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# Quality Control On Dekton Slabs

V3

 **DEKTON®**  
designed by COSENTINO



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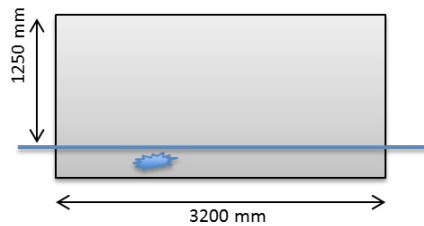
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## QUALITY STANDARDS ON DEKTON SLABS

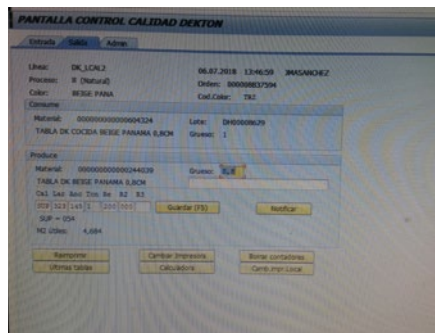
The aim of this document is to describe the process already in place at Cosentino for identifying non-conformities in Dekton slabs in all the available finishings (texturized, matt, polished, Xgloss, Velvet)

Dekton slabs are inspected one by one at the end of the production stage, the purpose is to detect any deviation from the quality standard defined on this document.

Deviations will be marked on the slab and the affected surface area will be removed from the total useable surface area of the slab. The tag will contain the useable surface area on each slab.



Measurement process in a slab with a defect:  
Useable surface area 320x125cm



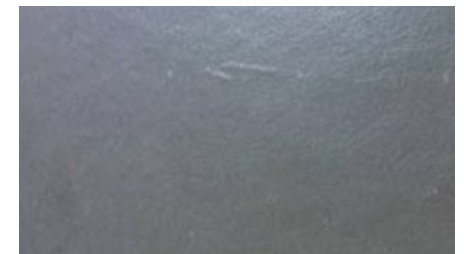
## 1. DAMAGES ON THE EDGES

At times, damage can appear on the edges of the slab, as cracks and chips for instance. If this damage appears, the affected area is considered non-compliant and is removed from the useable surface area.



## 2. DAMAGES ON SURFACES

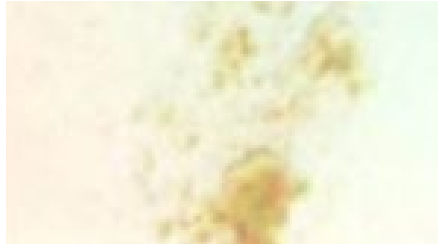
There are several types of damages that can affect the surface, they are removed from the useable surface area.



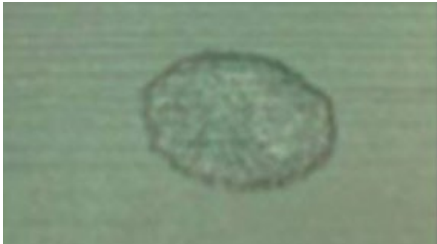
HOLES



COLOUR STAINS



DROP OF VARNISH



GRAINING



AMAPOLLA



Size limit: 1x1mm (long and wide) and 0,7mm tall. Any defect exceeding any of these measurements is a non-compliant one.

Defects with less than 0,5x0,5mm are compliant within the texture of the print.

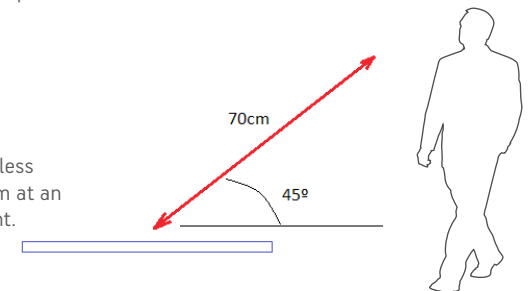
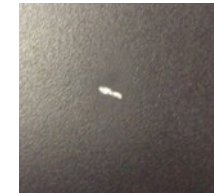
For dot contaminations with dimensions less than 1mm, if they can be seen from 70cm at an angle of 45°, then they are non-compliant.

