

Sensa by Cosentino®

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# QUALITY CONTROL ON SENSА SLABS

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**SENSA**  
by COSENTINO®

PROTECTED GRANITE



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# INTRODUCTION

Clarify the quality standards of the SENSEA PREMIUM COLLECTION.

Identify all the NON CONFORMITIES that can appear in the granite slabs belonging to SENSEA PREMIUM COLLECTION.

Understand in more depth each particular color, and its features.

Define the sustainability check controls, that must be carried on.

# SENSA

## PREMIUM COLLECTION

SIBERIA



COLONIAL WHITE



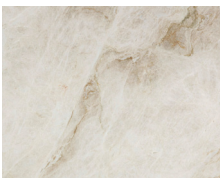
SANT ANGELO



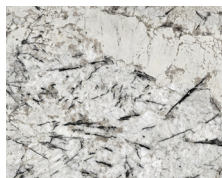
WHITE MACAUBAS



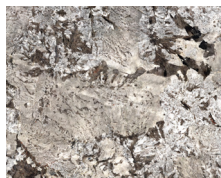
TAJ MAHAL



ICE BLUE



GLACIAL BLUE



VANCOUVER



PLATINO



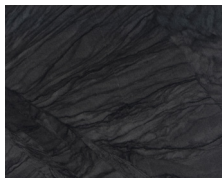
SILVER GREY



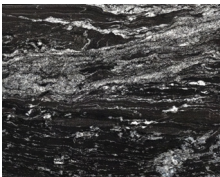
GRAPHITE GREY



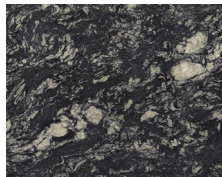
NILO



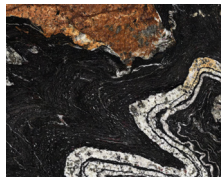
BLACK BEAUTY



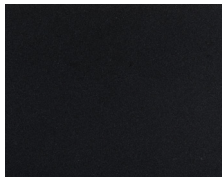
INDIAN BLACK



ORINOCO



MOAK BLACK



# FINISHES

There are 3 different finishes

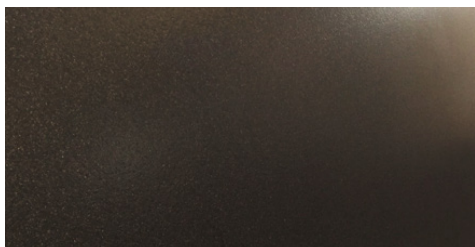
## POLISHED

Made by an abrasion treatment, giving as a result a shiny finished all over the surface.



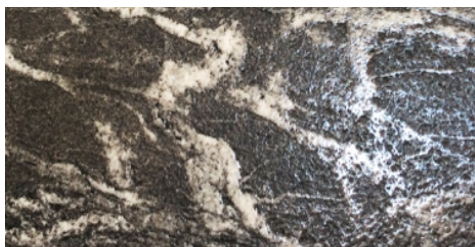
## SUEDE

Made by an abrasion treatment, giving as a result a matt and rough finish.



## CARESSE

An exclusive texturized finished, showing a mixture between polished and matt areas.



**THICKNESS:** 2 and 3 cm

**THICKNESS:** All the slabs from the Sensa collection are EXTRA QUALITY

**SIZE:** The aim is to achieve a size approximately of 1,80 x 2,80 m.

All these information is showed in the label.



# QUALITY STANDARDS

## BREACKAGES

**DESCRIPTION:**

The breackages are visible cracks on the surface, which are noticeable straight forward.

They also can be felt when you touch the slab.

**CONFORMITY CRITERIA:**

Breackages will be always considered as nonconformity material.

Depending on where the breackage is placed, the slab could be either resized or credit back.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
X	X	X	X	X	X	X	X





# QUALITY STANDARDS

## BREACKAGES

### DESCRIPTION:

The Sensa slabs are available in 2 and 3 cm thickness..

