



LUXURY
granite • quartz • marble

Customer Care Package

www.luxurygranite.ca



What is Quartz?

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.



Unlike granite or marble, quartz is an engineered stone mixed with 90% quartz particles, resins, glues, and dyes. This allows for precision patterns, very consistent colours, and unmatched selection.

Available in multiple finishes from polished to leather, there are plenty of options to match your lifestyle and application. However, it is important to note that some quartz with a polished finish may refract light differently throughout the stone. This is not considered a defect but is more noticable in rooms with many windows or lights. To avoid this effect, choose lighter coloured stone or a honed or leather finish.

Quartz is Resistant to...

Staining

Quartz is a non-porous surface and is 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. However most food and drink will not affect it.

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. This means there is little chance of accidental acid abrasion or discolouring.

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 should not put hot pots and pans on quartz countertops without heat mats. The heat can cause burn rings, or even crack the stone. The best option is to have a hot mat nearby.

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 could 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 or by contacting Luxury Granite.

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 such as Method Daily Granite. 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. Lastly, always wipe off the countertops with a soft sponge or washcloth to remove any residual residue.

What is Granite?

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. But there is no need to worry; 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 and need a bit more attention.

Impact Resistant

Most Granites are impact resistant, however natural weak spots may exist in the stone making it more susceptible to cracking and chipping. Avoid dropping and slamming hard objects onto the stone to keep from causing damage.

Scratch Resistant

While the majority of other surfaces can be scratched, most granites have higher resistance. However, we recommend you always use a cutting board as some knives may cause minor damage and cutting directly on the stone will 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 as this 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 or damaging the surface.

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. • Lightly 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.

Choosing a Natural Stone

There are many different choices for natural stones, 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. But there is no need to worry; Luxury Granite will ensure the stone you choose will fit your application and lifestyle.

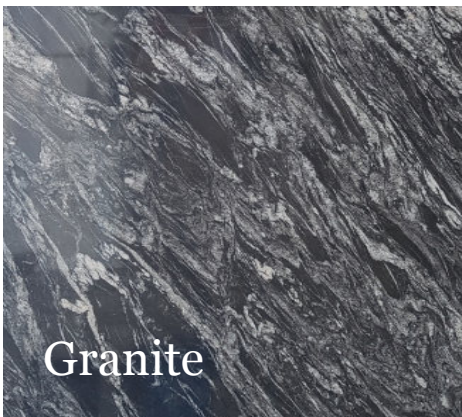


Overview on Natural Stone

Granite, marble, quartzite, and all other 100% natural stones are made up of multiple minerals, with different degrees of hardness and absorption. This means that certain stones may show “dull” spots with a factory finish due to a higher rate of absorption or light refraction (see photo to the left). This is a natural part of the slab and should be expected with most polished stones.

Fissures and cracks are also significantly more common in natural stones. We do our best to avoid weak areas of the stone when fabricating but some areas may not show until after they have been fabricated. If there is an area that is threatening the integrity of the stone, we will work on it within the warranty period. However, most fissures are not a cause for concern. Cracks are more problematic, but proper care & maintenance will prevent your stone from cracking.

Softer stones such as marble, are more prone to scratching and etching. Most marbles will develop an “old world” look much quicker because of this, so it is important to take this into consideration when choosing a stone. In-fact, all natural stones will develop a patina over time, but being careful with acidic and greasy foods and cleaners will help to keep the polished finish looking brilliant for years to come!



Granite



Quartzite



Marble

Granite

Granite is the most durable natural stone available, making it the best choice for any application. It is very resistant to scratching, impacts, and typical kitchen abuse. However, because it is still a natural stone, it is best to be on the safe side and use hot mats and coasters.

Look and Feel

Like all natural stones, pitting, fissures, and “imperfections” are part of the stone. They do affect the durability or seal; often times manufacturers will fill these spots with a resin to create a more cosmetically attractive surface. With hundreds of colours available, granite offers the right durability and selection for any project.

Quartzite

Similar to granite, quartzite is very durable. However the make-up of the stone requires a bit more care on edges or corners, as it is slightly more prone to chipping. To avoid this, we recommend certain edges and corners, depending on the style and stone. Too, like granite, it is best to be on the safe side and use hot mats and coasters to prevent cracking.

Look and Feel

Like all natural stones, pitting, fissures, and “imperfections” are part of the stone. They do affect the durability or seal; often times manufacturers will fill these spots with a resin to create a more cosmetically attractive surface. With everything from flowing marble-like patterns, to moody granite-like looks, there is sure to be a quartzite that will work with your project.

Marble

The most classic natural stone, marble is still very popular. Because it is mostly calcium, marble is much softer than granite and more prone to scratching and etching. Typically, people with marble need to be able to appreciate the “old world” look it eventually develops. Proper care and maintenance is especially important with this stone to prolong the “new” look.

Look and Feel

Certain minerals exist in marble that refract light differently, giving certain areas of the stone a dull or even textured look. This is to be expected with all marble, and most natural stones. Honed finishes create a much more consistent-looking finish, eliminating the worry associated with this dull look.

Onyx

This brilliant stone is surely to be a show-stopper. However, with beauty comes some challenges. Onyx is very susceptible to abrasion from acid and wear, and is like quartzite in that it may chip easier than granite or marble. Fabricating onyx is challenging since it is such a hard stone. Extra material is often purchased to prepare for breakages, leading to a higher price point.

Look and Feel

This translucent stone is often used with back lighting (like the photo to the right) to accentuate the pattern and colour. Although it is stunning, onyx does require special and regular care & maintenance. It is important to consider the location and level of use when thinking about onyx.

Our knowledgeable staff will ensure that you have all the information you need, to care for the stone you fall in love with.



Onyx

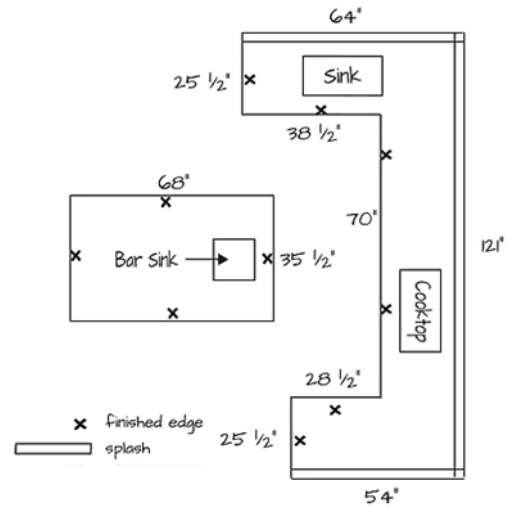
The Process

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

Now that you have chosen your stone, 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 the sink.
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 before we get there.
- 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 and electrical.

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, clean-up, and leave you with beautiful countertops!

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!



500 10th Ave East
Regina SK
306-543-2020
sales@luxurygranite.ca



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