



NATURAL STONE CUSTOMER INFORMATION

Thank you for reviewing the natural stone information sheet. We look forward to working with you. If you have any questions, please feel free to contact Solid Rock Granite, LLC.

General Information

Your countertops are composed of natural materials and are subject to variations in background color, veining distribution and veining pattern. Fissures and pitting are naturally occurring features in granite and are not considered a defect. These natural characteristics will not change over time and in no way will affect the performance of the stone.

Seaming

Placement of all seams is at the discretion of Solid Rock Tile, LLC. Seams typically vary up to 1/16" and will be visible to the eye and touch. Every effort will be made to ensure that the seam is placed in the best location and quality for structural integrity of the countertop and to make it aesthetically pleasing. Due to the unique characteristics of natural stone, it is not possible to guarantee a match in color or veining when seaming two pieces together. Colored epoxy will be used to fill the seam and the color will blend close with the countertop. When we lay out material for your project, the location of the seams, the grain direction or patterns are considered. If you request an appointment and are present for a template/slab layout, we do our best to ensure that your job is cut as you requested; however, there are occurrences beyond our control in which we will need to use our professional experience to place the seam. We can assure you that we will keep seams to a minimum.

Small Chips

Small chips or cracks at the edges, corners and joint edges are common because of the relatively large crystal size of these stones. As an industrial standard, chips and small cracks may be patched in the shop or in the field with colored epoxy. Some areas also do not take polish uniformly.

Natural Fissures

Fissures and pits are prevalent in all natural stone; however, usually pose no structural anomalies. Whenever possible, we try to avoid any large fissures by cutting around them. If it is necessary to reinforce a fissure, it is customary to fill with resin filler and/or reinforce with steel rods on the backside. Fissures are often visible and can appear to look like "spider veins or cracks". If they are filled with resin, they are structurally stronger than the granite itself. If fissures, pits or the natural characteristics of stone are viewed as defects, you may want to choose other granite that has less, or consider a different countertop material.

Beauty Marks

In some stones, there may be natural mineral deposit concentrations that can be seen as intensified spots or lines of colors, lack of color, or areas with compromised polishing ability. These are also apparent in Cambria and natural quartz.

Caulking

Backsplash and undermount sinks are caulked after installation. Depending on the stone, the caulk may be colored or clear. In dry Arizona, and due to settling of foundations, walls and cabinets, caulk can sometimes shrink up. If this occurs, we will be happy to recaulk the areas. Please call us and we will schedule a repair.

Walls and Cabinets

All slabs are cut in straight lines. If the walls are not square, there may be a gap or noticeable space between countertops, backsplashes and walls. Lower cabinets must be 100% installed, level and square prior to templating and installation.

Templating

Please stay in touch with our scheduler. We will do our best to notify customer of date of template. If customer is not present for templating, Solid Rock Tile, LLC is not liable for details and instructions not provided to us, in writing, by the customer.

Subtops

Subtops are a sheet of plywood in between the granite and the surface of the cabinets and are necessary for a quality installation. We use 5/8" or 3/4" thick material depending on overhangs and cabinet type. If a laminated front edge is not installed, the subdeck will be visible and require your cabinet company to add wood trim molding.

Sinks, Faucets, and Accessories

We "loose set" your self-rimming sink and have it ready for your plumber to mount it and attach any clips, hardware and plumbing. Self-rimming sinks are always cut on the job, in the house, with the top in place to avoid breakage. When your plumber is done, it is his responsibility to clean and caulk your self-rimming sink. Undermount sinks are mounted under the granite and ready for your plumber to attach the plumbing. Our installer will caulk the undermount sink. Holes will be drilled, if necessary, for your faucets, soap dispenser, sprayer and reverse osmosis system. Locations for these items must be provided, in writing, before the installation day. Additional trip charges may apply.

Cooktops and Ranges

Cooktops and slide-in ranges must be on site the day of installation. Cooktops will be set loose in the countertop, ready for your appliance installer to mount and hook up. The cut out for your cooktop is done after the new tops are installed. This creates a little dust, but prevents unnecessary breakage. Slide in ranges will be checked for fit and left ready to hook up and install.

Sealing — Natural Stone

Your new tops are sealed in our fabrication shop or at installation. We use only the highest quality impregnating sealers. Never apply any other type of sealer on your tops. We recommend resealing your granite countertops every 1-2 years. When you are ready for resealing, please contact Solid Rock Tile, LLC.

Sealing — Cambria, Ceasarstone, Hanstone and Natural Quartz

DO NOT apply any sealers, penetrates or topical treatments to Cambria and engineered quartz under any circumstances.

Staining

Natural stone countertops rarely stain when properly sealed and maintained. 99% of any stains that do occur can be removed with a poultice. Contact Solid Rock Tile, LLC for your restoration needs.

Scratching

Stone countertops are extremely hard surfaces and very resistant to scratching. Materials such as diamonds, sapphires and topaz are harder, which means granite is extremely durable and able to withstand scratches and long term wear. The top should not be used as a cutting surface since it will dull your knives. The use of cutting boards is recommended.

Heat

Natural stone countertops are very heat resistant and unlikely to burn or scorch. However, thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads.

Maintenance

Natural stone tops require almost no maintenance. They should remain just as beautiful as the day they were installed with no upkeep. Remember, it is a natural stone material, made in nature, and part of its beauty is in the realization that every piece is different. Each piece has its own personality. Appreciate it for its natural qualities and don't try to change or alter them.

Cleaning

You can't go wrong with just a little dish soap and water. Dry the top after cleaning with a soft rag. Never use abrasive cleaners. Be careful with cleaners that contain alcohol, or those that dry faster than you can wipe them off. They will often cause a buildup that can make your tops look dull. Avoid chemical cleaners. Do not wax your tops.

Return Trips

If a return trip is necessary due to cabinets not being set and level, bracing not installed, fixtures and instructions not available, or for any reason the jobsite is not ready by customer or other trades, a charge will occur. Please feel free to call us should you have any unanswered questions or concerns. We wish you many years of enjoyment with your new tops. Thank you.