERTOPS



TEMPLATING THE COUNTERTOPS

The key to customer satisfaction is the appropriate coordination between templating, manufacturing and installation. This booklet will provide you with the precise instructions on how to measure a Silestone® countertop, and advise you regarding appropriate customer service.

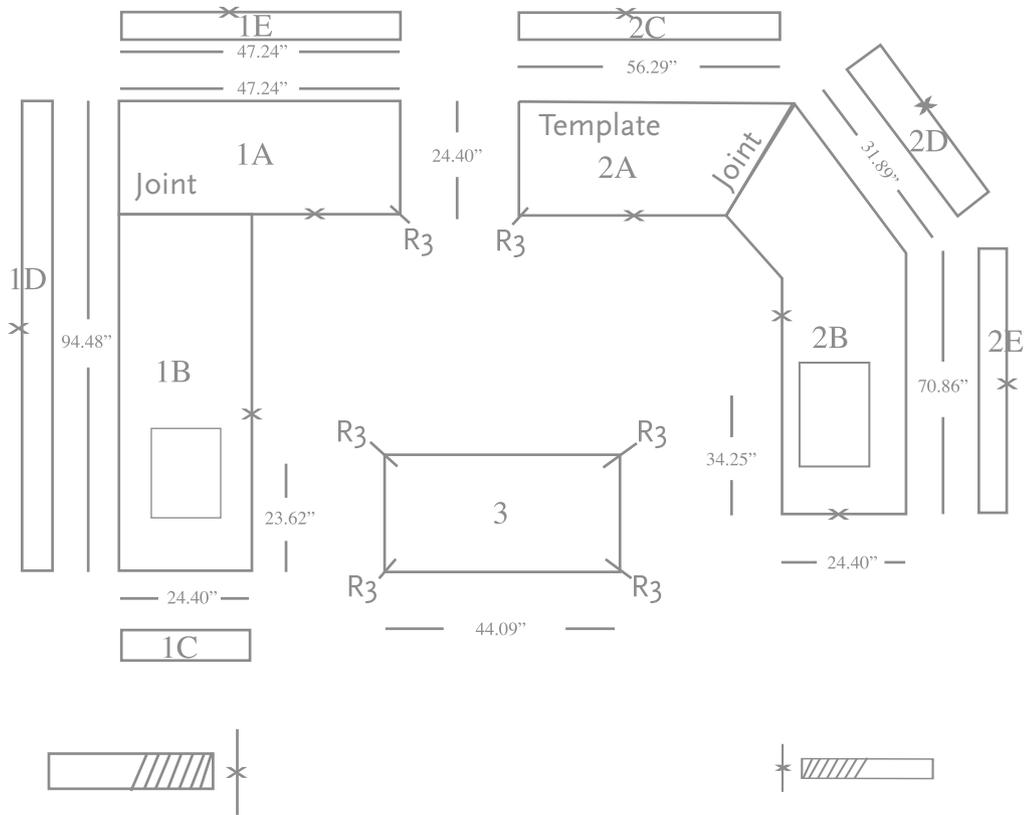
Exact measurements are essential for an efficient job and a satisfied customer. Under no circumstances are we attempting to tell you how to do your job! Many of you are very experienced in this field; but we do hope you find this manual useful.

GENERAL INFORMATION	1. Check all of the order information.	2. Remember that the Silestone countertop shapes to be measured may be straight, angular and/or circular.
	3. Go prepared with: tape measure, spirit level, square, pencils, rulers, millimeter paper, all the admin forms, template material, Silestone samples (with edges, if possible) and written information.	4. Arrive at scheduled time. In case of any delay, please inform the customer.
5. Wear adequate and clean clothing. Do not smoke.	6. Meet and greet the customer.	
		7. To avoid surprises explain the templating and customer requirements, as well as the fabrication processes. Also check the level of the kitchen cabinets and structural reliability.



TEMPLATING THE COUNTERTOPS

TEMPLATE EXAMPLE





TEMPLATING THE COUNTERTOPS

TEMPLATES

1. All jobs should be templated. Countertops should be made directly from drawings only under special circumstances.

2. Place the template (polystyrene, wood, corrugated plastic) in the area to be measured and locate the edge of the piece at the front edge of the template.

3. An irregular edge should be included in a template and not in a sketch, this ensures accurate precision.

4. Take note of the radius of all the edges.

5. It is very important to write down the order number, part number, location of the joint and edge on the template surface.

6. Draft the template with the actual manufacturing measurements.

7. Cut along the new line after adding the edge or projected dimensions.

8. Carefully store the template to avoid any damages.

9. Indicate "Template" and details of the dimensions of the template in the sketch after completion of the template.



TEMPLATING THE COUNTERTOPS

TEMPLATING AND MEASURING

3. The dimensions are calculated by measuring the furniture and adding the dimensions required for the specific edge or overhang.

1. Measure the width and length of each piece two times to ensure accuracy. Always write down the longest dimension. Make sure that the piece is not cut smaller in the manufacturing process.

2. The dimensions go from joint-to-joint or joint-to-edge.

4. Add the additional measurement to the dimension to compensate for the overhang.

5. Mark the center of all the cutouts (measure from the edge of the countertop to the center of the cutouts).

6. Include the backsplash, height and width dimensions of each part.



TEMPLATING THE COUNTERTOPS

JOINTS

1. The joints are used when a break is demanded by slab dimensions.

2. The joints should be designed in such a way that they go unnoticed, are symmetrical and use the least amount of material as possible.

