



Quartz Fabrication Guidelines v722

Everest Stone has a strong private labelled quartz line sourced from Europe, the Middle East, Asia, and India. Everest Stone utilizes the current highest value providers in the world, and uses each countries strength to choose what SKU's we buy from where. Every quartz product that Everest Stone buys is an A-Grade export quality quartz made specifically for the USA market.

Brief Common Q&A

Can I have MSDS Sheets / Certification Information

Yes, please ask your fabricator or sales rep for this information, and it will be provided. Each SKU/color of quartz will have its own MSDS sheets so let us know what SKU you are looking for information on and we will get that to you.

What % Quartz is our product?

This will vary by SKU, for instance a Calacatta Veined quartz will obviously have more pigment and resin due to how large the veins are (you can see this it makes sense). Generally our product will have by weight around 92% quartz and 8% pigment and resin. Each SKU will have enough quartz so that it has anti staining and scratching characteristics appropriate for a quartz product.

Is your product made on Breton manufacturing equipment?

This depends on the SKU. Some of our SKU's are made entirely on Breton manufacturing equipment. Some of our SKU's are polished by a Breton polisher but not pressed on a Breton press.

Is product made on a non Breton line inferior ?

In 2022, there are many quartz manufacturing product lines that produce a high quality product. The quality of quartz has many factors including the calibration of the production line, and the quality of the quartz material and resin. It is possible to make poor quality commercial

grade quartz on a Breton line, if that production line is non calibrated correctly or uses poor quality consumables. It is also possible to make high quality quartz, on a non Breton line.

Should Quartz be Sealed?

Yes. There is sealer made specifically for quartz, and quartz should always be sealed as an added layer of protection. Does the quartz need this? Perhaps not in all instances but doing it is cheap and quick so adding the extra layer of protection is something that you should do.

What is A Grade Quality Quartz?

When you grade quartz, you first put the slab in 4 quadrants. A-Grade or Premium Quartz is defined to have 1 or less imperfections, in 1 quadrant of the slab.

Is Quartz perfect and always the same?

No. Quartz is not a perfect product and is prone to imperfections and manufacturing differences like any other product. Different production runs from the same SKU and the same factory can have deviations in visual appearance and color. The product should have the same general characteristics, but to think that it is 100% the same with no differences would be silly and unreasonable.

Will my Quartz Slab match the sample?

Maybe. It is very possible for samples and slabs of the same SKU to have some differences. A sample is meant to show you a general characteristic of what the slab will look like. A sample is NOT meant to show you 100% what the slab will look like and to expect that is un-reasonable. A customer who is picky should always look at the exact slabs that are to be cut, BEFORE the slabs are cut.

Will Everest Stone Care or give a credit if my sample doesn't 100% match my slab?

No

Can I install quartz outside?

No. Quartz is made with a resin that is not stable to UV rays. Installing quartz outside or in areas where there is lots of sun will result in the product starting to fall part and eroding. Use natural stone or porcelain outside.

Everest Stone Fabrication Specific Guidelines

Everest Stone sells directly to fabricators. Everest Stone provides customer service to our fabrication customers as outlined in the attached document. We do not provide a warranty, and we do not provide customer service to people outside the fabrication segment.

All warranties and customer expectations on a warranty from a non fabricator client (homeowner/designer/builder) will need to be through your fabrication contractor who works with Everest Stone. Everest Stone staff will not do onsite inspections with anyone outside of the fabrication industry.