The thickness tolerance for the Sensa granite, is + 2mm y – 2mm:

- 1,8 cm < 2cm < 2,2 cm
- 2,8 cm < 3cm < 3,2 cm

### CONFORMITY CRITERIA:

The slabs which don´t meet the tolerance requirements are considered as nonconformity material.

### COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
X	X	X	X	X	X	X	X



2 cm THICK SLAB



3 cm THICK SLAB

# QUALITY STANDARDS

## TONALITY

**DESCRIPTION:**

Taking into account, we are talking about natural stone, slabs from the same color can vary in tone from one to another.

At the same time, we need to bear in mind, some slabs can show colour concentrations.

**CONFORMITY CRITERIA:**

Both the tone variation and the colour concentrations are not considered quality concerns, and regarding these issues all the materials will be suitable.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
			X	X	X	X	



GLACIAL BLUE - CONFORMITY



GLACIAL BLUE - CONFORMITY

# QUALITY STANDARDS

## PATTERN DISTRIBUTION

**DESCRIPTION:**

The pattern distribution, should be as homogeneous as possible, always keeping in mind we are talking about natural stone, and there are variations.

**CONFORMITY CRITERIA:**

Those cases where the pattern distribution is clearly different, not allowing to get a homogeneous piece from the same slab, the material would be considered as non conform.

This will be studied in each case by the quality department.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
X							



GLACIAL BLUE - NONCONFORMITY



GLACIAL BLUE - NONCONFORMITY

# QUALITY STANDARDS

## COLOUR RIBBONS

**DESCRIPTION:**

Some punctual slabs, basically in the dark colours, can show what is known as ribbons, which are coloured stripes along the surface.

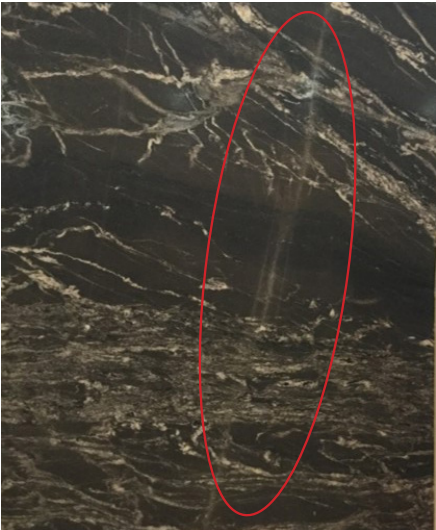
**CONFORMITY CRITERIA:**

Ribbons will be always considered as nonconformity material.

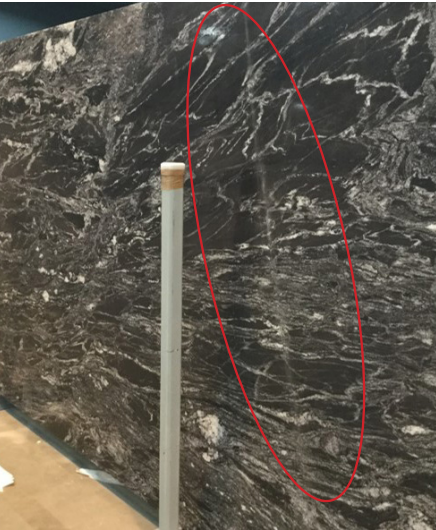
Depending on where the mark is shown, the slab could be either resized or credit back.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
	X	X					



BLACK BEAUTY - NONCONFORMITY



BLACK BEAUTY - NONCONFORMITY

# QUALITY STANDARDS

## REPAIRS AND RESIN FILLERS

**DESCRIPTION:**

The exotic granites have a softer internal structure than the standard ones. It's one of their natural features.

Due this inherent aspect in it's composition, some of these granites need to be repaired and refilled.

**CONFORMITY CRITERIA:**

The repairs and fillers, are a conformity as long as:

- They are well polished so they can't be felt to the touch.
- They are objectely properly done and no larger than 30 x 30 mm.
- They are not eye- catching on the whole surface.

## COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
			X	X			



NONCONFORMITY



NONCONFORMITY

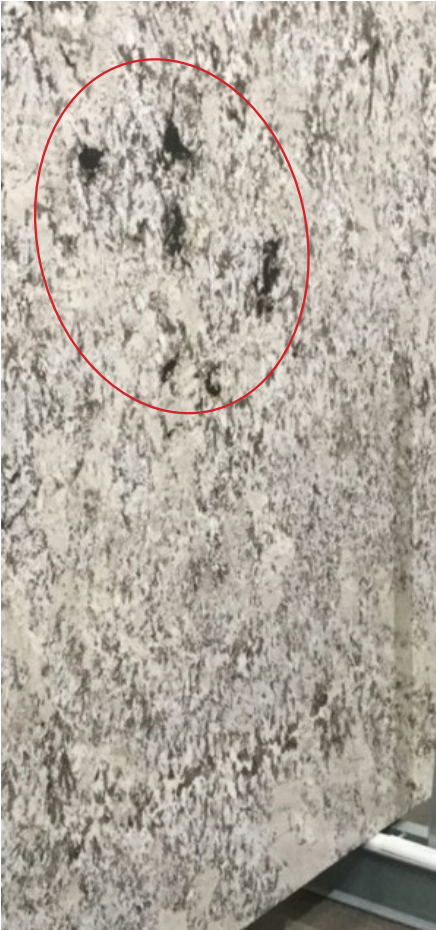


NONCONFORMITY



# QUALITY STANDARDS

## REPAIRS AND RESIN FILLERS



NONCONFORMITY

# QUALITY STANDARDS

## CHIPS ON THE SURFACE

**DESCRIPTION:**

The composition of some granites, contains feldspar, which are the black elements, so characteristic in the aspect of some colours as ice blue or glacial blue.

Feldspar concentrations are formed by thin layers so they are weak areas on the surface, therefore are more likely to chip and they need to be repaired.

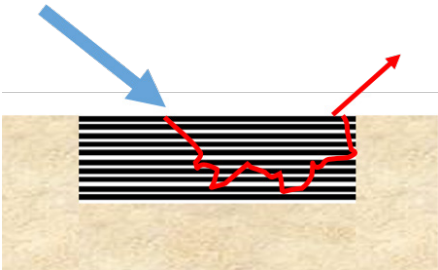
**CONFORMITY CRITERIA:**

That's something inherent in the nature of these type of granites, where the feldspar concentration is higher.

- Repaired chips will be always considered as suitable material.
- If a chip comes up after installation, due to a beat on the surface, it will be repaired by a quality technician.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
			X	X			



FELDSPAT ELEMENTS COMPOSITION SCHEME

# QUALITY STANDARDS

## COLOURED STAINS

**DESCRIPTION:**

Very rarely, some slabs can show green/blue marks. These marks are caused due to a chemical reaction of certain minerals existing in some particular slabs. Right now, it's impossible to figure out when they are going to appear.

**CONFORMITY CRITERIA:**

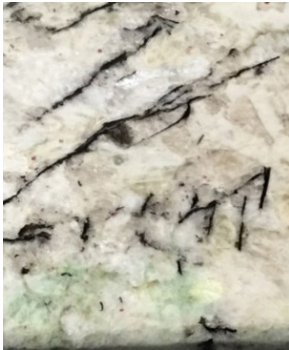
These marks will be always considered as nonconformity material. All the slabs showing the marks will be credit back.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
X			X	X			



GLACIAL BLUE - NONCONFORMITY



ICE BLUE - NONCONFORMITY



COLONIAL WHITE - NONCONFORMITY



# QUALITY STANDARDS

## OXID STAINS

**DESCRIPTION:**

Some slabs can shown orange oxid stains, due to the humidity that penetrates in the stone.

**CONFORMITY CRITERIA:**

Visible and noticeable oxid marks will be considered as nonconformity material.