3. They should also be perpendicular to the countertop front edge.

4. Educate the customer. Joints are normally placed in the corners, in the middle of long countertops, in the cabinet joints, or between large cutouts.

5. Label all the joints and parts with corresponding numbers so they can be counted during the manufacturing and installation processes.

6. An irregular angle joint should be included in a template and not in a sketch, this ensures greater precision.

7. Do not place the joints in the middle of a dishwasher, in areas with direct sunlight, or in areas without a base.

8. The joints should be supported on both sides, front and rear (minimum).

9. Obtain customer approval of the joint, as the location of the joint greatly affects customer satisfaction.



TEMPLATING THE COUNTERTOPS

<h2>ANGLE RADIUS</h2>	<p>1. Locate the angles to determine the radius of each one.</p>	<p>2. Write down all the radius and measurements in the template.</p>
	<p>3. Draw a triangle in the template when a longer radius is required.</p>	<p>4. The angles that require an edge radius are exposed.</p>
<h2>OVERHANGS</h2>	<p>1. Mark each overhang with a dotted line on the template.</p>	<p>2. The templates should compensate for additional overhangs.</p>
<p>5. The maximum overhang without support is approximately 15" for 1 1/4" material in a narrow bar or 11" in 3/4" material in an island.</p>	<p>3. The raised surfaces and islands usually have a margin of overhang on both sides of the cabinets and will have edges on at least two sides. Both overhang and edges should be taken into account when determining the final dimensions.</p>	<p>4. The ovens and cooktops have edges which are generally at the same level as the cabinets and require a straight polished edge (flush).</p> <p>For structures with supports on only 3 sides (areas around dishwasher, counters, cabinets structure) an additional support will be required under the Silestone®.</p>



TEMPLATING THE COUNTERTOPS

WALLS

1. Place a long guide on the front edge of the cabinets and place a square against the guide, pushing the square against the walls.

2. If the walls do not make up a straight angle or if there are cutouts, note down the biggest dimension in the sketch (to compensate the irregular angles) so that the manufactured Silestone® is not too small to be installed.

3. Inform the customer of any irregularities with the wall. We recommend leaving a space of 1/4" between the Silestone and the wall to allow for expansion.

4. Check that the template compensates for the irregular shapes of the corner or walls. When the walls do not make a straight angle, the exactness of the template is vital.

For walls with an angle in the same direction, add the necessary amount to compensate for the irregular walls (on both sides).



TEMPLATING THE COUNTERTOPS

EDGES	<p>1. Note down the location of the edges and the appropriate edge symbol (B2O=_half round)</p>	
	<p>2. The symbol should point to the corresponding edge.</p>	<p>3. All the edges except the non-polished finishes should be marked. The undermounted sink cutout should have a polished edge identified with a code.</p>
BACKSPLASHES	<p>1. When measuring backsplashes, mark the corresponding piece that joins with the cooktop.</p>	<p>2. Write down the dimensions on the template including the length and the height.</p>
<p>3. Measure the backsplash parts carefully; the length will be modified by the installer if it is too long.</p>	<p>4. The backsplash parts can be used to cover a worktop gap of up to 1/2" in width.</p>	<p>5. The full backsplash parts should be measured very carefully, as the height varies for each part of the kitchen cabinets.</p>
	<p>6. Count the number of sockets and switches in the backsplash.</p>	<p>7. Do not install Silestone® over any existing backsplash. Write down the edge detail for the backsplash.</p>



TEMPLATING THE COUNTERTOPS

CUTOUTS

1. Decide on the location of all the cutouts (Cooktops and sinks). Draw rectangles or ovals in the template and label top mount, undermount sink and cooktop.

The undermount is cut during manufacturing. We recommend top mount sinks and the cooktops are cut on-site during the installation.

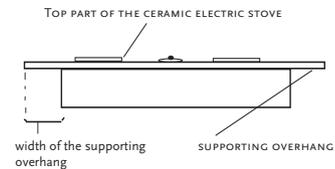
2. The center of each cutout should be marked in the template with the measurements indicated from a joint or edge. The minimum recommended distance between an undermount sink and the front edge is 2.75”.

3. Check the location of the cutouts for faucets, drain pipes etc..and leave a distance between the cutout and the back edge, allow some extra space if a backsplash is included.

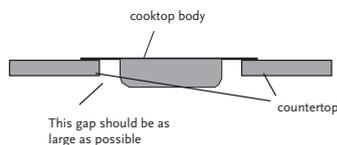
4. Bear in mind the size of the slab, usually 3/4” of overhang is needed in addition to the worktop width. Take into account the measurements of the backsplashes.

*We recommend that the undermount sink cutout keeps to the manufacturer specifications.

A) Before creating a template, bear in mind what the cut out will be used for.



B) Check the overhang.





TEMPLATING THE COUNTERTOPS

REQUIRED INFORMATION PRIOR TO FABRICATION		The following information should be included with every manufacture: 1. Templater and company Information.
2. Customer name, address, and telephone number/s.	3. Description.	4. Type of cutouts - cooktop type, sink model, flushing.
5. Dimensions in the template. 6. Location of joints.	7. Angle radius (circular).	8. Special radius (in square or triangle).
9. Order form.	10. Work order part / size number.	11. Central pointer-countertop. 12. Dimensions.
13. Number of pieces.	14. Color.	15. Edge + location/ typical type. Total in square feet.



TEMPLATING THE COUNTERTOPS

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