



**LUXURY**  
*granite • quartz • marble*

## Customer Care Package

[www.luxurygranite.ca](http://www.luxurygranite.ca)



# What is Quartz?

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Quartz is a combination of natural quartz and other raw materials that are extraordinarily hard and resilient. These characteristics combine to create an ideal surface for kitchen countertops, bathrooms, flooring and wall cladding.



## Quartz is Resistant to...

### Staining

Quartz is a non-porous surface and highly resistant to staining caused by coffee, wine, lemon juice, olive oil, vinegar, makeup and many other everyday products, but it is not 100% stain-proof. If bright coloured substances do come in contact with your quartz, it is best not to let them sit. Clean them up as soon as you can.

### Acid Resistant

Composed of one of the hardest minerals in the world, Quartz is exceptionally durable with a high level of resistance to external aggressors.

### Impact Resistant

Quartz is impact resistant, meaning it is extremely durable and highly unlikely to break unless put under extreme force. This feature increases the safety in your kitchen when handling hard objects such as pots and pans.

### Scratch Resistant

Quartz has a hardness of 7 in the Mohs hardness scale (diamond has 10). While the majority of other surfaces can be scratched, Quartz has high resistance to scratching. However we recommend you always use a cutting board as some knives may cause minor damage and cutting directly on the stone will definitely dull your knives.





## Quartz is Susceptible to...

### Heat

Although Quartz is extremely durable, the material itself is NOT resistant to extreme or sudden heat. You cannot put hot pots and pans on quartz countertops without heat mats. The heat can cause burn rings, or even crack the stone.

## Quartz Cleaning & Maintenance

As Quartz is non-porous, you do not need to seal your quartz countertops like you would granite. But as mentioned above, it is not 100% stain proof, so be aware of bright substances being spilled on the surface and be sure to wipe up as soon as possible. Letting it sit can potentially lead to permanent discolouration.

To clean your countertops, use water and neutral soap. You should then finish off by rinsing the surface with plenty of water and drying it with a soft cloth. For tougher stains please refer to your quartz manufacturer's maintenance documentation you can find on their websites (Silestone, Hanstone, LG Viatera, or Caesarstone).

**Difficult Spots:** • Soak affected area with one of the recommended cleaning products for up to 10 minutes. • Scrub the area.

**Caution must be observed with the following:** • Extreme heat may cause the material to crack and/or discolour • Products containing oils or powders may leave a residue. • Exposure to harsh chemicals such as oven cleaners, Drano®, Liquid Plumber®, CLR® and floor strippers may damage the finish and/or discolour the stone.

Clean the countertops with a non-abrasive kitchen cleaner. A vinegar and water solution or hot soapy water works best. If you're looking for a more thorough cleaning, most cleaners sold on the shelves of supermarkets will work fine, but stay away from cleaners containing bleach. Always wipe off the countertops with a soft sponge or washcloth.

# What is Granite?

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Granite, including marble and quartzite, are completely natural stone slabs cut from the Earth. Granite is the next hardest natural material after diamonds. This makes it a *natural* choice for any countertop surface.



There are many different choices for granite and every slab is unique. Due to it being completely natural, there are sometimes defects, or conditions that make it less suitable for overhangs or high traffic. Luxury Granite will ensure the stone you choose will fit your purpose and lifestyle.

## Granite is Resistant to...

### Staining

The darker the stone, the more resilient to staining it is. Most granites are fairly solid, making them more stain resistant. However, marbles, soapstones, and other more porous materials will take stains much quicker.

### Impact Resistant

Most Granites are impact resistant, however natural weak spots may exist in the stone making it more susceptible to cracking and chipping.

### Scratch Resistant

While the majority of other surfaces can be scratched, most granites have high resistance to scratching. However we recommend you always use a cutting board as some knives may cause minor damage and cutting directly on the stone will definitely dull your knives.

### Heat

Granite is resistant to heat, however sudden or extreme heat (such as placing a pot just off the stove) may cause damage. Regardless, you should NOT put hot pots and pans on granite countertops without heat mats. Extreme or sudden heat could cause cracking.





## Granite is Susceptible to...

### Oils

Although Granite has a high resistance to staining, the more porous nature of the stone means that oils will soak into the stone and potentially stain it. Using coasters and cleaning spills with soap and water immediately will prevent this.

### Acid

Wines, juices, and acidic cleaners will stain or dull the stone more quickly. Again, simply using coasters or wiping off these spills will prevent your countertops from staining.