### 3. PRESENCE OF CONTAMINATING ELEMENTS

On the Surface of the slab, contamination can appear due to:

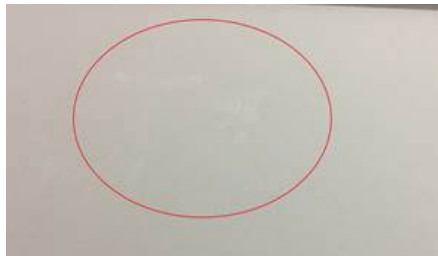
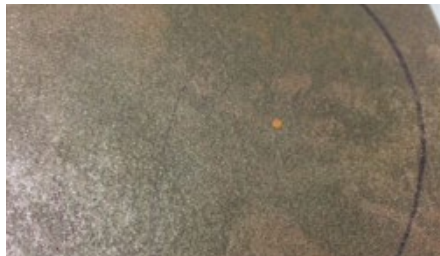
- Different materials from the raw materials of Dekton (dirtiness, metal particles...)
- Residual materials that are included in Dekton (atomizer leftovers, minerals...).

That can cause the colour to differ in some spots. If any of these contaminations exists and is bigger than 1mm then is non-compliant.



## 4. COLOUR STAINS

A colour stain consists of an accumulation or a drop of pigment which does not match the colours of the Dekton material. If this happens, then it is considered non-compliant and removed from the useable surface area.

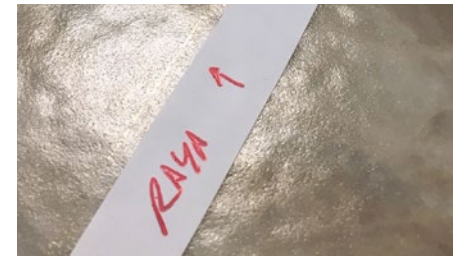


## 5. INKJET ISSUES

### INKJET STRIPS

It is considered to be a strip created by an issue on the inkjet all the lines on the surface parallel to the long side of the slab, as a consequence of a default on the inkjet on that area. They will be geometrically defined and longer than 20cm.

Any other line or movement on the graphics it is considered part of the pattern, so it will appear on the inkjet graphic file and will be related to the design of the product.



### PRINTHEAD FAILURE

A head failure is detected as a parallel strip to some of the slab's edge with an approximate width of 5 cm, in this strip a change in tone or brightness will be detected. If this happens, then it is considered non-compliant and removed from the useable surface area.





## 6. THICKNESS

Slabs must have a thickness which will be within  $\pm 0,5\text{mm}$  from the nominal one.

- From 29,5 to 30,5mm for slabs of 30mm nominal thickness
- From 19,5 to 20,5mm for slabs of 20mm nominal thickness.
- From 11,5 to 12,5mm for slabs of 12mm nominal thickness.
- From 7,5 to 8,5mm for slabs of 8mm nominal thickness.
- From 3,5 to 4,5 mm for slabs of 4mm nominal thickness

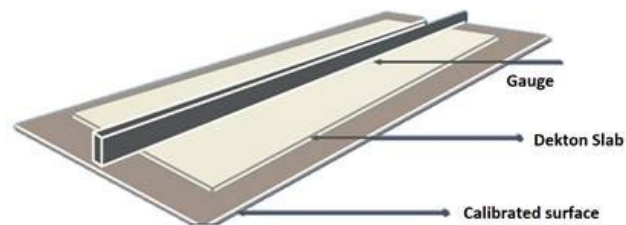
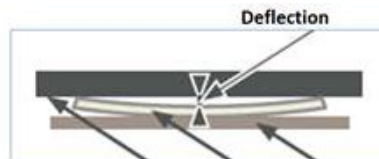
Slabs with a thickness outside of the above range will be classified as non-compliant.

Slabs with texturized surfaces (wood, slate, sandstone...) could present extreme thickness differences that will break tolerances, however the average thickness is compliant.

## 7. FLATNESS

Slabs must be even, with a deviation under 2mm.

The control of the deflection is made placing the slab onto a calibrated surface which is considered as the reference and measuring in the centre where the deflection is bigger. It is not advisable to perform this control on an A-frame or in a vertical surface.

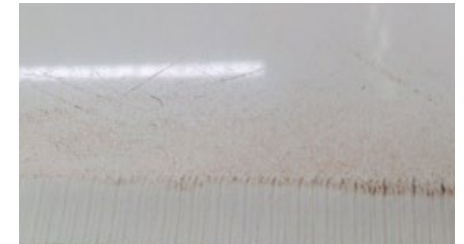


## 8. DAMAGES ON POLISHING

Polished finishes on Dekton is something optional only in a few colours, there are several damages that can appear when polishing, and they are removed from the useful surface.

### NON-POLISHED AREAS

An area where the material is not shiny in comparison with the rest of the slab and the surface is pale white. This area is considered non-compliant



### STRIP MARKS

Lines that appear on the surface of the material with a pale white aspect in comparison with the rest of the surface of the slab. Marks longer than 3cm and wider than 0,5cm are non-compliant..