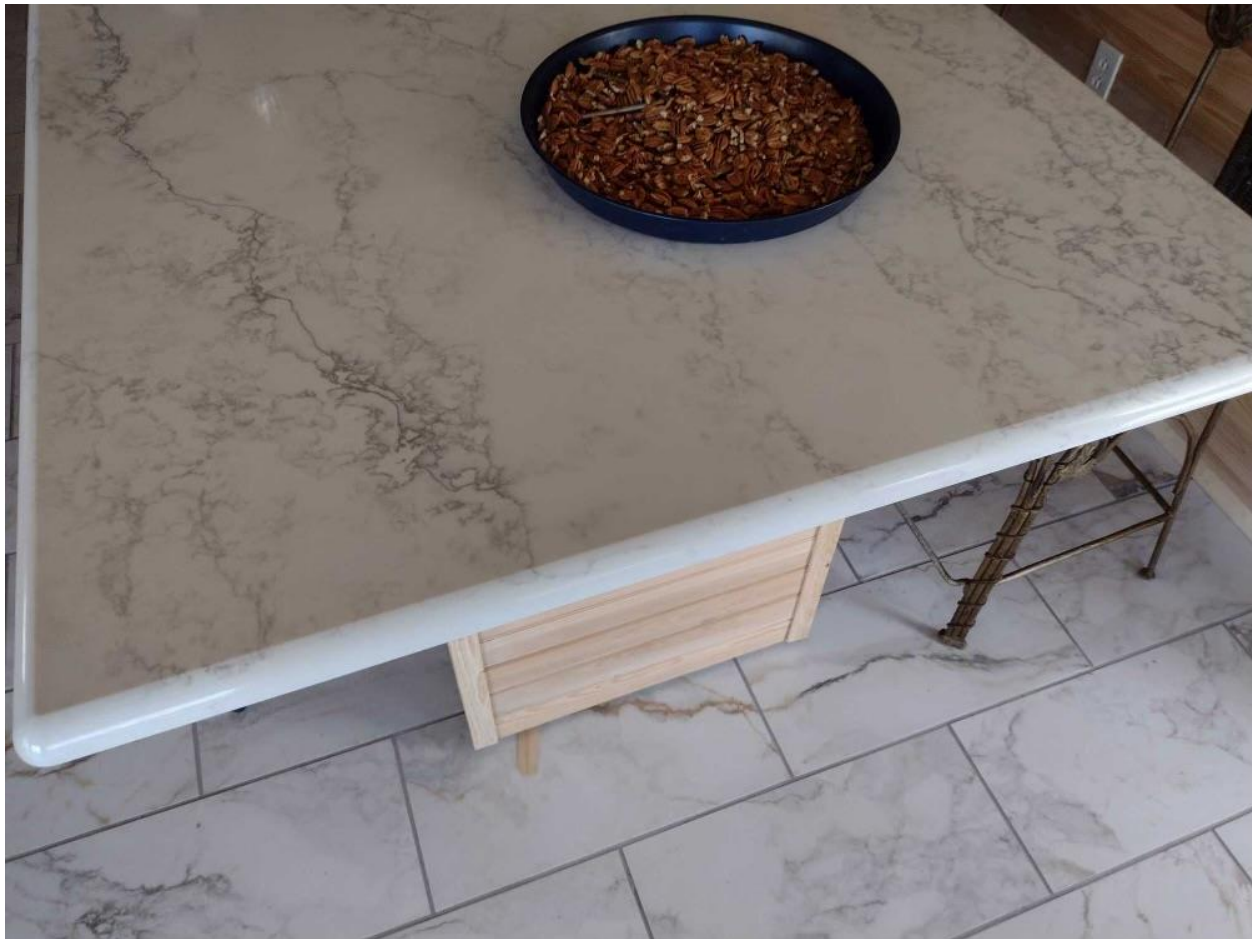
Everest Stone Quartz is to be specifically inspected by the fabricator at time of delivery. If a slab is seen to have a defect or something that the fabricator has questions with, the fabricator should put the material aside and call/text/email their sales rep. The slab should not be cut or fabricated until a written resolution has been decided upon by both parties. In many instances the slab in question will be swapped out with another slab.

Once a slab has been fabricated in any way, or cut or installed, Everest Stone is not able to offer credits or take back the material.

Edge Profiles

Everest Stone suggests a flat polish, or a mitered edge for our Quartz products. Everest Stone does not suggest, nor do we warranty or credit defects associated with **chiseled edge, Bullnose, Full Bullnose, or Demi Bullnose edges.**

Bullnose edges create a problem where the fabricated edge is too directly visible to the top of the slab with the factory finish. This requires the fabricator to perfectly match the factory polish, with their edge polish. This is difficult, especially with quartz that has a high quality translucent quartz line Calacatta Alto or Carrara Supreme or other white quartz products. It is very easy for the fabricator to over or under polish the edge, creating a whiter edge that stands out compared to the factory polish.



