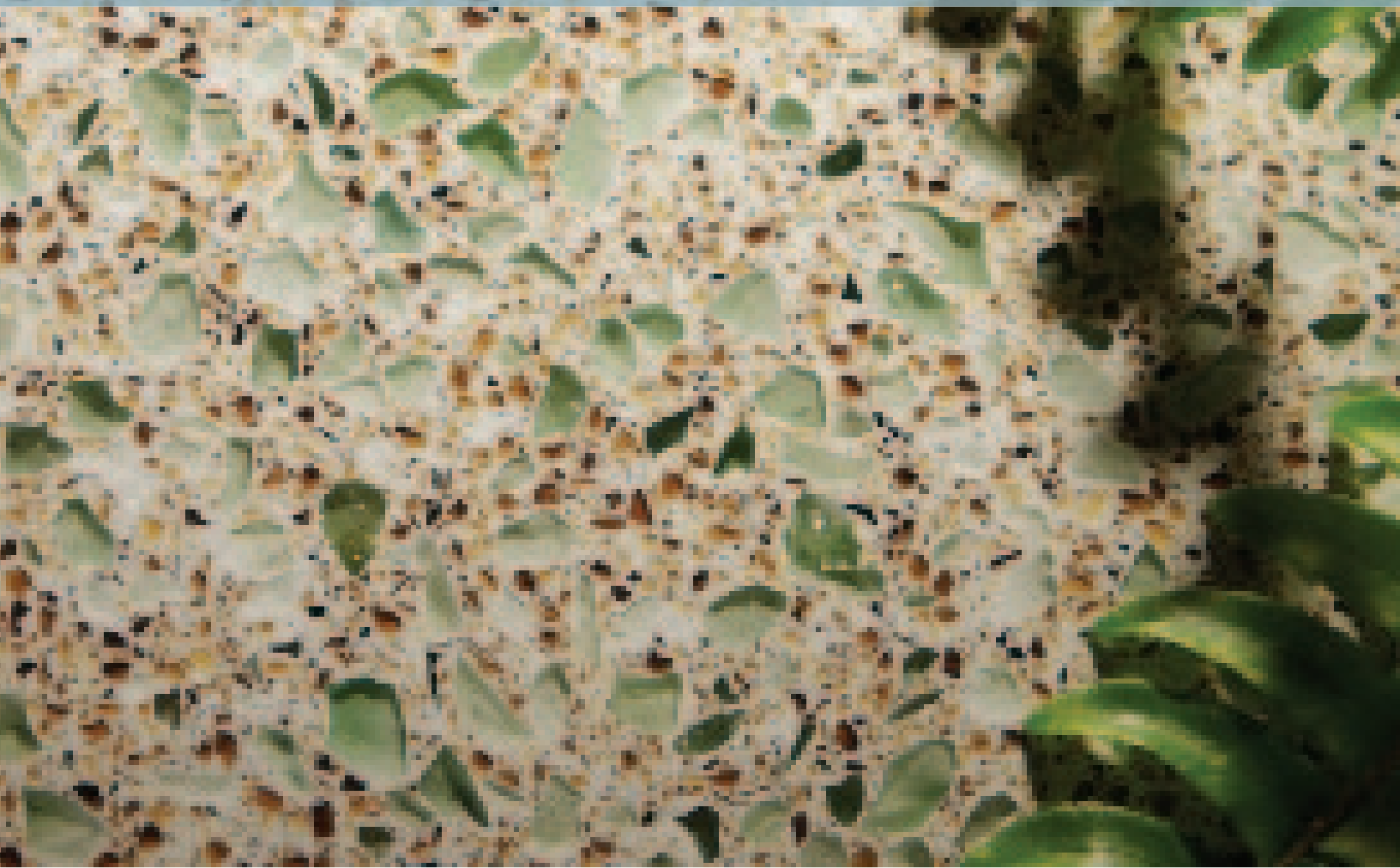




SELLING HANDBOOK

IceStone[®]
MADE IN THE USA





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OUR STORY

IceStone began in 2003 with a simple concept; transform waste glass into something beautiful. An uncompromising balance of design and sustainability has always set IceStone® surfaces apart, and that balance has been a guiding principle at our company from our beginning. The idea behind IceStone was to create a triple bottom line company that had a social mission, supported local manufacturing, and created job opportunities for local communities. In keeping with those objectives, IceStone has diverted over 20 million pounds of glass from landfills.

