

# Quality Inspection Report

Fax completed form to DuPont 1-800-417-1266

Name \_\_\_\_\_

Distributor/Marketer Name \_\_\_\_\_

Address \_\_\_\_\_

Manufacturer Name \_\_\_\_\_

Installer Name \_\_\_\_\_

Dealer Name \_\_\_\_\_

Date Installed \_\_\_\_\_

Telephone Number \_\_\_\_\_

(Work) \_\_\_\_\_

(Home) \_\_\_\_\_

Inspected by \_\_\_\_\_

Date \_\_\_\_\_

## Description of complaint:

## Manufacturing Requirements:

- 1 Does the material used in the installation meet the Zodiac® product non-conformity standards as described in the Zodiac® Product Non-Conformity Identification document?
- 2 Does the material used in the installation match the color criteria outlined in the Zodiac® warranty?
- 3 Do all inside corners of one piece L, U, etc. have a minimum of a 1/4" (6 mm) radius?
- 4 Do all top and bottom edges of straightedge profiles have a minimum of 1/16" radius (1.5 mm) or chamfer?
- 5 Do all outside corners have a minimum 1/8" (3 mm) radius?

Yes No N/A


## Cutout Requirements:

- 6 Are cooktop and sink cutout corners radiused with a minimum allowable radius of 3/16" (5 mm)?
- 7 If a square cutout is used, has the inspector assured that the cut does not extend past the cutout perimeter?
- 8 If cutouts (electrical outlets) extend past the cutout perimeter are they filled with adhesive?
- 9 Is there at least 1/8" (3 mm) clearance space on all sides to allow for cooktop/sink expansion?
- 10 Are cutouts supported within 3" (7.5 cm), of the cutout edge?
- 11 Are stainless steel or lavatory undermount sinks supported with clips or cradles?
- 12 Are all non stainless steels sinks supported with cradles?

Yes No N/A


## Intallation General Requirements:

- 13 Is this an interior installation?
- 14 Are tops of cabinets flat and true to within 1/8" (3 mm) over a 118" (3 m) length?
- 15 Is the maximum visible gap  $\leq$  1/8" of clearance between Zodiac® countertops and the walls?
- 16 Are tops properly adhered using flexible adhesive to support material?
- 17 If inserts are used are they insert and glue type?

Yes No N/A


## Installation Support Requirements:

- 18 For structures with <26" (66 cm) depth, is there continuous perimeter support?
- 19 For structures with >26" (66 cm) depth, is there continuous perimeter support and additional front to back support every 36"?
- 20 For structures with support on three (3) sides is there proper support?
- 21 For overhangs exceeding 12" (30 cm) for 2 cm product, and 15" (38 cm) for 3 cm product is there proper support?
- 22 For half walls, knee walls, pony wall overhangs is there proper support?
- 23 Has only acceptable support material (MDF, plywood, structural steel, or wood) been used?

Yes No N/A


## Installation Seam Requirements:

- 24 Are all field seams color matched using a DuPont approved adhesive?
- 25 Are all field seams filled through the entire seam thickness?
- 26 Are all field seams supported minimally on both sides in the front and the back of the seam?
- 27 Are seam widths  $\leq$  1/16"?
- 28 Is the height mismatch of joined field seams  $\leq$  1/64"?

Yes No N/A


## Customer abuse caused failure or complaint:

- 29 Heat damage Explain: \_\_\_\_\_
- 30 Scratch damage Explain: \_\_\_\_\_
- 31 Stain damage Explain: \_\_\_\_\_
- 32 Other: \_\_\_\_\_

Yes No N/A


**Inspector's conclusions about complaint:**

- ☐ **Unwarranted situation caused failure:**
- ☐ Structural movement (settling)
  - ☐ Job Site conditions (other trades made the installation or aesthetics unacceptable)
  - ☐ Other please describe in comments section (act of God, architectural and engineering design, acts of vandalism, accidents)
- ☐ **Customer abuse caused failure or complaint:**
- ☐ Heat damage evident (yes to item 29)
  - ☐ Scratch damage evident (yes to item 30)
  - ☐ Stain damage evident (yes to item 31)
  - ☐ Other please describe in comments section (see comments in item 32)
- ☐ **Improper manufacturing caused failure or complaint:**
- ☐ Appearance issue caused by poor manufacturing practices (no to any of items 1-2)
  - ☐ Material failure caused by poor manufacturing practices (no to any of items 3-5)
  - ☐ Poor cutout practices by manufacturer caused material failure (no to any of items 6-8)
  - ☐ Poor cutout practices by installer caused material failure (no to any of items 6-8)
- ☐ **Improper installation caused failure or complaint:**
- ☐ Appearance issue caused by poor installation practices (no to any of items 13-15, 27-28)
  - ☐ Material failure caused by poor installation practices (no to any of items 9-12, 16-26)
- ☐ **Product issue with properly manufactured and installed material caused failure or complaint in this installation (Describe completely in Comments section):**