## Granite Cleaning & Maintenance

Granite is semi-porous, depending on the stone. Even a well cared for countertop will require sealing once every 3 to 5 years; we recommend sealing lighter coloured stones every 1 to 3 years. Although sealing helps prevent staining, be aware of bright substances being spilled on the surface and be sure to wipe up as soon as possible. Letting it sit can potentially lead to permanent discolouration.

To clean your countertops, use water and neutral soap. You should then finish off by rinsing the surface with water and drying it with a soft cloth. Using conventional countertop cleaners may dull the stone over time.

**Difficult Spots:** • Soak affected area with one of the recommended cleaning products for up to 10 minutes. • Scrub the area.

**Caution must be observed with the following:** • Extreme heat may cause the material to crack and/or discolour  
• Products containing oils or powders may leave a residue. • Exposure to harsh chemicals such as oven cleaners, Drano®, Liquid Plumber®, CLR® and floor strippers may damage the polished finish and/or discolour the stone.

# The Process

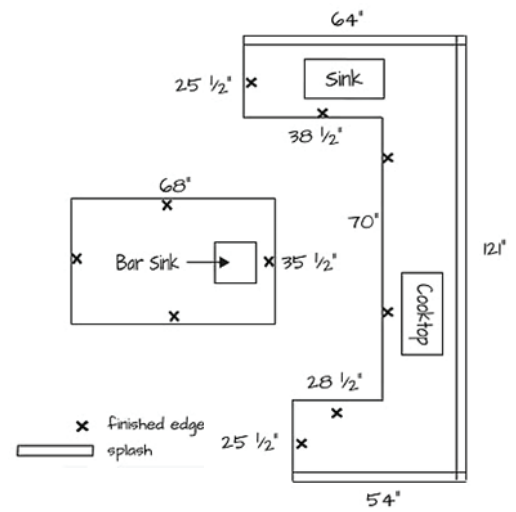
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## Design and Selection

Visit us with or email us a quick sketch of your countertop project.

We will happily assist you in selecting the perfect stone for you and your family, whether it is Granite, Quartz, Marble, or an alternative countertop material such as Geoluxe, Mafine, or Dekton. Our friendly staff are knowledgeable, experienced, and always willing to provide assistance - they have a good eye for design too! We will also help you decide on a few details such as, edge profiles and corner styles (round, square, clipped).

Luxury Granite also offers free in home consultations by appointment if you would like us to come take a look and provide some guidance on your project.



## Confirm Your Booking

Let's confirm your booking! At this point, you can let us know what your project's timeline looks like. We need all cabinets to be ready before templating the surface area of the countertops. If you are getting new cabinets, sometimes it's best for us to coordinate the timeline with your contractor directly, if you're comfortable with that. When we confirm your cabinets are complete, we schedule the template with you.

## Gather Information

Things we need to know:

1. Sink & faucet make and model numbers – If sink needs to be mounted, please provide
2. Cooktop & stove make and model numbers. Is it a traditional style, or other?

This is important because we need the correct appliance files to make sure every measurement and cutout is perfectly placed.



# Preparing for Templating

We're coming to measure! What do you need to do before we get there?

- Give Luxury Granite all model numbers for sinks/faucets/appliances, as well as any sinks that need to be mounted. Apron sinks must be installed,
- All cabinets must be in and gables/side panels must be in place (a gable is the exposed side of a cabinet),
- Remove old countertops (if they are not removed, we will unfortunately have to leave and reschedule the template for another day),
- Disconnect plumbing.

## Template and Schedule Install

One of our templators will then come to your home and measure your cabinets to produce a digital template for your new countertops! With our high-tech templating and fabrication technology, you can know that you're getting the most accurate measurements possible, and therefore the highest quality final product. With the template finished, we can schedule your countertop install!

## Countertop Fabrication

Now your countertops are fabricated based on your custom digital template. Fabrication can take between 7-14 days, which was taken into account when we scheduled the final install with you.



## Preparing for your Install

Your stone is coming! What do you need to do to prepare?

- Disconnect plumbing and electricity (garburators, existing cooktops, etc.)
- Install any brackets, stealth brackets, posts, or supports required for countertops.

## Install

Our Installers will come to your home at the scheduled time and do the final installation. Exciting!

## Follow-up

We will follow-up with you to ensure your installation was fully completed. Our goal is to leave you completely satisfied after the installation of your countertops. We take pride in our customer service and welcome your feedback!



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