Today, IceStone's signature recycled glass and cement products remain an icon of the new countertop industry, delivering unparalleled style that brings design projects to life.



MADE IN THE USA

Every IceStone slab is cast in the United States in Georgia. Made from 3 core ingredients: 100% recycled glass, portland cement, and non toxic pigment.

Community impact

IceStone is a founding member of B Corp, an organization of companies dedicated to solving social and environmental problems through smart, sustainable business practices.

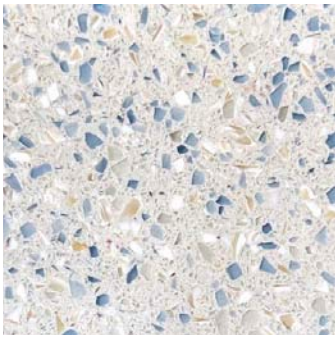
INNOVATIVE DESIGN

Brilliant Style

An elegant, eye-catching look for customers seeking something different. IceStone delivers gorgeous design in a range of colors, from contemporary jewel tones to classic neutrals.



White Pearl



Sky Pearl



Sage Pearl



Amber Pearl



Alpine White



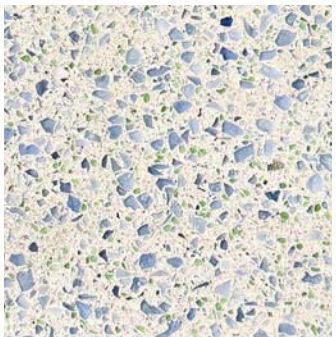
Snow Flurry



Jade Pearl



Forest Fern



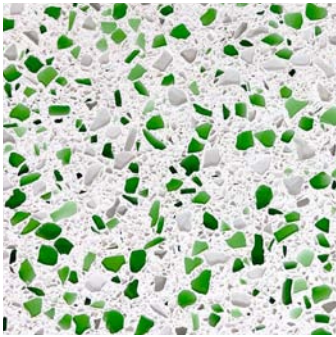
Ocean Grass



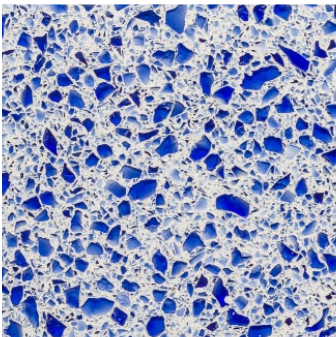
Pearl Grey



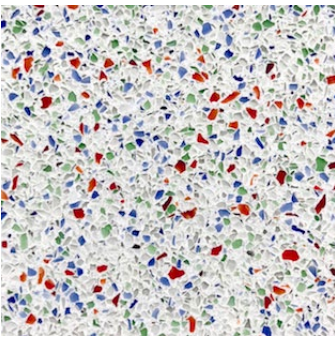
Fogbound



Arctic Green



Cobalt Ice



Confetti



PRODUCT DESCRIPTION

Applications

IceStone® surfaces have been installed in many commercial and residential spaces throughout the United States and Canada. Notable installations include: NASA Headquarters, Bill and Melinda Gates Foundation Offices, Bank of America, UBS Arena, Wells Fargo, and NYU Langone.

IceStone surfaces can be used as:

- Kitchen countertops
- Bathroom vanities
- Backsplashes
- Reception areas
- Exterior/Outdoor Applications
- Fireplace Surround
- Bathtub Deck
- Desktops
- Conference tables
- Transaction areas
- Window sills, and more



Moroccan Red

PRODUCT DESCRIPTION

Product composition:

IceStone durable surfaces are slabs made from three core ingredients: 100% recycled glass, portland cement, and non-toxic pigments. About 75% of the product is recycled glass by weight.

