

## ONE QUARTZ® FAQ

**QUARTZ IS A VERSATILE, DURABLE MATERIAL THAT'S AVAILABLE IN A WIDE RANGE OF COLORS AND STYLES.** Also known as engineered stone, quartz is made from a combination of resin and natural quartz crystals. The natural crystals in quartz countertops make each surface unique, while resin gives the material its durability and resistance to everyday wear and tear. Because quartz is a man-made product, this material can be tinted and shaped in a wide variety of ways. Unique colors, edge treatments, inlays and other style accents add to the aesthetic appeal of this product.

In general, engineered stone is less expensive than naturally sourced materials after installation, sealing and maintenance are considered. The exceptional strength, durability and aesthetic appeal of quartz make this product a popular alternative to granite, a stone known for its lasting beauty. In addition, quartz is remarkably easy to maintain.

### IS QUARTZ A SAFE COUNTERTOP MATERIAL?

Quartz, or engineered stone, is highly resistant to the routine wear and tear of daily life. Because quartz is made from a tough combination of natural crystals and resin, this product is very durable and long lasting. Quartz is a safe material for bathroom, kitchen or office countertops, but standard precautions must be taken to protect this man-made material from damage and prevent fading of your quartz countertop colors.

Although quartz countertops are resistant to scratches, dents, scuffs, burns and stains, these surfaces can be damaged when exposed to heat or to certain chemicals or tools. Gentle cleaning with a mild detergent and water is all that's required to maintain these surfaces. To keep your quartz countertops safe from damage, take care not to expose them to harsh chemicals, permanent dyes or inks, abrasive cleansers, direct heat or knives and other metal tools.

### WHAT COLORS DO QUARTZ COUNTERTOPS COME IN?

Quartz countertops come in a broad spectrum of colors and patterns, from cool pastels to rich, dark tones. Quartz is a man-made material that combines the strength and durability of resin with distinctive of natural quartz crystals. This material can be tinted in a nearly unlimited range of shades to match any interior color scheme. Whether you're decorating a kitchen in warm earth tones or remodeling a bathroom with pink and white surfaces, you can find a shade that complements your decor and any living space.

### QUARTZ COLORS AND TREATMENTS

Quartz is an extremely versatile material, which can be tinted, treated or shaped to accommodate almost any homeowner's tastes. When you're shopping for quartz countertops, choosing the perfect color may be challenging. With so many different shades to choose from, it can be difficult to make a decision with confidence. A knowledgeable provider should be able to help you with this stage of the process by giving you a comprehensive overview of your choices and making suggestions for shades that will complement your design.

When it comes to designing a quartz countertop, you aren't limited to traditional, squared edge treatments. There are a number of different edge treatments to choose from, with beveled or rounded styles. Inlays add a touch of elegance to a countertop surface by accenting the contours of the counter. These unique treatments take a countertop a step beyond the ordinary and give your kitchen or bathroom an extra touch of style.

### CHOOSING COLORS FOR YOUR COUNTERTOPS

The color of your quartz countertops can make a big difference in the visual dimensions of your kitchen or bathroom. Light colors will create a sense of space, enlarging the room visually. If you have a small kitchen or bath, quartz countertops in white, cream, beige or gray may be preferable to darker, richer tones. In a larger kitchen or a game room, a dark gray, brown or dramatic black surface can add style and elegance to your interior.

The colors you select will affect a room's atmosphere and character. If you're decorating a professional office, a black or charcoal quartz countertop can give your decor a sense of dignity and stability. In a master bathroom, a rich gold or beige creates a look of luxury. The colors of quartz countertops may be variegated with flecks or swirls of various colors that give your countertops the natural appearance of stone.

Most manufacturers come out with new color series on a regular basis. Although the latest trends may be appealing, choose a color that will stand the test of time to get the most value.

### QUARTZ IN KITCHENS AND BATHROOMS

Quartz is a non-porous material that does not require a sealant to protect the surface against dirt, moisture or germs. The polymers used to manufacture quartz make the surfaces extremely sturdy and durable. In the kitchen, quartz countertops are resistant to ordinary contact with metal, ceramic, glass or other materials commonly used in cookware. However, quartz countertops should not be scraped with metal tools. When you're cutting food, use a cutting board rather than cutting or slicing directly onto a quartz surface.

In the kitchen, protecting food from exposure to bacteria is a big concern. Quartz countertops are non-porous, meaning that these surfaces are continuous and smooth and do not have any tiny openings in the surface. Unlike wood and some forms of stone, quartz will not absorb water or other liquids. Bacteria have no place to grow on a quartz surface, as long as it's wiped clean after preparing food. Use a cutting board made of marble or another non porous material to avoid scratching your countertops.

Germs tend to collect in bathrooms as well as kitchens. The moisture and warmth that gather in the bathroom make it a breeding ground for bacteria, mold and mildew. A sink or vanity topped with quartz offers protection against bacterial growth as well as longevity and beauty. With regular cleaning, quartz countertops keep bathrooms sanitary by discouraging the growth of bacteria, mold and mildew. When cleaning quartz countertops, do not use bleach or other harsh or abrasive cleansers. Bleach may discolor or damage a quartz counter.

