

Twin Tier Kitchen & Bath



www.twintierkitchenandbath.com



Every countertop we fabricate is different and each project has its own unique challenges. Our templators use a high-tech laser template system to measure the cabinets and walls and create the drawing on site so we can verify everything before leaving. This helps to reduce the time needed on install and ensure what we are building is what our customer wants. Helping our customers understand the process helps us do our job better. Please take some time to review the items below as you prepare for your template.

For most projects, we will need to set up a tripod and laser template system to measure for your countertops. Once set, we will shoot the back walls and cabinet faces with the laser and using a drawing system create a digital template of the tops from the data collected from the laser.

It is important that the laser not get bumped during this time so if you have other trades, pets, or kids running around it is best to keep them out of the area if possible.

Preparation for Countertop Template

- **Cabinets Installation:** To ensure an accurate template, all the cabinets must be screwed in place and all end panels installed. This includes decorative end panels and refrigerator panels. The cabinets should be level within 1/8" to eliminate stress on the corners, cut-outs, and seams. Cabinets that will rest on top of the countertop (i.e., appliance garage, etc.) should be installed after the installation of the countertop when possible or additional seams may be required in the countertop.

If cabinetry is not level Twin Tier Kitchen & Bath will shim countertops at our discretion. However, Twin Tier kitchen & Bath will not provide or install moldings to cover any large gaps between countertops and cabinets. Countertop supports, support posts, knee walls, pass through openings, and end panels must be completely and permanently installed true and flat prior to template date. Extra trip charges apply if cabinets are incomplete at time of template appointment.

- **Countertop Replacement:** We can make a template over your existing countertops provided there are no changes happening to the cabinets below. We only ask that you have the tops completely cleaned off and free of toasters and coffee pots and such so we have clear access the walls for the laser template system.
- **Adequate Support:** The term "overhang" refers to the amount of countertop that surpasses the edge of cabinet. Solid Surface (with full wood decking), Natural Stone overhang 10", Quartz overhang 12" without additional support. However, at least 70% of the total countertop must be supported by cabinets, an island, knee wall etc. All overhangs more than those previously mentioned will require Corbels, brackets, or steel braces. New or existing cabinets must be structurally sound and able to withstand the weight of the countertop. Template technician will assess any requirements needed to support the countertops while there.
- **Sinks, Faucets and Appliances:** Items to be mounted in the countertops **MUST** be on the job site prior to the date of field template. Changes in specifications will not be accepted after field template is complete. Any changes after template date may result in a extending installation date. All cutout information (including items such as sinks, faucets, soap pumps, hot/cold water dispensers, cook tops) must be at the job site prior to field template date. Some items may be brought back to our facility for fabrication purposes and returned at installation.

All undermount sink cutouts will overhang the interior edge of sinks, this is referred to as a negative reveal. This adds to the strength and make for a more hygienic application. A special order in writing is necessary to deviate from this standard procedure.

Undermounted Apron-front farm sinks must be installed prior to the template so we can measure around them and make sure the reveals are correct.

All appliances (stoves / trash compactors / sinks / cook tops /counter vent extractors / dishwashers / refrigerators etc.) must be available on the jobsite at the time of template.

- **Seams:** Placement of seams, veining, color inconsistencies, etc. is the discretion of Twin Tier Kitchen & Bath. Input from customer is welcome and Twin Tier Kitchen & Bath will accommodate the customers wishes when possible. While Natural Stone & Quartz countertops will have a visible seam and can be felt. Our seams confirm to the Marble Institute of America's guidelines to be within 1/16th of an inch. Almost all colors of Solid Surface Countertops allow for inconspicuous seams. However, some colors and patterns are more conspicuous than others.
- **Site Assessments:** The job site will be evaluated for safety and proper access; unsafe site conditions will result in postponing installation. During winter months, driveways, walks, and steps must be clear of snow. In the case of unusual conditions including driveway conditions, job site difficult to reach, excessive or difficult stair, oversized countertops, and a crew of three or more installers are needed; an extra man charge may be applied. Keep in mind, our installers are moving extremely heavy countertops, for your own safety, homeowners, children, and neighbors should stay away from work area and provide unobstructed access when possible. Please be sure pets are secured during countertop installation.
- **Confirming Details:** Sometimes we notice things on site that affect how the top is needs to be built and we like to confirm all details while on site, so it is helpful to have a decision maker present at time of template. If there are changes that are made or we notice a difference between what is requested or needed on site with what is in our paperwork we will ask for a signature on the template documents from the decision maker on site.
- **Schedule Template Date & Time** (Template technician arrive within schedule time not on the hour. If time is 1pm – 3pm they will arrive within that time period. Allow 1-2 hours for template for normal kitchen)
- **Final Pricing:** Once back at the office, our staff reviews the template with the quote request to make sure there were no changes. If we notice a change, we will reach out to your salesperson and revise pricing accordingly. The initial estimate was based on a preliminary sketch submitted for quoting project. The price may change based on actual dimensions and all confirmed options at time of template. Scheduling and installation of countertop will begin after details and cost of the job has been finalized.
- **Trip Charges:** If the template or installation technicians arrive at the job site and conditions outlined above are not met the template or installation will need to reschedule and a re-trip charge will apply. Re-trip charge is the same as destination charge on estimate and is based on your geological area. If you're farther than a 50-mile radius from your dealer's location other charges may apply.

Paperwork and job specifications will be emailed to customer or designated decision maker for approval. Once everything is confirmed and correct, we will schedule the project for production.

Changes after template are the leading cause of mistakes and problems with countertops so it is important to avoid making changes after we have been there to measure. If a change is absolutely necessary, the sooner we know the better.