

Solid Surface Template Customer Checklist

This document outlines the customer checklist for solid surface countertop templating and installation. It covers important aspects such as cabinet preparation, overhang requirements, fixture availability, on-site decision-making, and potential incidental damage. The checklist is designed to help define the customer's expectations and ensure a smooth templating and installation process.



by **Sam Graham**

Cabinet and Preparation Requirements

_____ I understand the cabinets must be level to within 1/8" over an eight-foot run. That all cabinets must be completely installed, screwed to the floor and the walls. That wall cabinets may be installed after installation of the countertops. Appliance garages must be installed after the installation of the countertops, and that SPW Surfaces will not shim countertops up to the underside of appliance garages. That some trim may be required on remodels where only the countertops are being replaced. I know this trim is to be applied by a carpenter, not SPW Surfaces. If I am not ready for their scheduled and agreed upon template day and time, then I will be charged a trip charge and will be given the next open templating time and day.

Overhang and Support Requirements

_____ I understand solid surface countertops can have up to a 10" overhang. Any overhang greater than this will require additional support. Any additional supports such as legs, bracing, brackets, or corbels are my responsibility. SPW Surfaces will not provide or attach such supports. These supports must be provided at the time of installation that SPW Surfaces at its own judgement may use temporary supports and these temporary supports are not to be removed until proper supports are provided.



Standard Overhang

A solid surface countertop with the maximum 10-inch overhang that doesn't require additional support.



Extended Overhang with Support

An example of a countertop with an overhang greater than 10 inches, supported by decorative corbels.

Existing Countertop and Backsplash Considerations

_____ I understand at times backsplashes will need to be removed at the time of template from existing countertops in order to get an accurate template against all walls. I also understand that the existing countertops may or may not need to be removed at the time of template. This is the decision of the templater.

Required Fixtures and Appliances

_____ I understand all fixtures, appliances, and other structures that will be attached to, mounted on, and interact with the countertops must be on site at the time of template and that these include the sink, faucet, soap dispenser, hot water tap, stove, cook top, downdraft vent, refrigerator, and dishwasher. If an item is not onsite at the time of template the customer can drop off the item at SPW Surfaces' office.

1

Kitchen Fixtures

Sink, faucet, soap dispenser, and hot water tap must be available during templating.

2

Major Appliances

Stove, cook top, downdraft vent, refrigerator, and dishwasher need to be on-site for accurate measurements.

3

Alternative Delivery

If kitchen fixtures are not on-site during templating, they can be dropped off at SPW Surfaces' office.

On-Site Decision Making and Pricing

_____ I understand someone who is an adult over the age of 18 and who can make all decisions regarding the countertops must be on site for the duration of the templating and the installation. That all correspondence prior to the template will be used only as guidelines and are not considered exact until site has been templated by an agent of SPW Surfaces. That decisions made at the template will be binding and if a person is not on site who can make all decisions, then I will be charged a trip charge and the next available day and time will be given.

_____ I understand once the templating has been completed, the final pricing for the job will be figured and sent to the store/retailer and that the initial price that you received at the time of signing is only an estimate.

Seams, Material Usage, and Cutouts

_____ I understand that seams may be required. That the templater will attempt to determine the best location for these seams while on site and with the guidance of the customer and that the final placement of seams is up to the discretion of the fabricator and may change after templating due to variation in material or other factors. I understand that SPW Surfaces has final say on all seam placements.

_____ I understand that L-shaped pieces, radius pieces, and odd shaped pieces will result in more square footage being used to generate the pieces and that the extra material is destroyed in the fabrication process and is not available for me to have. I also understand that sink and stove cutouts are destroyed and therefore also are not available to the customer.

_____ I understand that SPW Surfaces will make all sink and stove cutouts to manufacturers provided templates and cutout specifications and that any deviation from these specifications may result in a custom cutout up charge. This includes top mount only sinks being undermounted, sinks designed to have a reveal being changed to no reveal and visa versa.

Incidental Damage and Contact Information

_____ I understand during installation of the countertops, incidental damage may occur to the surroundings such walls, floors, cabinets, and appliances. SPW Surfaces takes every precaution to prevent any damage but small bumps and nicks may occur and that this is considered incidental damage is my responsibility to repair.

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