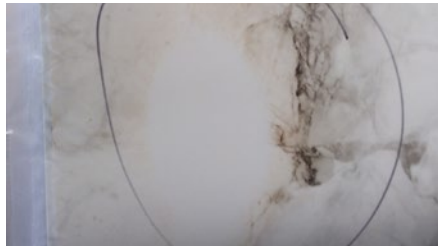
### POLISHING DAMAGE

Semi-circular scratches that cause a loss in brightness in comparison with the rest of the surface. This area is considered non-compliant.



#### AREAS WITH NO PATTERN

In Stonika polished it will be considered a defect when the printed pattern disappears due to the polishing process.



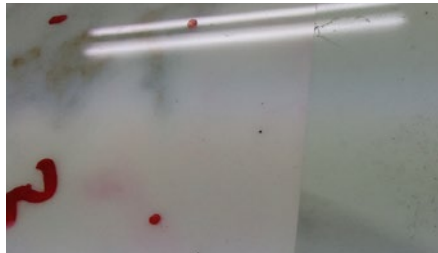
#### HOLES

In the Stonika polishing it will be considered a defect the holes that can be originated due to the polishing process.



#### MACROHOLE

In the Stonika polishing it will be considered a defect a hole on the surface bigger than 500µm.



## 9. COLOUR TONE CONTROL

The colour/tone is controlled at the end of the production process in the classification line.

For every colour and tone a pattern is created and stored on the classification line. Those patterns are used in every production to compare the brightness and the colour on single colour slabs, in addition, visual checks of the pattern and tone are carried out to link each slab with the correct tone.

Shine-meter measures the level of brightness over the pattern and the surface of the slab. The measurement is performed according to regulation DIN 67530 (direction of light 60°) the devices are owned by Cosentino S.A. and they are calibrated as per ISO 9001:2015.

When a cut to size job requires more than one slab from the same material. **IT IS MANDATORY TO CHECK THAT THE TONE OF THE SLAB IS THE SAME.** In order to achieve that we recommend carrying out a visual inspection of the material and check the colour tone, the check has to be done on the installation place, at the same level and under the same light

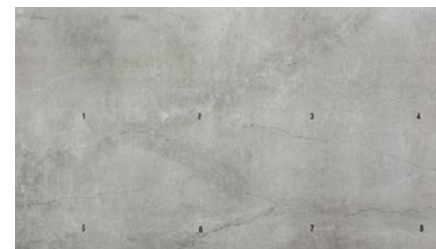
Within the same range of slabs colour tone deviations can be found, this deviation is considered compliant and is due to slight variation in the raw materials used during Dekton production. Colour tone deviations will always exist as the same way as they happen with natural stone.

Colour tone is identified on the tag, every tone has a number.

Slabs used during the production of a countertop must have the same colour tone number. **IT IS MANDATORY** to do a visual check to be sure that the tone matches.

Dekton patterns have been designed taking into account the full slab, so it is possible to find sudden variations in colour and pattern in smaller sizes used on flooring and facades.

We strongly recommend presenting the pieces before the installation of them. This is more important even on marble like colours or on the ones that copy cement or industrial patterns. Below an example is shown.



Soke. Pieces correctly aligned



Soke. Pieces incorrectly aligned

## 10. TAGS

Traceability is a basic requirement within the Quality System established at Cosentino S.A. Information contained on the slab tag is crucial when a claim needs to be raised by our clients. This information makes it possible for us to investigate the causes and allow us to find solutions and ways of continuous improvements for our processes and products in order to get the maximum satisfaction from our clients.

In order to raise a claim, it is mandatory to supply the serial numbers of the slabs to the Customer Support Center. This number can be found on the slab tag.

Cosentino S.A. will not take any responsibility over any defect that can appear on the final product and is not covered on this document.



## APPENDIX

### DAMAGED AREA ON SLABS

When a fault is detected on a slab, a claim needs to be raised following the below steps.

- Fill in the claim form and attach it on an email to the Customer Service Department.
- Taking three pictures of the defective material is a required, the first one is a close up of the defect, the second one is a picture of the full slab and finally the third one should include the tag.
- Check the damaged area and calculate the area to be discounted.
- Send the form we mentioned before and all this information to Cosentino S.A.

### CLAIMS

If you find any non-compliant feature on the product, raise a claim to Cosentino S.A. before the installation of any of the products.

Cosentino S.A will not take any responsibility on the costs that can be derivated from a deficient installation.

When Cosentino S.A. gets a claim, we take a period of 15 working days to give you an answer. In case we agree to approve the claim, it will be credited to you. In case the claim get rejected it will not be credited.

In case of any doubt, get in touch to Customer Service at your supplier (Cosentino stores, and Cosentino S.A.)



A product designed by **COSENTINO**



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