Pin Holes or Pits

In some cases, it is common and possible for quartz to have pits or pin holes. In most cases, these can be filled with a quartz resin cure kit, such as fill-a-chip or ect. These are cheap and effective, and this process is done at most quartz factories at the end of the production line anyways as a final QC step.

Fabricators who buy our quartz are expected to use the below kit to fix small problems like this. It is an industry standard fix, that produces a high quality fix to the product. It is not acceptable for a homeowner or end user to complain about this kind of fix or delay or hold payment when a fix like this is done and creates the desired end result.





Acetone/Cleaners and Dull Spots (Seen Above)

Acetone is not to be used on our quartz products in any capacity, nor any cleaner or any chemical. The only thing that should ever be used on quartz countertops is soap and water.

If a dull spot is seen on a countertop after installation, its because acetone was used or some other cleaner by another trade of some kind. This is not Everest Stone's problem, nor is it a problem with our quartz.

Complaints that deal with something along the lines of "when I look at my quartz at 9:37am from this angle and squint while its moderately cloudy outside and I turn this specific lamp on I see a dull spot" are not real quality complaints and will be ignored.

In some instances dull spots can be fixed with either a full or partial top-polish however Everest Stone will not be responsible for the results of any kind of top polishing or surface work after installation.

Seams and 90 Degree Inside Corners / Direction Changes

Quartz has natural internal stresses, that dictate how the slab can be cut and installed. **Every installed piece that results in any kind of L shape or directional change from a straight countertop run or that results in an inside corner, should have a seam.** Anything that has a directional change and is not seamed does not follow Everest Stone's fabrication guidelines. 90 degree inside corners are the worst and will have the most internal stress. Other types of inside corners should have a radius edge as much as possible however all of these should be seamed and not continuous pieces.

Just because there is a natural weak point at the inside corner, does not mean that the quartz randomly broke on its own. If someone steps on the countertop or puts unnecessary weight on the countertop or the house settles it will break along the weak point or the fulcrum point which is where the inside corner is.

The below picture is an example of a countertop that did not have a seam where there was a directional change and a crack resulted from the inside corner. There should have been a seam here.



Color Matching / HUE / Dye Batch Lots

When fabricating quartz, specific intentionality needs to be used when putting pieces of quartz together on a job. Quartz pieces for a layout should be fabricated following the natural flow of the slab, and the pieces that touch on the job should also naturally be together on the slab when the layout is done. This is especially true for White Quartz.

Any pieces should be color matched in the fabrication shop before fabrication or installation. If pieces from different slabs are seamed together and do not match that it is a result of poor templating and job layout and is not Everest Stone's problem.

Quartz is not new Caledonia or some basic granite where you can mix and match however you like. Quartz is not to be seamed together like natural stone, or in ways that super maximize yield by utilizing remnants.

Can I seam together the top left of slab 1 and the bottom right of slab 7 from the same quartz production run?

No, pieces from different slabs and different parts of slabs even from the same production run should not be seamed together.

What if I have a piece that is larger than the quartz slab such as a 140" Countertop run?

There is a chance that the pieces will not match, so you should have the client use natural stone instead. If quartz is used, Everest Stone will not warranty this issue as its beyond the characteristics of quartz and the end user will need to take liability for using quartz in a way that it's not intended

Can we use quartz for mitered water falls from multiple slabs?

No. If you have a waterfall where the mitered pieces exceed the total size of the slab and pieces from multiple slabs are used, there is a chance that the pieces will not match. Natural stone should be used instead or the end client should take the risk of not using the quartz for how it is intended.

What happens if there is a suspected color/hue issue?