Dimensions + Weight

Thickness: 1.25" thick

Slab Size: 108" by 60" nominal

Weight: 15.15 lbs/sq. ft. (approx. 682 lbs/slab)

Colors

14 Standard Colors

Please contact us for feasibility and lead times.

Finish

IceStone slabs are shipped with a polished finish. While other finishes can be applied by the fabricator, altering the factory finish will void the warranty.

Healthy Products for Healthy People

IceStone's core ingredients are the simplest on the market:

100% Recycled glass
Portland cement
Non-toxic pigments

IceStone is free of plastics and resins, and therefore will not emit any carcinogenic fumes or other endocrine disrupters.

HEALTH + SUSTAINABILITY



Cradle to Cradle Certified™ Silver and Bronze

IceStone is Cradle to Cradle Certified™ Silver and Bronze. Cradle to Cradle Certified™ is a multi-attribute certification program that assesses products and materials for safety to human & environmental health, design for future use cycles, and sustainable manufacturing.

<http://www.c2ccertified.org/>



Health Product Declaration

IceStone has published a Health Product Declaration™ for the entire product line. The HPD™ is a reporting tool that standardizes the disclosure of product ingredients, enabling specifiers and consumers to make more informed purchasing decisions.

<http://hpdcollaborative.org/>



LEED

LEED (Leadership in Energy & Environmental Design) is a rating system developed to help buildings perform as efficiently and sustainably as possible. IceStone durable surfaces have helped many projects achieve LEED certification and can contribute to credits in the LEED for Homes rating system.

<http://www.usgbc.org/leed>

TECHNICAL SPECIFICATIONS

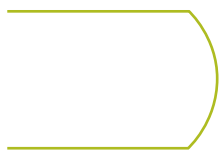
| Property | Test Standard | IceStone Results |
|--------------------------------|------------------------------------|--|
| Compressive Strength | ASTM C – 109 | 13,000 psi - 16,000 psi |
| Flexural Strength | ASTM C – 203 | 890 psi |
| Specific Gravity | ASTM C – 97 | 2.31 g/cm3 |
| Porosity/Absorption | ASTM C – 642 | 0.18% unsealed |
| Chemical Durability | ASTM C – 1260 for ASR reactibility | 0.49% 300 cycles |
| Freeze Thaw | ASTM C – 666 | 0.05% |
| Fire Rating | ASTM E – 84 | Class 1(A) Flame spread index 0 Fuel contribution 0 Smoke density index 0 |
| Coefficient of Static Friction | ASTM C – 1028 | 0.69 polished dry 0.61 polished wet 0.71 honed dry 0.62 honed wet 0.85 sandblasted dry 0.77 sandblasted wet |
| | | |

FABRICATION + INSTALLATION

IceStone surfaces are fabricated and installed similarly to natural stone. Please refer to the [IceStone Fabrication Guidelines](#) for more details on the requirements for the fabrication and installation of IceStone.

Edge Profiles

Edge profiles that are recommended by the Marble Institute of America are appropriate for IceStone, including, but not limited to the following options:



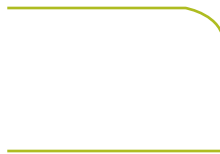
Radius Edge



Half Bullnose Edge



Ogee Edge



Pencil Edge



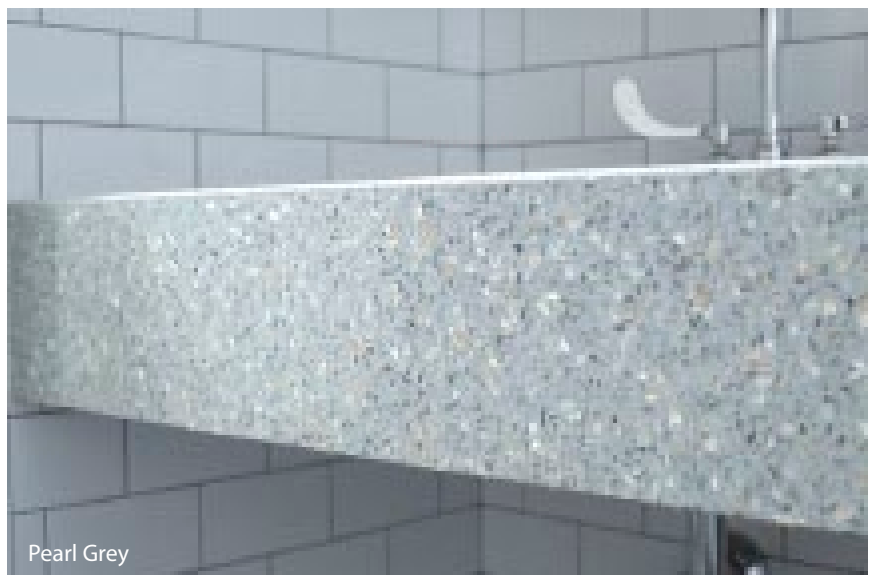
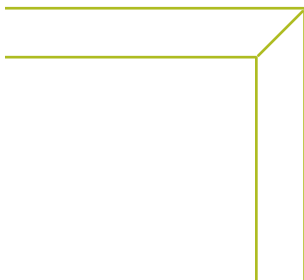
Full Bullnose Edge



Platner Edge

Built-up Edges

IceStone is only manufactured in 1-1/4" thickness, however, the appearance of a thicker countertop can be achieved with a mitre built-up edge. To avoid the visual effect of glass segregation, stack lamination is not recommended.



Pearl Grey

CARE + MAINTENANCE

Care of IceStone is similar to that of natural stone. Like all surfaces, IceStone will show signs of wear and tear over time. With sensible care, your customers can maintain the beauty and quality of their IceStone surface. Please refer your customers to the [IceStone Care & Maintenance Guidelines](#) for more detailed information on maintenance and a full list of recommended sealers and cleaners.

General Care

IceStone surfaces can easily be cleaned with a damp cloth and water. Spills should be wiped up promptly being especially attentive to spills such as coffee, wine, fruit juices, and other acidic liquids. Cleaning products should be free of chlorine bleach, ammonia, acid and citrus scents.

As with all surfaces, trivets and cutting boards should be used to help protect the sealer and the surface.

Sealing

IceStone LLC requires fabricators to ensure that the surface is sealed before or at the time of installation. Customers may re-seal their surface as needed and can do a simple water test to determine when it is time to reseal. Watch how to seal and wax on our YouTube channel: www.youtube.com/user/IceStoneLLC



Removing Stains

Most stains can be removed by using a poultice. Watch how to remove stains on our YouTube channel:

www.youtube.com/user/IceStoneLLC



Other repairs

Etching and other surface repairs require a skilled fabricator or restoration specialist. Have your customer contact Customer Service for assistance:

customerservice@icestoneusa.com



Ocean Grass

SERVICE

A Network of Experts

Only Certified Fabricators can purchase and fabricate IceStone durable surfaces, ensuring the highest quality installations. To find a Certified Fabricator in your area, contact your local distributor or visit: <http://www.icestoneusa.com/customer-service/find-icestone>

Customer Service

To contact the IceStone Customer Service team:

customerservice@icestoneusa.com
(718) 624-4900

Warranty

IceStone provides a Residential 10-Year Limited Warranty or Commercial 5-Year Limited Warranty for material fabricated and installed by an IceStone Certified Fabricator. The Residential warranty is included in the next few pages. For both warranties, you can access detailed terms and the registration form on our website:

<http://icestoneusa.com/customer-service/warranty>

Complimentary Maintenance Reminders

Our team will help your customers maintain the beauty and durability of their surface with email reminders and custom maintenance schedules.



