

# MARBLE UNLIMITED

## & CABINETS



312 South Miami Blvd, Durham, NC 27703 | Tel: (919) 596-2325 | Fax: (919) 596-4939 | [www.marbleunlimited.com](http://www.marbleunlimited.com)

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## INFORMATION SHEET

Congratulations on your purchase of granite countertops. We would like to take this opportunity to tell you a few important things about your installation. If you have any questions after reading this, please feel free to contact your Marble Unlimited, Inc & Cabinets sales representative at 919-596-2325.

### *Removing Your Stone Tile or Laminate Countertops:*

Every precaution will be taken to limit the mess, drywall and cabinetry damage that may be involved with the removal of your countertops, but unfortunately, **most demolition will create some dust and dirt. Repairs may be necessary by others.** If we will be removing your old countertops we suggest that you remove everything from the base cabinets. Some customers opt to remove the countertops themselves, but you should only consider this if you are 100% sure you can complete the job yourself. Existing tile backsplash must be torn out, by customer prior to template appointment.

### *Plumbing and Electrical:*

You will need to have a plumber come out and disconnect your sinks, disposals and faucets before we can remove your old tops and install your new granite countertops. If we are doing a full splash we will have to remove the faceplates and pull the electrical outlet from the wall. If it is necessary to have any outlets moved, you will be informed, and it is your obligation to have them relocated prior to your installation. We **do not** disconnect the cooktops and sometimes have to pull the freestanding ovens away from the wall.

**We do not reinstall any plumbing, electric or appliances.** Although some customers opt to hook up and reconnect everything when we are done, we suggest that you call a licensed plumber or electrician for your connections. When we template, we will need to take any undermount sinks back to the shop. We require you to have your undermount sink at template time, otherwise it will delay your installation date. We do not need self-rimming sinks in the shop, but you must have them on site the day we do your installation. Because damage may occur with the removal of your sink, we do not recommend that you use your old sink with the installation of new countertops. If damage does occur (Company Name) cannot be held responsible.

### *Installation:*

We suggest that everything be removed from your base cabinets prior to our arrival. You will find that most of the detail work has already been done in the shop however it may be necessary to do some cutting on site. Do not expect to keep your cutouts, they will be rough sided and they usually break during the cutting process. We do our best to minimize the mess involved but please keep in mind that granite countertop installation is part of remodeling and can be a messy process.

### *Sinks, Faucets and Accessories:*

It is your obligation to purchase sinks and accessories that fit within the inside dimensions of your cabinet box. We will "loose set" your self-rimming sink and have it ready for **your plumber to mount it and attach any clips, hardware and plumbing.** Self-rimming sinks are always cut on the job, in the house, with the top in place to avoid breakage. When your plumber is done, it is his responsibility to clean and caulk your self-rimming sink. Undermount sinks are mounted under the granite and ready for your plumber to attach the plumbing. Our installer will caulk the undermount sink. Holes will be drilled if necessary, for your faucets, soap dispenser, sprayer and reverse osmosis system. Please know the location for these items before the installation day.

### *Cooktops and Ranges:*

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Cut in type cooktops will be set loose in the countertop, ready for your appliance installer to mount and hook up. The cut out for your cooktop is done *after* the new tops are installed. This creates a little dust, but prevents unnecessary breakage. Please be careful when purchasing a new cooktop, making sure that it fits in the space allowed by your cabinet box. Slide in ranges will be checked for fit and left ready to hook up and install.

### **Seams:**

When we purchase and lay out material for your project the location of the seams, the grain direction or patterns are considered. If you are present for a template layout we do our best to insure that your job is cut as you requested, however there are occurrences beyond our control that we will need to use our professional experience. We can assure you that we do the best job in the industry in keeping seams to a minimum. When you have a seam, it is filled with a polyester material, colored to match the stone as close as possible. Our fabricators and installers are trained to minimize seams, but they do occur, we do however, strive to make them as transparent as possible.

### **Caulking:**

Undermount sinks and backsplash are caulked after installation. Depending on the stone, the caulk can be colored or clear. Here, in the dry valley, caulk can sometimes shrink up. Please note clear caulk first comes out white and will turn clear.

### **Sealing:**

Your new tops are sealed in our fabrication shop. We use only the highest quality impregnating sealers. These will give you years of trouble free usage. In the future, if you feel resealing is necessary, we will be happy to advise you where to obtain, and how to apply additional sealer. We can also reseal the tops for you for a small charge. **Never apply any other type of sealer on your tops.** We do recommend resealing your granite countertops every 5 years.

### **\* CAUTION//Repairs and Natural Fissures:**

Fissures and pits are prevalent in all natural stone; however usually pose no structural anomalies. Whenever possible we try to avoid any large fissures by cutting around them. If it is necessary to reinforce a fissure, it is customary to fill with resin filler and/or reinforce with steel rods on the backside. Fissures are often visible and can appear to look like "spider veins or cracks". If they do appear in your countertops we do try to minimize their appearance and after they are filled with resin are structurally stronger than the granite itself. If fissures, pits or the natural characteristics of stone are viewed as defects you may want to choose granite that has less, or consider a different countertop material.

### **Cleaning:**

You can't go wrong with just a little dish soap and water (3 drops to a sinkful of warm water). Dry the top after cleaning with a soft rag. Never use abrasive cleaners such as Soft Scrub. Avoid using any harsh chemical cleaner such as 409 or Fantastic. Be careful with cleaners that contain alcohol, or those that dry faster than you can wipe them off. They will often cause a buildup that can make your tops look dull. Avoid chemical cleaners. Do not wax your tops.

### **Maintenance:**

Natural stone tops require almost no maintenance. They should remain just as beautiful as the day they were installed with no upkeep. Remember it is a natural stone material, made by Mother Nature, and part of its beauty is in the realization that every piece is different. Each piece has it's own personality. Appreciate it for it's natural qualities and don't try to change or alter them.

We hope that this has answered some of your questions about your granite installation.

Please feel free to call us should you have any unanswered questions, and we wish you many years of enjoyment with your new tops.

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**THANK YOU!**