

# Granite Transformations Post-Installation FAQ

## 1. General Post-Installation Care

- **How should I care for my new surfaces after installation?**
  - To maintain the beauty of your surfaces, clean regularly with a mild soap and water solution. Avoid harsh chemicals and abrasive materials that can damage the finish.

## 2. Countertops

- **What should I do if I notice scratches or dullness on my countertop?**
  - Minor scratches can often be polished out with a gentle polishing compound. For deeper scratches, please contact our office for advice on the best course of action.
- **Can I place hot pots and pans directly on the countertop?**
  - While our countertops are heat-resistant, it's best to use trivets or hot pads to protect the surface from extreme temperatures.

## 3. Backsplashes

- **How do I clean my backsplash without damaging it?**
  - Use a soft cloth with a mild cleaner. Avoid abrasive sponges or strong chemicals that can scratch or dull the finish.
- **What if my backsplash is loose or has gaps?**
  - If you notice any loosening or gaps, please contact our office to schedule a service appointment for assessment and repair.

## 4. Backfill

- **What is backfill, and why is it important?**
  - Backfill is the material used to fill gaps between the countertop and the wall. It provides stability and prevents debris from accumulating.
- **How can I tell if my backfill needs to be replaced?**
  - If you notice cracks, discoloration, or a gap between the backfill and the wall, it may need to be repaired or replaced. Contact our office for assistance.

## 5. Caulking

- **What type of caulk should I use for my countertops and backsplashes?**
  - We recommend using a silicone-based caulk for flexibility and durability. Ensure the caulk is suitable for kitchen and bath applications.
- **How can I tell if the caulking needs to be replaced?**
  - If you notice cracking, discoloration, or water intrusion, it's time to replace the caulking. Contact our office for professional service.

## **6. Warranty and Repairs**

- **What does the warranty cover for my surfaces?**
  - Our limited lifetime warranty covers defects in material and workmanship. Please refer to your warranty documentation for specific details.
  - Keep in mind sinks, faucets, tubs, or any other product outside of our granite, quartz and recycled glass will have its own separate warranty. Please contact the appropriate manufacturer. (If you need help determining the manufacturer feel free to contact our office for assistance)
- **Who do I contact if I have a warranty issue?**
  - For any warranty inquiries or to report defects, please contact our office directly. We'll guide you through the process.

## **7. When to Call the Office**

- **When should I contact Granite Transformations for assistance?**

If you experience any of the following issues, please call our office:

- Loose or damaged countertops or backsplashes
- Significant scratches or chips on surfaces
- Issues with caulking or backfill that you cannot resolve
- Any concerns regarding the warranty or product performance