



# Frequently Asked Questions

We've asked our experienced sales team and valued customers what their most frequently asked questions are, and then we compiled those questions and their answers here. If there's any questions you have that don't appear here, or you would like us to elaborate on any of the information below, please don't hesitate to call.

You can always contact us at 855 - 796 - 9663.

## WHAT SIZE ARE ELEMENT STONE SLABS?

Element Stone slabs come in a jumbo size of 127" x 64" in 3cm (1.25") or 2cm (.75") thicknesses. Please ask your local distributor for availability of colors and thickness.

## WHY CHOOSE ELEMENT STONE?

Element Stone is manufactured using the most advanced and latest technologies. It's a composite of natural quartz, one of the most abundant and hardest minerals on the planet, and pigments that are bound with high quality polymer resins. Element Stone is a solid and virtually non-porous surface product that is resistant to scratches, heat, stains, and water, thus providing a virtually maintenance free surface.

## IS ELEMENT STONE MANUFACTURED USING THE BRETON TECHNOLOGY?

Element Stone is manufactured in various factories which utilize different machines to create our high quality quartz. Some of these factories use the Breton machines, and other factories use different machines which are of the same quality, regardless of which factory your Element surface is manufactured within it is guaranteed to be of the highest quality. To date we have had no complaints regarding our Element Stone, nor has anyone had to utilize our residential lifetime warranty.

## IS ELEMENT STONE NSF51 COMPLIANT?

Element Stone is compliant with the International Health and Safety Foundation NSF51 sanitary standard NSF51, which guarantees that our quartz-based surfaces are safe for use in all food environments.

## CAN I CUT ON MY ELEMENT STONE SURFACE?

Element Stone is compliant with the International Health and Safety Foundation NSF51 sanitary standard NSF51, which guarantees that our quartz-based surfaces are safe for use in all food environments.

## CAN I PUT A HOT POT ON MY ELEMENT STONE SURFACE?

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Always use a hot pad or trivet when setting down hot objects such as pans or plates. Direct contact with extremely high heat can cause damage to your Element Stone surface.

## HOW SHOULD I CLEAN MY ELEMENT STONE SURFACE?

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Use a damp, soft cloth with warm water and soap. If further cleaning is needed, use a damp cloth or sponge to apply a common, non-abrasive, household cleaner such as Soft Scrub Liquid Gel with Bleach, or Come Soft Cleanser Cream and wipe the surface, rinsing thoroughly after cleaning. To avoid dulling surface's shine, make sure to use a non-abrasive cleaner, and rinse off any cleaner with water.

To remove adhered material such as food, gum, or nail polish, first scrape away the excess material with a plastic putty knife and then clean the surface with a damp cloth to remove any marks left behind and any residual dirt.

## HOW DURABLE IS ELEMENT STONE?

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Element Stone is resistant to cracks, scratches and stains. However, like most materials, excessive force and/or pressure from objects can damage the surface.

## DOES ELEMENT STONE STAIN?

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Element Stone is resistant to staining, however it is not stain proof. The nature of Element Stone provides maximum resistance to staining and fully eliminates the need for any sealing. The non-porous quality of the surface also greatly reduces the potential for bacterial growth. Minimal maintenance and routine cleaning will keep your counters looking new. Take care to avoid spilling harsh chemicals such as drain cleaners, paint strippers, oven cleaners, or other high Ph chemicals on your Element Stone surfaces.

## WHAT KIND OF SINK CAN I USE WITH ELEMENT STONE?

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Element Stone is compatible with any sink of your choice. Your certified Element Stone fabricator/installer can provide you with advice on what sink is best for your application.

## WILL I SEE ANY SEAMS IN MY ELEMENT STONE COUNTERTOPS?

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Although seam appearance can be minimized, they will always be visible. It's best to discuss seam placement and appearance with your fabricator/installer prior to installation.

## DOES THE COLOR GO ALL THE WAY THROUGH ELEMENT STONE SLABS?

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Yes, Element Stone is solid all the way through the slab. The same beauty and color you see on the surface continues all the way through allowing for a wide variety of edge profiles without a change in material appearance.

## WHAT IS GREENGUARD CERTIFICATION?

Our Greenguard Certification ensures that Element products have met some of the world's most rigorous, trusted and comprehensive standards for low emissions of volatile organic compounds (VOCs) into indoor air, for an overall healthier product. This assures that Element contributes to healthier interiors and its surfaces are acceptable for use in environments such as schools and healthcare facilities.

## CAN I USE ELEMENT STONE ON FLOORS OR WALLS?

Yes! Element Stone can be used in a variety of residential and commercial applications for both floors and walls. Suitable for many types of indoor flooring applications, Element Stone is also an excellent choice for a wide variety of indoor wall applications including shelving, backsplashes, tub surrounds, shower walls, and other interior wall surfaces.

## DOES ELEMENT STONE COME WITH A WARRANTY?

Element Stone come with a Limited Lifetime Warranty for residential projects and a 10-year Limited Warranty for commercial installations. You can view both our Residential Warranty, and our Commercial Warranty on our website under Resources.

## CAN ELEMENT STONE BE USED OUTDOORS?

Element Surfaces are not recommended for exterior use, as exposure to direct sunlight for prolonged periods can result in color changes, fading and/or warping. If you choose to use your Element Stone outside it will void your warranty.

## HOW CAN I PURCHASE ELEMENT STONE?

Element Stone can be purchased through Stone Showcase, or any of our registered distributors. You can view all of our registered distributors on our website on the Locations page under Where To Buy, and enter your address to see what distributor is most convenient for you. On this page you can also view the distributor's contact information and hours of business.

## WHAT IF I STILL HAVE QUESTIONS?

Call us at 855 - 796 - 9663 and we'd be happy to help!

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THANK YOU FOR CHOOSING ELEMENT SURFACES!

WE HOPE YOU LOVE LIVING #**INYOURELEMENT**.

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