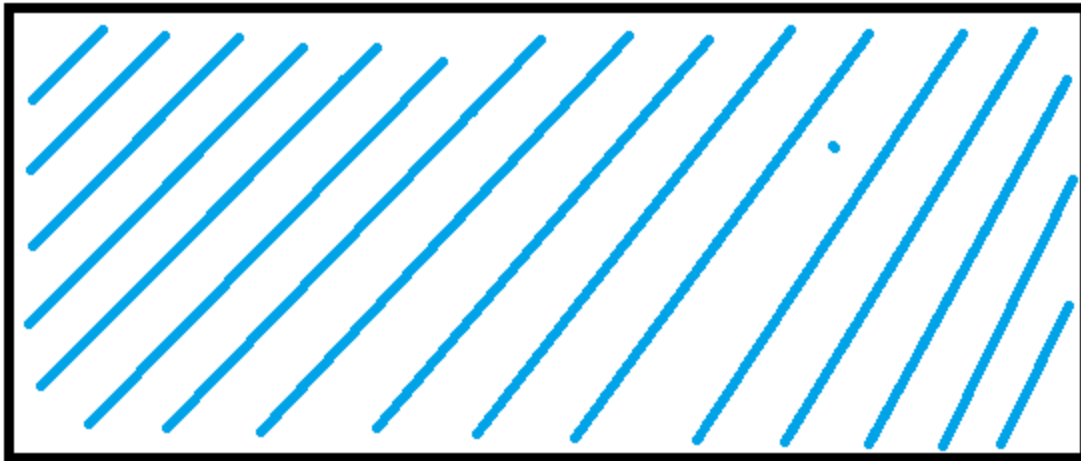
If there is an issue with color matching on an installed job, Everest Stone will ask for the cut sheets/layout that shows how the pieces were fabricated and put together. If our fabrication guidelines are not followed, then Everest Stone will not be responsible for jobs that do not match correctly.

HUE

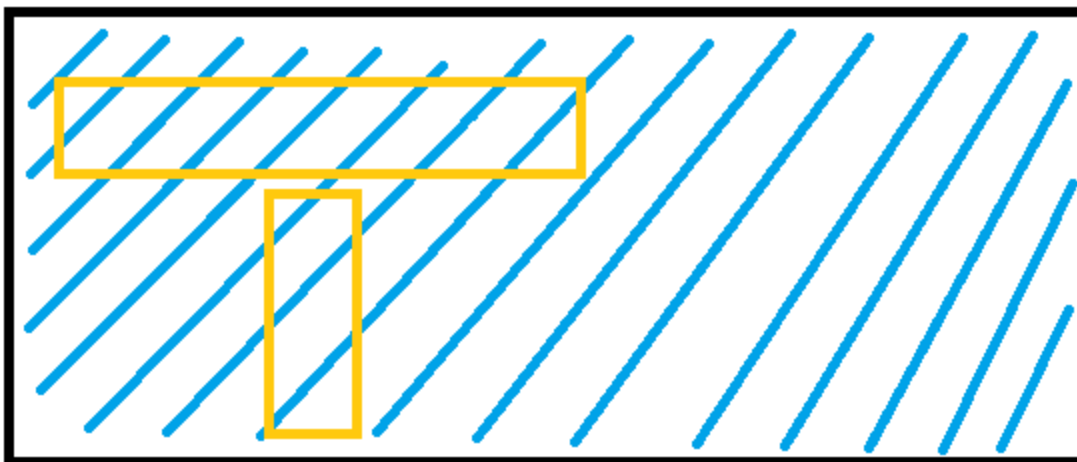
Quartz reflects light in a way which is referred to visually as its “hue”. The way that the quartz reflects light differs from its X and Y axis. This has nothing to do with its base color or dye batching.

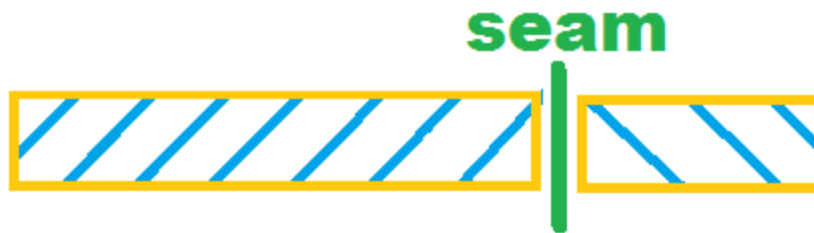
You can think of it as like a Zebra’s stripes. If you take a Zebra’s coat and then try and make clothing out of it, you have to make sure that the stripes are all going the same way or you will have diagonal lines which contradict each other. The same is true with Quartz.