Gotham Grey

Residential 10-Year Limited Warranty

IceStone, LLC ("IceStone") will warrant from 10 years from the original date of installation durable surfaces that fail due to any manufacturing defect when fabricated and installed by an IceStone Certified Fabricator and when purchased directly from IceStone or an authorized distributor. A list of IceStone Certified Fabricators and authorized distributors can be obtained by calling IceStone at (718) 624-4900 and is also available at www.icestoneusa.com. This limited warranty applies to material that has been permanently installed in the Owner's residence. This warranty is limited to the materials costs of repairing the defect to like-new condition or replacing the surface in kind or with the closest variety in stock. This limited warranty does not cover the costs of labor, transportation, freights, tear-out, demolition, disposal, reinstallation, fabrication or associated costs beyond the original cost of materials to repair or replace the product. The option to repair or replace the material is at the sole discretion of IceStone. At its sole option, IceStone reserves the right to provide a refund. Although the product is carefully inspected prior to shipping or delivery from IceStone's location, it is the responsibility of the Owner or Owner's Representative to thoroughly inspect and approve the product upon its receipt. Any damage to the product thereafter is the responsibility of the Owner. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation. This limited warranty also does not cover any defects that were visible at the time of fabrication and were not avoided during fabrication.

This Residential 10-Year Limited Warranty is available only to the original owners of single-family residences in which IceStone has been originally installed. In the case of newly constructed single-family residences, this limited warranty is available to the original or first owners purchasing the residences with IceStone permanently installed and is transferrable only if the original or first owner had initially registered the limited warranty with IceStone according to the Terms and Conditions outlined below. The original or first owner must submit to IceStone in writing the name, address and phone number of the new owner. The new owner will receive a prorated 10-year limited warranty which is prorated from the original installation date. In order to activate this limited warranty, the Owner must register the product within thirty (30) days of the date of installation.

GENERAL TERMS AND CONDITIONS

- A. This limited warranty applies to product that was installed and registered after March 28, 2011 in California, after September 1, 2011 in New York, and after January 15, 2012 in the rest of the U.S. and Canada.
 - B. This limited warranty applies to only IceStone durable surface products manufactured after January 1, 2009.
 - C. This limited warranty applies only to product that has been maintained according to the most recent IceStone Care & Maintenance Guidelines, which can be found at www.icestoneusa.com.
 - D. To request service under this limited warranty the Owner must contact the company that sold the product or IceStone directly at (718) 624-4900 within thirty (30) days of noticing the failure of the product.
 - E. The Owner must register the product within thirty (30) days of the date of installation in order to activate the limited warranty. To register, the Owner must complete the form available at www.icestoneusa.com or call (718) 624-4900. The Owner must agree to cooperate with IceStone or its authorized agents in the inspection of the product and assist IceStone or its authorized agents in efforts to perform IceStone's obligations under this limited warranty.
 - F. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to offer any warranty or promises on behalf of IceStone with respect to IceStone products.
 - G. This limited warranty does not apply to IceStone surfaces that a fabricator purchases from another fabricator, regardless of whether either fabricator is a Certified Fabricator
4. This limited warranty does not cover products and/or services that have not been paid in full.
 5. This limited warranty does not cover products installed as flooring applications or as vertical applications.
 6. This limited warranty does not cover products installed in any outdoor applications.
 7. The limited warranty does not cover products installed in moving vehicles including but not limited to recreational vehicles (RV's), trailers, aircraft, boats, ships or other watercraft.
 8. This limited warranty does not cover improper use or abuse. "Improper use or abuse" includes, but is not limited to: damage from mishandling or misuse; damage from direct exposure to excessive heat, flames, or uneven exposure to weather conditions; physical or chemical abuse and damage from improper care and maintenance including any harsh chemical damage. Please note that abusive treatment to product edging may result in chipping and loss of glass aggregate. This is not considered a product defect and can often be repaired by an IceStone Certified Fabricator at the Owner's cost.
 9. This limited warranty does not cover product that has been damaged due to heat lamps, soup wells, radiant heat, shower trays, shower pans, steam showers, steam rooms and saunas. This limited warranty does not cover chips or other excessive impact damage in the product. This limited warranty does not cover scratches. IceStone is a very hard material and scratch resistant, but not scratch proof. Proper care must be exercised including the use of a cutting board.