**COLORS WHERE THE ISSUE IS MORE LIKELY TO APPEAR**

COLONIAL WHITE	BLACK BEAUTY	MOAK BLACK	GLACIAL BLUE	ICE BLUE	BIANCO ANTICO	ORINOCO	INDIAN BLACK
X							



BIANCO ANTICO - NONCONFORMITY



BIANCO ANTICO - NONCONFORMITY

# AESTHETIC ASPECTS

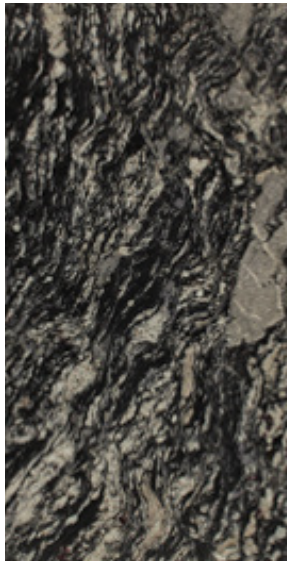
## INDIAN BLACK (POLISHED)

(The color/tone may be affected in the pictures)

- The black background must predominate over the white veins, and not the other way around.
- Homogeneity along the slab, as far as possible.



CONFORMITY



CONFORMITY



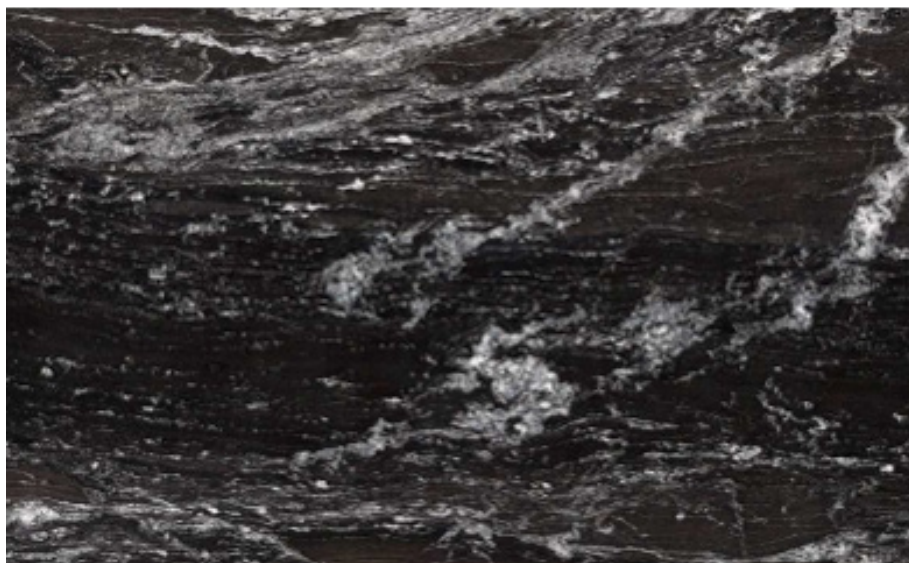
CONFORMITY

## AESTHETIC ASPECTS

### BLACK BEAUTY (CARESSE)

(The color/tone may be affected in the pictures)

- Avoid white concentration.
- Black background must predominate.
- Homogeneity along the slab, as far as possible.



CONFORMITY

## AESTHETIC ASPECTS

### MOAK BLACK (SUEDE)

(The color/tone may be affected  
in the pictures)

- The color and the finish should be totally homogeneous.



CONFORMITY

# AESTHETIC ASPECTS

## ORINOCO (POLISHED)

(The color/tone may be affected in the pictures)

- Slabs with movements, white and orange veins over black background.



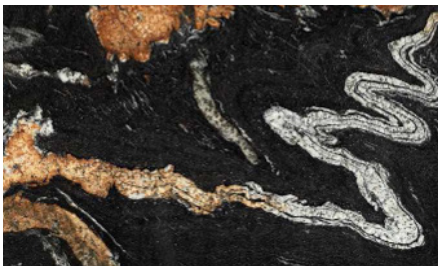
NONCONFORMITY



CONFORMITY



CONFORMITY



CONFORMITY



## AESTHETIC ASPECTS

### ICE BLUE (POLISHED)

(The color/tone may be affected in the pictures)

- Avoid yellowish accumulations, that can be appreciated as imperfections by the market.



