

Bolfing Brothers Marble Inc.
281 351-7195 Fax 281 351-7198

Common Concerns and Questions About Granite and Other Natural Stone

My granite has little cracks in it; is it broken?

Where quartz crystals meet, what may look like cracks are perfectly natural. Visible when light hits the stone from certain angles, they are not a structural or design concern. Some colors, such as Giallo Veneziano, are more prone to these “spots” than others. During the formation of the stone over millions of years, **natural variations** such as pits and fissures will almost certainly develop. An uninterrupted “mirror” finish should not be expected. Stone such as Baltic Brown is more prone to these features. Because **fissures and pits are an inherent feature of granite** and do not detract from the quality or function of the stone, Bolfing Brothers Marble Inc. will not replace your tops because of these traits.

I have an undermount kitchen sink and you can see the top edge of the sink slightly. I have seen other installations of undermount sinks where the counter is more even with the vertical surface of the bowl. Which procedure is correct?

Bolfing Brothers Marble Inc uses factory supplied templates for all undermount sinks. Normally, templates provided for kitchen sinks ensure a slight reveal (1/16”-3/8”) to reduce areas of bacteria growth (i.e. under the lip of the granite from an overhang). When large pots or dishes are washed and removed from the sink, you are less likely to chip the edge of the granite if there is a slight reveal. Vanity sink templates, on the other hand, usually allow for the granite to overhang slightly into the bowl.

Why do I have to have seams in my granite countertop?

Based on the limitations of slab size, seams in natural stone as well as engineered quartz material countertops are **unavoidable**. Unlike solid surface counters where invisible seams are joined by acrylic glue, granite seams will be visible because the pieces are bonded together with epoxy. Typical seams will be 3/16” or less. Due to handling and safety concerns, Bolfing Brothers Marble Inc often limits the length of the undermount sink pieces. We work to position seams for best form and function and we invite you or your designer to preview the layout of your countertops on the slab if seam placement is a major concern.

My seam is full of little chips, can these be filled in?

Due to the nature of stone, quartz crystals will fragment slightly during the cutting phase of fabrication. Epoxy will fix these tiny fragments where the seams or joints are completed.

You said you would install my undermount sink, but the plumbing is not hooked up.

Plumbing hook-up is the responsibility of the plumber. By law we are not allowed to touch the plumbing, gas or electricity. You should allow 24 hours (or at least overnight) for the adhesive to set and for the sink to adhere to the stone before reconnecting plumbing.

There is a big “gap” between my backsplash and the wall. Is that a problem?

Your contractor, painter, tile setter, or sheet rock installer can remedy a “bowed” wall which is the usual cause of a gap. Many times these gaps are covered by the backsplash or simply caulked with latex.

My overhang is one-quarter inch different in one spot than another spot.

Usually a 5/16” difference (plus or minus) is not noticeable but if cabinets are installed out of square or a wall is bowed, it will cause a discrepancy in the amount of counter top overhang. Because of irregularities in construction of walls and cabinets, we cannot guarantee that your stone will have an overhang of 1 ½” at all points.

My granite is “rough” on the bottom, why is it not polished?

Like all granite companies, Bolfing Brothers Marble Inc receives the slabs pre-polished from the quarry or a processor. These slabs are polished only on one side. It is not standard practice to polish the back of slabs.

One of my counters does not “match” the rest of the kitchen.

Your job will be fabricated from the same “lot” of stone so that the stone coloration will be similar. Every granite slab is unique and will have some color and vein variances. A “mismatch” may be unavoidable, despite using the same lot, because the “grain” of the stone is offset. It is even likely to have these variations occur from one side of the slab to the other. It is simply the nature of the stone and is not a concern. **Remember, because each slab of natural stone is unique, choosing natural stone is like purchasing an original piece of fine art to your home; there’s not another like it in the world!** We have found similar color variations in engineered stone; a product composed of natural material.

Stone is a product of nature, therefore it is impossible to guarantee uniformity of color, texture, veining, or other characteristics.

This does not affect the product performance in any way. Your countertop will not be replaced due to these variations.

My cooktop will not fit in the hole!

Three possible reasons:

1. Appliance selections often change mid-job, make sure the correct information was given for the cutout.
2. In addition to the correct cutout information, we may have received the minimum cutout dimensions. We can enlarge the cutout by simply trimming the outside edges.
3. “Box cabinets” have plastic shipping braces in them. They are seated 1” below the countertop surface which may prevent the appliance from dropping into place. These simply have to be removed.

What will hold-up production and installation of my countertop?

Appliance specifications are necessary so that we may make the appropriate cutouts in the countertop. By the time we measure it is best to have your sink, cook top, and faucet selections. Incomplete information will hold up production, and therefore, the installation of your countertops. In addition, any changes to the cabinets or stone choice after any templates have been made will delay production.

I’ve heard the installation process is very messy. Will the installers clean up when they are finished?

Our installers are the best in the business. They will do everything they can to cut down on the amount of disruption during installation. There may be a limited amount of cutting that is necessary once the tops are set on the cabinets. Please note that all of our installers carry commercial vacuums to help minimize the inevitable dust from cutting/polishing indoors. We strongly recommend that you turn off your central AC unit during this time. Cover what you can, and block off the room by hanging sheets at the doorways. Please be aware that fine particles in the atmosphere of the room will take a day or two to settle. Before they leave, the installers will clean your countertops to remove any excess silicone and epoxy used to caulk the backsplash to the tops and to adhere seams. If your remodel job includes repainting please be aware that Bolfing Brothers Marble Inc. is not responsible for damage to paint so it may be a good idea to schedule final touch-up after granite installation.

I’ve heard that granite needs to be “sealed” a lot. What does that mean and how often do I need to do this?

Bolfing Brothers Marble Inc will seal the countertops upon completion, but only you control how you use your granite surface. We recommend that granite be sealed at least every six months. Because granite is a natural product, it is inherently porous. These pores create pockets in which oils and other chemicals become embedded. If not cleaned properly, oils, wine, milk, even Kool Aid may stain, or a soft drink can left overnight may leave a ring. Sealing your granite helps prevent stains by impregnating the surface of the stone making it easier to clean up spills. Using a natural stone sealer will not make your countertops stain-resistant, but it will help minimize the effects of a stain. Impregnating sealers are available from Lowe’s and Home Depot as well as some

grocery stores. Read the product disclaimers to make sure it is suitable for use on natural stone. You may also purchase a Stone Care Kit from your salesperson for \$65.00 plus tax.

Bolfing Brothers Marble Inc strives for 100% satisfaction on every job we do! If you have any other questions, please contact your salesperson for more information.

Thank you for choosing Bolfing Brothers Marble Inc.