EXCLUSIONS

1. This limited warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
2. This limited warranty does not cover any consequential damages claimed to result from the defect.
3. This limited warranty does not cover any residence where the owner is not the occupant. This limited warranty does not cover use for commercial purposes. Commercial use includes, but is not limited to, use in a store, rental properties, office or any other place of business.
10. This limited warranty does not cover seam appearance, seam performance, adhesives, caulk or other accessory items. These issues are not considered material defects and are subject to proper care and maintenance by the Owner.
11. This limited warranty does not cover routine maintenance and minor conditions such as stains, acid etching and water spots that are a function of proper care and maintenance as outlined in the most recent IceStone Care and Maintenance Guidelines.
12. This limited warranty does not cover securing mechanical fasteners directly into the material that were not secured in accordance with procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines.

13. This limited warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by IceStone which are not supported in accordance with procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines.
14. This limited warranty does not cover any creative use of the material including, but not limited to, bending or curving. This limited warranty does not cover material that has been milled or reduced in thickness. Check the most recent version of IceStone Fabrication Guidelines for acceptable uses.
15. This limited warranty does not cover the installation of sinks.
16. This limited warranty does not cover chips or cracks, or any other damage that is a result of "dry" cutting or polishing or is a result of not following the minimum requirements for edging details as prescribed in the most recent IceStone Fabrication Guidelines.
17. This limited warranty does not cover mitered edges where the joint is not cut correctly.
18. Samples are only representative and are not an exact replication or what will be installed in the Owner's home. This limited warranty does not cover natural variations in color, size, shape and distribution of the pattern of the glass aggregate or the natural variations in concrete tone. These characteristics are inherent and unique aspects of the product and should be expected.
19. This limited warranty does not cover cases in which the Owner does not like the color or finish that she or he selected.
20. This limited warranty does not cover the altering of any factory applied finish. This limited warranty does not cover temporary marks that are common to honed finishes such as metal marks, fingerprints, or other signs of daily living. This limited warranty does not cover "in-shop" applied finishes by a fabricator, including a Certified Fabricator.
21. This limited warranty does not cover what is referred to as irregular shape or size of aggregates. IceStone is a product derived of natural and recycled materials and a certain level of irregularities are inherent in the product and do not affect the structural integrity of the material.

IceStone is not responsible for damage or injury caused in whole or in part by acts of God, jobsite conditions, architectural/engineering design, structural movement, and acts of vandalism or accidents.

EXCEPT TO THE EXTENT EXPRESSLY STATED HEREIN OR OTHERWISE REQUIRED BY APPLICABLE LAW, ICESTONE, LLC EXPRESSLY EXCLUDES ALL WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS. ICESTONE, LLC SHALL NOT BE RESPONSIBLE IN EITHER CONTRACT OR TORT FOR ANY LOSS OF DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE, OR DELAYS IN INSTALLATION OF OR REPAIRS TO, THE PRODUCTS COVERED BY THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE OR PROVINCE.

GENERAL LIMITATIONS

IceStone's obligations under the Residential 10-Year Limited Warranty is limited solely to the materials cost associated with the repair or replacement of the failed surface product. Such repair or replacement, however, shall not include the performance or cost of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed surface product (such as, for example, any plumbing, electrical, tile, cabinets, flooring, or wall surfacing repairs or modifications, etc.). Such other repairs and modifications shall be the responsibility of the Owner.