NONCONFORMITY



CONFORMITY

# AESTHETIC ASPECTS

## GLACIAL BLUE (POLISHED)

(The color/tone may be affected in the pictures)

- Avoid high concentrations of dark and Brown concentrations.



NONCONFORMITY



CONFORMITY



CONFORMITY

## AESTHETIC ASPECTS

### BIANCO ANTICO (POLISHED)

(The color/tone may be affected in the pictures)

- The light tone in the background is preferred.



NONCONFORMITY



CONFORMITY



# AESTHETIC ASPECTS

## COLONIAL WHITE (POLISHED)

(The color/tone may be affected  
in the pictures)

- White background
- Homogeneity



CONFORMITY

# AESTHETIC ASPECTS

## WHITE MACAUBAS (POLISHED)

(The color/tone may be affected in the pictures)

- A neutral and homogeneous background, with delicate and thin veins.
- Avoid slabs with very irregular backgrounds and high concentrations veins.



CONFORMITY

# AESTHETIC ASPECTS

## TAJ MAHAL (POLISHED)

(The color/tone may be affected in the pictures)

- A neutral and homogeneous background, with delicate and thin veins.
- Avoid slabs with very irregular backgrounds , high concentrations veins or very intense brown areas.



CONFORMITY

# AESTHETIC ASPECTS

## TAJ MAHAL (POLISHED)

- Understanding, we are talking about an exotic natural stone and there may be some variations from one slab to another, the material needs to have as homogeneous background as possible.

**AESTHETIC APPERANCE  
CONSIDERED AS  
CONFORMITY**



CONFORMITY



CONFORMITY

# AESTHETIC ASPECTS

## TAJ MAHAL (POLISHED)

- High concentrations of intense Brown areas, which clearly affects to the homogeneity of the general slab aspect, will be considered as non conformity material.

**AESTHETIC APPERANCE  
CONSIDERED AS  
NON CONFORMITY**



NONCONFORMITY



NONCONFORMITY

# CLAIMS PROCEDURE

## CONDITIONS TO CLAIM BACK A NATURAL STONE SLAB

- A Cosentino center is allowed to claim back a slab due to fissures or breakages, in 30 days time since the material is received.
- When an issued slab is identified by the center:

Pictures and batch numbers, should be reported to the natural stone quality responsible (jaoliver@cosentino.com) The slab should be clearly identify in the warehouse, so it can be returned back to HQ, and from HQ it will be arranged the return to the supplier and the payment back.

- The centers has to check the slab before is sent to a client in order to identify any possible issue.

## WHAT IS COVERED BY THE WARRANTY ONCE THE SLAB IS CUT ?

- Sensa materials stained by non chemical agents in 15 years since the slab was bought.
- Material with a thickness out of the tolerance is + 2mm y - 2mm

## CONDITIONS TO CLAIM BACK A NATURAL STONE SLAB

- Once the slab has been cut by the fabricator, the slab is not covered by the warranty anymore.
- The warranty doesn't cover the breakages produced during fabrication, handling or installation.
- Once the slab is cut, the warranty doesn't cover any of the issues considered as non conform regarding aesthetic aspects, as they may have been discounted in the slab price when it was transfer to the center.
- To start with the warranty process, the end user must have the warranty number and the purchasing invoice.
- As Cosentino is the slabs supplier but it's not involved in the fabrication, Cosentino warranty does not cover the costs of fabrication and installation in case of replacement.
- The warranty does not cover the stains caused due the chemical products.





A product designed by **COSENTINO**

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 GrupoCosentino  Cosentino\_ES



COMPANY WITH  
MANAGEMENT SYSTEM  
CERTIFIED BY DNV GL  
= ISO 9001 =  
= ISO 14001 =

\* See the specific terms and conditions for the guarantee.