

What To Expect At Installation

It's the day you've been waiting for! The installation of your countertop is the most exciting step in the process. For the most part all you'll need to do is relax and let our skilled technicians install your beautiful new countertop, but there are a few things to be aware of and a couple small things you can do to ensure your project goes as smoothly as possible.

1. If possible, have a prep area in the garage available to stage the material and clear a pathway for installers to carry tops into the home. You may wish to cover the pathway to protect flooring, and clear any knick knacks or collectibles safely away from the work area.
2. Stone tops are very heavy and require handling in specific ways. Please, for the safety of everyone, ensure pets and young children are in a separate space away from the work area.
3. Please have the disconnect and reconnect of plumbing and gas lines coordinated before our arrival.
4. Your existing countertops and base cabinets should be empty with all drawers removed and stowed away from the work area. If you've arranged for someone other than K&D to remove the existing countertops, please be sure the work is complete prior to our arrival. All construction materials should be removed from the area.
5. If we are removing your existing countertops, be sure to remove any accessories (sink, faucet, strainer basket, garbage disposal, etc.) you'd like to save for future use before our arrival. Once old countertops have been disposed of we will not be able to retrieve items left attached to countertops.
 - a. Cooktops and Slide In ranges with countertop "rails" behind range must be disconnected and removed before our arrival. (we do not offer electrical or gas disconnection/reconnection)
6. Having the cooktop or range present will allow us to check for the proper fit which may save a return trip and delay of your project.
7. You may notice an odor from the glue used during the installation; this will dissipate within a couple hours. Also, your installation may require some onsite grinding to achieve a good fit. The technicians will keep this to a minimum and will clean the worksite before leaving.
8. If your project requires a custom backsplash height, the technicians will take these measurements at this time and return at a future date to install the backsplash.
9. It is not uncommon for surrounding drywall, wallpaper, existing tile and paint to be damaged during the removal and installation process. We suggest saving remnants of wallpaper and extra paint to make any necessary repairs and touch-ups.
10. Unforeseen delays are part of nearly every construction project and can occur for many reasons - material breakage, defective product, human error, etc. Please understand that several trips may be necessary to complete your installation and if additional materials are needed a delay of several weeks may occur.