In order to obtain service under this limited warranty, the Owner must permit his/her IceStone Certified Fabricator or IceStone's authorized agents to inspect his/her IceStone surface product at his/her residence. Also, the Owner must reasonably cooperate with his/her Certified Fabricator and IceStone agents in the efforts to service this limited warranty. This limited warranty shall be interpreted exclusively under the laws of New York State.

CLAIM PROCESS

To make a claim for the Limited Warranty you must email customerservice@icestoneusa.com

and provide the following information:

1. Your name, address and telephone number
2. Warranty Registration number
3. Description of the claim
4. Pictures of the installation



Table Top Sample Stand
16" W x 7.5" L x 12" H
Powder coated steel
Made in the USA

DISPLAY OPTIONS

IceStone is best represented in its physical form, so we urge every Authorized Retailer to install IceStone in their showroom and/or to display IceStone samples. Samples are available in 2" x 2" and 8" x 8" sizes.

Contact your regional distributor to discuss the best way to display IceStone in your showroom.

MARKETING ESSENTIALS

Brochures

The most recent versions of all brochures and guidelines can be found on IceStone's website.

Events

Attending a tradeshow or local trade chapter meeting? Contact the Marketing team at IceStone for:

- Email marketing and invitation support
- Social media promotion
- Exhibit and display consultation
- Brochures
- Videos and product slideshows

We are here to help you present IceStone in its best light and will do our best to accommodate your material requests.

Advertising

Advertisements containing any IceStone related content (product descriptions and photos, logos, technical information, etc.) must be approved by the IceStone Marketing team prior to publication.

Websites

High resolution photos, product swatches, and logos are available for your company's website.

Contact Marketing

marketing@icestoneusa.com

CONNECT WITH US!



@IceStoneSurfaces



@IceStoneLLC



@IceStoneLLC



@IceStone

FAQs

How much do IceStone surfaces cost as compared to granite or engineered quartz?

The cost of IceStone is comparable to a mid or high end natural stone. Estimates will vary depending on color selection, size, scope, and project. Contact an IceStone Certified Fabricator for a detailed quote.

What slab sizes are available?

Full slabs of IceStone measure 108" by 60", 1.25" thick (45 square feet). Dimensions are nominal. Contact your IceStone distributor for availability.

Can IceStone slabs be milled down to less than 1.25" thickness?

IceStone, LLC does not recommend reducing the manufactured thickness of 1.25". All IceStone properties (compressive and flexural strength) are ASTM certified for standard 1.25" thickness and these properties can be affected by modifying the thickness of IceStone slab. Milling down IceStone will affect structural integrity, and void the warranty.

How is IceStone best maintained?

IceStone surfaces can easily be cleaned with a damp cloth and water or one of our recommended cleaners. Spills should be wiped up promptly, especially those that are acidic. Please refer to the Care and Maintenance Guidelines for recommended products.

Does IceStone need to be sealed?

IceStone is very dense, but still porous, so surfaces need to be sealed. IceStone requires that the fabricator seals before or at the time of installation and surfaces should be resealed periodically. For recommended sealers and how to determine when to reseal, refer to the Care and Maintenance Guidelines.

How heat-resistant is IceStone?

IceStone surfaces can withstand incidental heat contact up to 450° F. However, please note that the sealer and wax applied to the surface might not be heat resistant, so hot plates or trivets should be used under pots and pans recently removed from a heat source.

Can you cut directly on IceStone?

IceStone is scratch resistant, however, as with all surfaces, cutting boards should still be used.

Can IceStone be used outdoors?

While IceStone has been used in outdoor applications, it is not recommended, and will not be covered by the warranty.

Where can I purchase IceStone?

IceStone, LLC sells slabs to distributors and IceStone Certified Fabricators throughout the United States and Canada. For help finding an IceStone Certified Fabricator, contact your IceStone distributor or IceStone LLC at 718.624.4900 or customerservice@icestoneusa.com.



IceStone, LLC

(718) 624-4900
customerservice@icestoneusa.com
www.icestoneusa.com

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Visit [IceStoneusa.com](https://www.icestoneusa.com) for the most
current handbook.