

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 WOOD SLABS?

Our Element Wood slabs are available in 112" x 53" x 1.75". Please ask your local distributor for availability of species and construction styles.

WHY CHOOSE ELEMENT WOOD?

Element Wood ready-made boards give you the option to incorporate organic and authentic surfaces on any scale. Element Wood boards are sold ready to be shaped and finished, minimizing wait time as the creation of the board has already been completed. All Element Wood is available in either face grain or edge grain. Element Wood Rain-tree is also available in live edge.

WHERE DO WE SOURCE OUR ELEMENT WOOD FROM?

The majority of the Element Wood we offer comes from European and North American forests where policy and standards of responsible forest management are met. Our African timber is purchased legally, from dedicated agents that are able to supply chain of custody. All Element Wood is Forest Stewardship Council-certified.

HOW SHOULD I CLEAN MY ELEMENT WOOD? (AFTER SEALING)

Create a non-abrasive cleaning solution by combining 20% white vinegar and 80% water in a squirt bottle. Shake the bottle to mix the white vinegar and water, then spray your surface, and wipe! White distilled vinegar is a popular household cleanser as it acidity effectively kills most mold, bacteria, and germs making it a natural disinfectant. Cleaning with white distilled vinegar is a smart way to avoid using harsh chemicals, and is environmentally friendly as well as very economical.

Your Element Wood surface can also be wiped down with a mild detergent that does not contain ammonia or bleach. After wiping down with a mild detergent, rinse your surface with clean water and then use a dry towel to remove excess water. Let your surface dry and then disinfect it by misting it with our recommended vinegar solution.

CAN I CUT ON MY ELEMENT WOOD SURFACE?

We do not recommend cutting or chopping directly on your Element Wood countertop in order to preserve your surface.

CAN I PUT A HOT POT ON MY ELEMENT WOOD SURFACE?

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 Wood surface.

HOW DO I COVER OR REMOVE SCRATCHES IN THE FINISH OF MY WOOD SURFACE?

To cover/remove scratches in the finish (not deep into the wood) you can use Steel Wool wrapped around a sanding block. Repeat the following steps as many times as necessary to remove the scratch.

Rub over the scratched area in a back and motion, always with the grain. You will not need to completely remove the scratch—you are only altering the finish to prepare it for another coat. Use enough pressure to scuff the edges of the scratch and the area immediately surrounding it, but not enough to wear down to the bare wood.

Once you are done, clean the scuffed area with a dry rag and follow up with a tack cloth to remove any debris from the area to be oiled. **DO NOT USE ANY WATER-BASED CLEANERS.**

Next you will apply an Oil Finish (such as Waterlox Tung Oil or WOCA Worktop Oil) by pouring a small amount (size of a dime) on the scratched area.

Rub the finish in a circle motion with a clean rag to spread the oil around the scratched area. Do not spread further than necessary away from scratched area (an inch or two will be sufficient).

Rub the area until the oil just starts to dry up. Before the oil is fully dry, switch to a clean rag and buff the area surrounding the scratch, removing as much of the oil from the surface area as possible while at the same time rubbing it into the scratch. (This process is vaguely similar to waxing a scratch on a car).

HOW DURABLE IS ELEMENT WOOD?

Our Element Wood species range from a Janka Hardness of 1010 to 1820. Element Wood Species Information is available on our website under Resources.

CAN I INSTALL A SINK IN MY ELEMENT WOOD COUNTERTOP WITHOUT CAUSING DAMAGE?

YES, with the right sealer wood and water are totally compatible.

WHAT KIND OF SINK CAN I USE WITH ELEMENT WOOD?

Undermount sinks are ideal with wood countertops. Cutouts that extend slightly beyond the sink lip and over the bowl prevent standing water from saturating the edge, making the counter easier to maintain. Element Wood will not suspend heavy cast-iron sinks and farm sinks. These require a support structure below. Details for this structure are typically included in the sink manufacturer's installation instructions.

For a water-resistant barrier all cutouts, edges, and surfaces must be treated with your choice of finish to seal out moisture. Take particular care to choose a good polyurethane and do a thorough job with it. Avoid marine varnish; while water resistant, this high-VOC finish is not food safe.

DO I NEED TO SEAL THE BOTTOM OF MY ELEMENT WOOD SURFACE?

Yes, you should seal the bottom of your countertop as well as the top. Wood needs to breath equally from the top and bottom. There are a couple of reasons wood countertops can crack and curl. Failing to seal the underside is one of them. If you're sealing your wood countertop with a varnish use this opportunity to break in your brush and let all the broken bristles fall off in the bottom coat before doing the top.

DO I NEED TO USE THE SAME BRAND OF STAIN AND SEALER ON MY ELEMENT WOOD COUNTERTOP?

We don't feel that you must use the same brand of stain as the brand of sealer you choose, but they do need to be compatible.

CAN I USE A WATER BASED TOP COAT TO SEAL MY ELEMENT WOOD COUNTERTOP?

NO, do not use any water based top coats of any kind.

WHAT TYPE OF SANDER SHOULD I USE ON MY ELEMENT WOOD?

A random orbit sander will help save you time when sanding your countertop, and won't leave the hills and valleys that are so prevalent with a belt sander.

SHOULD I USE A BELT SANDER ON MY ELEMENT WOOD?

NO, you should not use a belt sander as it can leave deep gouges in the surface.

DO I HAVE TO USE A TACK CLOTH TO REMOVE SANDING DUST?

YES, failing to use a tack cloth will result in a gritty dull surface. You cannot use a little whisk broom, a paper towel, your old stocking cap or anything other than a tack cloth to remove the sanding dust from your top before you apply anything. That goes for stain and sealer, even if it's the second or third coat of sealer. You can find tack clothes in any paint department.

CAN I USE A SEALER THAT HAS STAIN MIXED IN?

NO, you never want to use any sealer that has a stain color mixed in.

CAN ELEMENT SURFACES 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 I GET DIRT ON MY ELEMENT WOOD BEFORE I SEAL IT CAN I WASH IT OFF?

NO, don't wash the top before you have it totally finished. If you get a smudge of dirt on your surface just brush away the loose material and sand the wood a bit to remove any residue on the surface.

CAN I EAT ON MY ELEMENT WOOD SURFACE BEFORE I APPLY A FINISH OR SEALER?

NO, you want to keep your surface as clean as possible before applying a finish. Wash your hands if you eat or handle something oily. Oil will keep the sealer from adhering and you'll have peeling finish very soon. If you get an oily spot on your surface sand the wood a bit to remove any residue. If the spot goes deep use acetone to wash the surface down and prep it for the finish.

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 that our surfaces are acceptable for use in environments such as schools and healthcare facilities.

CAN I USE ELEMENT WOOD ON FLOORS OR WALLS?

Yes! Element Wood 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 Wood is also an excellent choice for a wide variety of indoor wall applications including shelving, and other interior wall surfaces.

HOW CAN I PURCHASE ELEMENT WOOD?

Element Wood can be purchased directly through Stone Showcase, or from any of our registered distributors. You can view all of our registered distributors on our website on the [Locations](#) page under [Where To Buy](#). Just enter your address to see what distributors are closest to 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!

THANK YOU FOR CHOOSING ELEMENT SURFACES!

WE HOPE YOU LOVE LIVING #INYOURELEMENT.