### FINAL CONSIDERATIONS

When you're shopping for quartz countertops, you'll soon find that you have many choices in style and color. Because quartz countertops are man-made, this material can be manufactured in nearly any color. You can choose from a wide range of countertop edge treatments, from traditional rounded or cornered styles to more dramatic looks.

The cost and performance of quartz countertops increases their appeal to homeowners who are looking for resilience and aesthetic value at a competitive price to other alternatives. As you search for quartz countertops, look for a reliable provider with a reputation for quality craftsmanship. Because the supplier you choose may also install the product, it's important to review the quality of the company's labor as well as the quality of its products before you make this important investment.

## ONE QUARTZ® CARE & MAINTENANCE

### WHAT MAINTENANCE IS REQUIRED FOR QUARTZ COUNTERTOPS?

Low maintenance requirements make quartz countertops appealing to many homeowners. Quartz countertops are manufactured with a combination of hard quartz crystals and durable resin polymers that make them extremely resilient. In addition, the leading manufacturers provide a 10 to 15 year limited warranty that covers manufacturer's defects. Routine care and cleaning is very simple, and with basic precautions to prevent stains, dents or scratches, safe quartz countertops can lend beauty and a sense of permanence to a home for decades.

Manufacturer's warranties will not cover damages caused by the owner's use of the product unless damage is linked to an error made by the company. Your quartz countertops must be installed by a professional contractor in order to be covered by the warranty, in most cases. Follow the manufacturer's specific recommendations for maintaining your new countertops to get the maximum value from this investment.

### ROUTINE CARE AND CLEANING

With the right care, quartz countertops can lend aesthetic appeal to your kitchen, bathroom or office for years. Quartz can be cleaned easily with a mild detergent, water and a soft cloth or paper towel. Abrasive cleansers or harsh scouring pads and cleansers that contain bleach should not be used with quartz. Engineered stone surfaces do not require polishing to keep them shiny and smooth, but they should be cleaned gently to maintain their distinctive shine.

A rounded plastic knife should be used to remove dried foods or liquids on a quartz surface. Dried paint or grease can be gently scraped away with a plastic knife. Avoid using metal knives and utensils directly on the countertop, as metal may scratch the quartz.

Grease from cooking is a concern in many kitchens. To remove grease from your quartz countertops, use a product recommended by your manufacturer. Harsh cleansers should not be used to remove grease or other cooking stains. Gently scrape away hardened grease with a plastic knife before applying cleanser.

### PREVENTING STAINS AND SCRATCHES

While quartz countertops are resistant to scratches, scuffs, dents, stains and burns, these surfaces are not damage-proof. Homeowners must take care to avoid exposing quartz countertops to permanent inks, markers or dyes, as these substances may not be removable. If a countertop is marked by a permanent marker or dye, rinse the area with water as soon as possible, then apply a cleansing product approved by the manufacturer if the stain is still visible. Clean the area again with water after applying the cleanser.

Turpentine and other paint stripping products may damage or discolor a quartz surface. To be on the safe side, avoid exposing quartz to any strong chemicals or solvents unless your manufacturer recommends them for use in removing stubborn stains or hardened grease. If exposure to a potentially harmful chemical solvent occurs, clean the area with water immediately.

Quartz countertops can be damaged by direct exposure to heat. When cooking, use trivets or heating pads to guard the countertop surface against direct exposure to hot cookware or coffee pots. Although quartz is resistant to stains from juice, wine, coffee and other food substances, it is best to wipe up spills immediately to prevent possible stains. When chopping vegetables, slicing bread or preparing other foods with sharp utensils, use a cutting board to prevent scratches.

Very little maintenance is required for quartz countertops. This engineered product does not require sealants, and its non-porous surface makes it a durable, sanitary option for kitchens or bathrooms. To ensure that you get the most life from your countertops and that your warranty covers any unexpected damages, follow the manufacturer's instructions for care and quartz countertop maintenance.

### PROTECTING QUARTZ SURFACES

Quartz countertops can stand up to a lot of wear and tear, but they shouldn't be exposed to excessive impact or harsh chemicals. In the kitchen, use hot pads or trivets on your countertops to prevent hot skillets or pots from making contact with quartz surfaces. In the bathroom, curling irons and other heated appliances shouldn't be left sitting on sinks or vanities.

Although quartz is non porous and resists stains, liquid spills should be wiped up promptly. Coffee, wine, vinegar, lemon juice and other liquids should not be allowed to sit on a quartz countertop for long periods of time. If permanent dye or ink is spilled on the counter, rinse the area promptly with water, then use a cleanser approved by the manufacturer for removing permanent stains. If you need to scrape dried food or paint or hardened grease off a quartz countertop, use a rounded plastic utensil, like a putty knife.

To get the maximum use from this investment, choose quartz countertops that are covered by a warranty. A manufacturer's warranty will replace or repair a countertop if it shows evidence of a manufacturer's defect. With a reliable warranty and proper care, quartz is a safe countertop material.

