

# General & Care FAQs

## Natural Stone Care Do's & Do not's

- Do use coasters under glasses, especially if they contain alcohol or citrus juices.
- Do use mats under hot dishes or cookware.
- Do use place mats under china, ceramics, silver or other objects that may scratch your stone's surface.
- Do place a small rug or mat at entryways to trap dirt and sand from normal foot traffic.
- Do dust countertops, islands, vanities and floors frequently.
- Do blot up spills immediately to minimize permanent damage to the stone.
- Do clean surfaces by wiping with clean water or spraying with StoneTech Professional Revitalizer cleaner, then wiping dry with a clean cloth.
- Do not use vinegar, bleach, ammonia or other general-purpose cleaners.
- Do not use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub and tile cleaners.
- Do not use abrasive cleaners such as dry cleansers or soft cleansers.
- Do not use alkaline cleaners, not specifically formulated for natural stone.

## Do I need an appointment to visit your showroom?

No appointments are necessary.

## Can I cut on my Granite countertop?

You can. Granite is extremely hard and can withstand even the sharpest knives. It's not a good thing for your knives though. They can get dull in as little as one use. We recommend using a wooden or plastic cutting board.

## Can my granite top be damaged?

Like any solid surface, high impact blows can harm granite. Because of its crystalline structure, it can chip if subjected to sharp tipped hard objects. Unsealed, granite can absorb stains such as oil, which can ultimately cause dark spots or discoloration. Heat from pots and pans or burning liquids will not affect granite under normal circumstances.

## Is installation included in the quote?

Unless otherwise requested, installation is always included in our pricing. We provide all the templating, fabrication, sealing, delivery, and

installation for our countertops. If it is a small project and you want to attempt the templating and installation yourself, typically for a single vanity top or table top, please specify, and we will price accordingly.

## **My little sample of granite has pits on the surface, will I have these on my kitchen counters?**

Granite, which is crystalline in its structure, often has tiny pits or spaces between the various mineral crystals. It's hard to see them on a larger piece because the overall appearance is polished and mirror-like. Granite sometimes has natural fissures as well, which may look like cracks, but are not structural defects and are a naturally occurring result of the immense heat and pressure which formed the granite eons ago. These characteristics are part of the natural beauty of stone and will not impair the function or durability of the material. A product of nature should not be expected to look man-made.

## **Can I set a hot pot on my granite countertop?**

Granite is formed by extreme heat combined with pressure occurring beneath the earth's crust. It is extremely unlikely that a granite countertop would crack or discolor when exposed to a hot pan.

## **Can granite chip?**

Only in cases of severe abuse with a hammer or impact tool. A chip can be filled with a granite dust and epoxy mixture. If a chip occurs on your countertop, do not throw out the chipped pieces. We can use them to fix the countertop, so that no one will be able to tell it was ever chipped.

## **Can granite crack?**

No, not with regular use. Granite is most susceptible to cracks during shipping and installation. Normal use will not overstress this durable material.

## **Can granite cantilever?**

You can cantilever granite up to 14" with sufficient support on the fixed end and with a large enough piece. Never cantilever unsupported granite where it might receive excessive stress like someone sitting on a counter or stepping on a counter to change a light bulb. You must have support underneath for these situations.

## **Can granite be repaired?**

It is very hard to damage granite. If any damage occurs it can usually be fixed with a mixture of epoxy and ground up chips of granite.

## **How are the edges of the granite finished?**

Using the specific diamond router bit, the edges are cut. The edges are then polished using eight different diamond polishing discs. Edge Treatments A variety of edge treatments are available, including Straight, Bullnose, Half-Bullnose, Demi are just to name a few.

## How do I determine the color of granite that I want to use on my project?

Our staff is highly experienced and can help you narrow down the choices that look best with your decor. Please visit our facility and bring a sample of the cabinet, the flooring, and paint.

## How does granite compare to other products as far as durability and hardness?

Since hardness is often a factor in how a product is suitable for a particular project, it becomes necessary to determine how hard a product actually is. The scale which is used is the Measurement of Hardness Scale (MOHS) scale. The object of the MOHS scale is to measure stone resistance to hardness. When sediment and grit are harder than the surface, they will scratch and harm the stone. The harder the stone, the more resistant it is to abrasion. On a scale of 1-10 on the MOHS scale, granite is around 7.5.

## What is the appropriate thickness for a granite countertop?

A kitchen countertop should be an inch and a quarter thick for structural reasons. Bathroom vanity tops can be thinner.

## Do granite seams show?

Because granite is a natural material and is mined from the quarry in blocks usually no more than 10 feet long, you will most likely end up with seams. Our goal is to have as few seams as possible. Some granite color will show seams more than others. Please stop by our showroom to see samples of our seams. We promise we will try our best to make them as inconspicuous as possible.

## Does granite stain?

Most natural stones are porous to some degree. Granite has very little porosity. Most colors will never show any moisture. A few colors may show some moisture if exposed for a period of time. For example, a puddle of water left on the counter for 30 minutes for some colors, may show a dark spot when the water is wiped away. This spot will then dry up and no evidence will show. Only a few colors demonstrate this trait. Our installers will seal the countertops after they are installed. We recommend sealing

the countertops every year. Please call and request a clean and seal appointment.

## How do I clean my granite countertop?

Granite can be cleaned with any mild cleaner such as warm water with dish soap. You can also purchase a daily granite cleaner.

## Will my granite look like the online sample?

The samples you see on our website have been photographed and saved as digital images. The color tones may not be absolutely correct due to variations in computer systems, monitors and compression algorithms. Also, granite is a natural material with naturally occurring variations in color, tone, granularity, pattern, etc. These variations are expected and are the source of its natural beauty.

## How is Granite formed?

Granite is an igneous rock of visible crystalline formation and texture. It is composed primarily of feldspar, quartz, and mica. It starts off as liquid magma deep within the Earth's core where it is cooled and compressed over millions of years under tons of pressure. It is then quarried, cut and polished. After that process it can be applied in various ways like kitchen countertops, vanity tops, fireplace surrounds as well as Jacuzzi surrounds and other custom designs.

## Is granite expensive?

The cost of granite counters can vary a lot depending on the color, edge profile and custom shapes used in the layout. Our pricing is very competitive and hard to surpass when you consider the total value of our services.

## Our Products

- Granite
- Marble
- Onyx
- Travertine
- Limestone
- Slate
- Soapstone
- SileStone
- Caesarstone
- Zodiaq