

COUNTERTOPS

Our goal is your complete satisfaction, and we aim to achieve it by setting realistic expectations. To ensure that you have a clear understanding of this product's general performance, we've outlined the key points covered in the video. Please review this document carefully, and if you have any additional questions or need clarification on any issues, feel free to ask your design consultant.

Solid Surface

- Do not place a hot pot or pan directly on the surface from the stove or oven. Solid Surface is not designed to withstand extreme heat; a trivet should always be used.
- When combining solid surface with other materials near a stove, it is usually advisable to place the more heat-resistant material, such as tile, adjacent to the stove.
- Although scratches from occasional cutting can be renewed or repaired, frequent cutting directly on this countertop is not recommended and will cause damage.
- When designing your countertop, be aware that extensive inlays may limit the performance of a solid surface countertop.
- Certain solid surface colors are not suitable for direct exposure to sunlight and will discolor in time. Consult with your Design Consultant before making a final selection.
- Certain substances will stain solid surface – see manufacturer guidelines for more details. Stains can usually be removed by renewing or repairing the material.
- Although it is seamless, your fabricated countertop may arrive in multiple pieces. The seams will be “erased” during installation using the same plastic polymers that are used in the manufacturing process.

Stone

- Because natural stone is mined from the earth, color and markings will vary greatly between slabs.
- Some of these irregular markings, such as lines or veins, may appear to be cracks, but they are not. These markings are actually part of the natural stone.
- There typically is no product warranty on stone countertops because they come from nature rather than from a manufacturing plant.
- High variation in natural stone may require you to individually select and approve the slab to be used.
- Make sure to wipe off acidic substances such as tile and grout cleaners, fruit juices, soft drinks, wine, and vinegar. The longer an acid sits on the surface, the deeper the etching will be and the higher the cost to repair.
- Limit cleaning products to mild soaps or stone cleaner which can be purchased at most hardware stores.
- Natural stone has different levels of porosity. It is recommended that you seal your countertop once a year to protect your stone and ensure lasting beauty in your investment.
- All stone can potentially be damaged or scratched by excessive force or pressure.

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Quartz

- While Quartz is extremely hard, it is not indestructible. Strong chemicals and solvents such as plumbing products, oven cleaners and floor strippers will damage the surface and should not be used near the countertop.
- Although heat and scorch resistant, caution should be used when placing hot items from the oven or stove directly on the countertop - always use trivets or hot pads to avoid thermal shock. And, as advised by crockpot and electric skillet manufacturers, do not place these items directly on any countertop.
- Seams will be necessary for any application longer than 118" or wider than 53". These seams are generally visible and there will likely be a subtle change in the product pattern and shade.
- All stone can potentially be damaged or scratched by excessive force or pressure.

Laminate

- Most installed laminate will require seams that will be visible.
- When placing hot items on the countertop, be sure to use trivets or hot pads as hot items placed directly on the countertop may damage and discolor the surface.
- Many laminates feature a dark line at the edges because of the layered construction. This line will be visible unless it runs wall to wall or is trimmed with a decorative material such as wood or stainless steel.
- Laminate surfaces can be scratched if cutting directly on the countertop, so be sure to use a cutting board to avoid damaging the surface.
- Laminate is impact resistant; however, it can be chipped or damaged by excessive force or pressure.