Quartz Slab



Quartz Slab Template

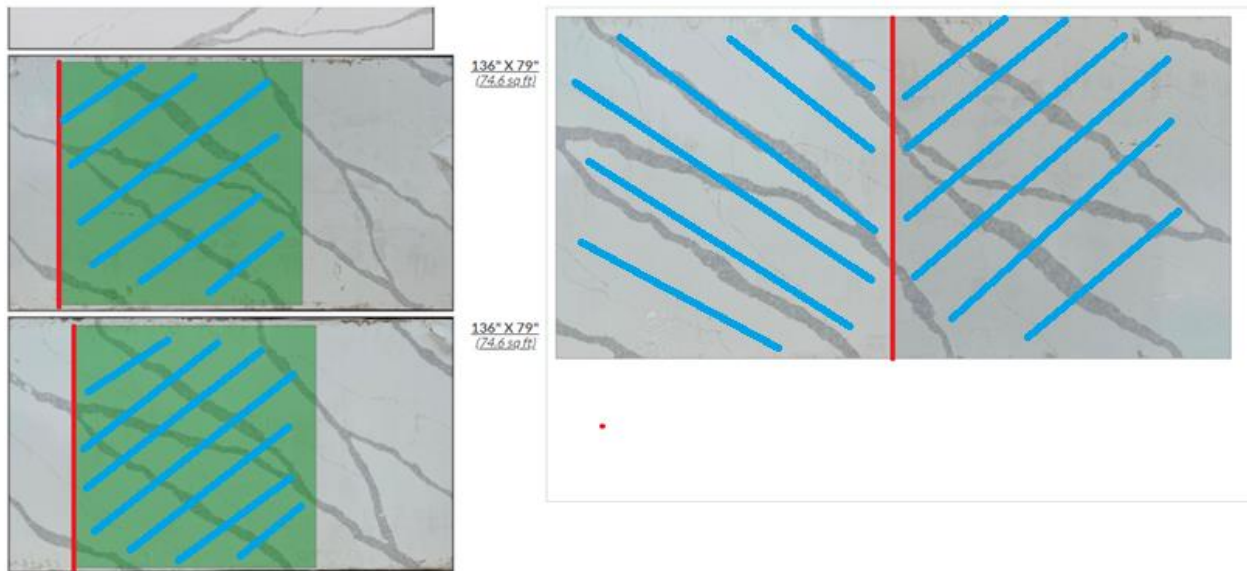




In the above example a piece was rotated 90 degrees to fit up with another piece from a different part of the slab to utilize the slab. The material was cut vertically, and then put on a horizontal countertop. Each countertop piece now has a conflicting hue which can be seen with the blue lines not matching. These pieces will probably not match on the countertop, and will look to be different colors.

Rules to follow when templating a job

- 1) Layout the job as it would naturally lay out on the slab.
- 2) Pieces that seam together must also be adjacent on the slab and running in the same direction/orientation.
- 3) Do not rotate a piece, unless the piece is by itself and not seaming up to anything else.
- 4) Do not have pieces that seam together from multiple slabs, unless you are willing to check color match in the shop / end customer is willing to take liability.



In the above template a fabricator needed to vein match an island that exceeded the size of the slab. In the above example rules 1,2,3 & 4 were not followed, creating an island that did not match.

Conclusion

Quartz is a fantastic product, with many strong characteristics. However, quartz is not a wonder product that can be fabricated or used however anyone wants. There are very real ways to correctly fabricate and layout the stone.

If the attached fabrication guidelines are followed, almost all of the problems associated with quartz will be mitigated resulting in a happy customer.

Everest Stone is a family owned company, and at the end of the day we want happy customers and happy end users. We will do whatever we can to try and meet our customer and the end users expectations.

However, fabricators and end users need to follow the attached guidelines or problems will be created that could otherwise have been avoided.