

Natural Stone Information & Disclaimers

GRANITE is a durable, natural stone that can hold up against scratching, heat, and staining *if properly maintained*. Granites can consist of many different minerals that do not polish the same as the other minerals, making fabrication times vary. Some stones are softer or more delicate than others; those are coated with resin and fiberglass backing from the manufacturer to strengthen the stone. Manufacturers also attempt to fill pits and other imperfections visible on the rock, causing variations in the look, strength, durability, etc. Also, Atlantic Granite does not polish stone surfaces – we will order the stone according to the customer's preference.

MARBLE is a very soft and porous stone that can scratch, chip, stain, and etch easier than other types of natural stone. Polished marbles can show scratches easier, whereas honed marbles can stain easier.

SOAPSTONE is a powerful stone that cannot stain; however, it requires maintenance depending on the client's preference for coloring. This material can scratch very easily but can be "repaired" with a fine-grit sandpaper. Atlantic Granite installs soapstone according to the customer's liking, whether "dry" or "wet." The client should apply mineral oil if they choose to, and over time the mineral oil will saturate the stone's surface, leaving a longer-lasting "wet" look.

QUARTZITE is very dense and consists of many fissures (internal cracks/microcracks) throughout the stone. In some cases, fissures may appear at the surface (open crack) but are not problematic. This is the nature of quartzite, and the stone will be installed as-is. Atlantic Granite will not fabricate or install any project with a structurally compromising fissure/crack in it.

Please read the following:

There is no such thing as a perfect natural stone, and each stone has its strengths and weaknesses.

***Atlantic Granite cannot be held liable for the natural characteristics of any natural stone during any step of the fabrication & installation process; this includes post-installation, as well. (See Scope of Service sheet in Welcome Packet).**

Natural stones can take extreme amounts of heat, but Atlantic Granite always recommends using a trivet or heat pad rather than placing scorching items on the surface. Even though stone can take an extreme amount of heat, it cannot handle a rapid temperature change. This rapid change can cause thermal shock to the stone, resulting in the cracking of the stone due to the pressure of the stone releasing at any point of the stone, typically at corners.

Natural stones expand & contract throughout the year just as most items do if items press against the stone while expanding, and if the stone is also growing, the pressure can cause cracking.

Any liquids left on the surface of a stone can penetrate the stone, even if sealed. This also includes oils, and Atlantic Granite advises cleaning messes as soon as they occur.

In most cases, the lighter the natural stone is in color, the softer it is. The same goes for the opposite - the darker the color, the denser it is. There are a few exceptions to this, depending on the type of stone the customer wishes to have. The stone's density can determine the stone's strength when considering scratching, staining, etc.

Stones can absorb water during the fabrication process, and this absorption of water may take days, weeks, or months to dry. Water absorption can also occur after Atlantic Granite installs the stone while being used. Such as near/around the sink, stove, etc. Atlantic Granite has no way of telling if a stone will absorb water before ordering/cutting/fabricating/installing and cannot control this natural characteristic of the stone if it occurs. Water absorption is most common in quartzites and marbles.

Fissures are minor cracks or microcracks resulting from pressure within the stone, which is part of the biology of natural stones. Atlantic Granite will attempt their best to avoid any fissures, but some may be present on the stone after installation.

Many natural stones are coated with resin to give the surface a more smooth and aesthetically pleasing appeal. Many stones have pits in them that resin will fill. However, the resin does not polish the same as the stone and can look different when light reflects on the stone. Unfortunately, Atlantic Granite can only do what we can to ensure a fantastic countertop that the customer will love.

“Bleeding” can occur when the stone absorbs resins or other products used to join two pieces of stone together at seams. The area around the seam will be slightly darker as the resin bleeds into the stone’s pores along the edges of the stone where it is joined. Bleeding occurs more often with softer stones but can occur in any type of stone, it is primarily unforeseeable, and Atlantic Granite has no control over this from happening.

“Blossoms” can occur when the stone comes in contact with certain chemicals or products used during the stone fabrication/installation process. Blossoms are discolored areas, typically greenish or bluish, and are a reaction between the stone’s minerals and the chemical/product used. Blossoms occur more often with some lighter white/creamy-colored granites. Blossoms are unforeseeable, and Atlantic Granite has no control over this from happening. Some products can remove the blossoms to a certain extent. Atlantic Granite will present the customer with which product to purchase and how to use the product. Atlantic Granite is not responsible for removing blossoms.

Natural stones may require seams in the layout to prevent cracking/breakage during any part of the process, including post-installation. Applying excess weight or standing on the countertops can cause the countertop to crack or break.

Stone can crack from the settling of the house foundation, floor joists, or cabinets.

Natural stones should have a sealant applied once a year, typically for the “busy” areas, i.e., sink and stove. The amount of time depends on the customer’s usage and care methods. If the area is in operation daily, Atlantic Granite recommends sealing the stone once a year or sooner, if required. To tell if your stone needs to be required, perform a water drop test.

Atlantic Granite recommends using water & Dawn antibacterial dish soap (3-1 ratio mixed in a spray bottle). Other dish soaps will work fine; Atlantic Granite recommends Dawn due to its gentleness on human skin, reflecting its gentleness on the stone.

Natural stones can become damaged from daily usage/accidents such as dropping a pan, dragging items, etc. Atlantic Granite can only do its best to resolve the issue for the customer. Atlantic Granite is not responsible or liable for the natural characteristics of any stone or the customer’s usage of the stone

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