

1. **What is Engineered Stone?**

Engineered stone is made from approx. 93% natural quartz which is then mixed with resin, colour pigments and mineral fillers. Engineered stone is a versatile and hard wearing material, available in a large variety of great colours and designs.

Quality engineered stone manufacturers include:

- o Caesarstone
- o Quantum Quartz
- o Essa Stone
- o Stone Ambassador
- o Smart Stone

2. **What is the cost per square metre or per Kitchen?**

We don't price by square metre rate, we provide a total price for your project.

Submit your free, no obligation quote request online now: Click

<http://www.trustone.com.au/quote-request/>

3. **What information do you need from me, to supply me with a quotation?**

In order for us to provide you with a quotation, we will require a plan or hand drawing of the design that you are after, the stone type and colour, the edgework required, the number of cutouts and if these cutouts will be standard drop-in (raw cutouts) or polished cutouts for undermount sinks etc.

4. **Why use a Stonemason?**

Stonemasons are qualified to design, cut and carve, polish and shape a range of natural stone and engineered stone materials. By working with a qualified stonemason you can be sure that you have enlisted the services of an expert tradesman that has the experience to work with a range of natural and engineered stone materials. Who also has the knowledge of the different compositions of stone and accredited with a variety of manufacturers. Tru Stone, the qualified stonemason, has all the necessary equipment to ensure a quality, long lasting finish.

5. **What is Tru Stone's lead time?**

Tru Stone works on a fast schedule and offers a 5 – 10 working day turnaround from the time we collect templates and or measurements, to the install date.

6. **Can you stand or sit on stone benchtops?**

No this is not recommended, benchtops should not be stood or sat on. Natural and engineered stones are strong in compression but weak in tension therefore undue bending stresses are to be avoided otherwise cracking may occur.

Excessive weight can also have an impact on the underlying cabinet structure.

7. **Will stone stain or mark?**

Stone may stain or mark if it is mistreated and exposed to excessive red wine, fats etc. which are not cleaned well and or in a timely manner.

8. **Will stone chip?**

Stone is a strong and durable product but can chip and scratch if mistreated.

9. **Do I have to seal my benchtops ?**

All natural stone benchtops need to be sealed. Tru Stone seals all natural stone prior to installation with a high quality sealer such as Lithofin. For a long lasting finish, natural stone should be sealed with appropriate sealants at regular intervals, we recommend approx. every 6 – 12months.

On the other hand Engineered Stone surfaces are virtually non-porous and do not require any sealant or any other kind of wax. Doing so may void your manufacturer's warranty.

10. **Can I cut on my Engineered Stone benchtop?**

Most engineered stone is composed of up to 93% natural quartz, providing it with superior hardness and strength. We always recommend using a cutting board to prevent damage to the surface, or dulling the knives

11. **Can I put hot pots or oven trays directly on my stone benchtops?**

No we do not recommend this. Although engineered and natural stone is heat resistant, your benchtops can still be damaged by sudden and rapid surface temperature changes – thermal shock.

A good rule of thumb is that if your hand cannot tolerate the level of heat for more than a few seconds then the heat source is too high. We always recommend placing hot pots, oven trays and fry pans directly from the oven or hotplate onto a wooden chopping board or heat trivet.

12. **Where can I buy a good quality sealer for my Natural Stone?**

Sealing products can be purchased from most Granite / Marble wholesalers such as CDK Stone Australia or stone care product distributors such as Golz Pty Ltd.

13. **If I just want to replace my benchtops, do I need a cabinet maker ?**

No, at Tru Stone we provide the complete solution. We can remove and dispose of your existing benchtops, cut, supply and install substrate if required, as well as disconnect and reconnect your sink and hotplate appliances.

14. **I've heard that marble is porous and not good for benchtops, is this correct?**

Marble is more porous than Granite or other natural stone. However, if the marble is sealed and well maintained it will last your lifetime.

15. **How does natural stone perform compared to engineered stone?**

Generally engineered stone is more dense, resilient and durable. Having said that, natural stone performs very well when cared for properly. Also, Natural stone can also be used outdoors where engineered stone isn't warranted for open outdoor applications.

16. **Can stone be used outside?**

Natural stone can be used outside and is a great option for the popular outdoor kitchen. Depending on exposure to sunlight and other elements including the care that it receives, it may 'weather'. On the other hand, Engineered stone is not recommended for outside applications that aren't fully enclosed and are in direct sunlight, as doing so could void your manufacturer's warranty.

17. **What thicknesses does the stone come in?**

Generally engineered and natural stone slabs are 20mm thick. Some Engineered stone slabs are available in 13mm and or 15mm thick which are most often used in splashback applications.

18. **What does the term book matched mean?**

Book matched, or sometimes known as book leafed, involves matching the veins of two adjoining slabs (generally marble) to give the effect that the two (or more) slabs become one.

19. **Are joins visible?**

All joins are visible, some more than others. This often depends on the material, stone colour and join location.

20. **Removing difficult spills and stains**

Sometimes spills occur and dry on the benchtop. For materials that harden as they dry (such as gum, food, grease, nail polish or paint), remove by gently scraping away the excess with a plastic putty knife.

Permanent markers and inks may adhere to the surface and should be avoided. Should their agents come into contact with the surface, clean first with a cloth and warm soapy water or a PH neutral / stone safe cleaner. If the stain persists, we recommend using Caesarstone Cream Cleanser and a '3M Scotch-Brite Never Scratch Foam Scrubber' which can be used without damaging the stone, or alternatively applied to a soft damp cloth. Rinse thoroughly with warm water to remove any cleaner residue.

Avoid exposing engineered stone surfaces to strong chemicals and solvents; especially paint removers or furniture strippers. Keep nail polish remover, bleach, permanent markers or inks, and oil soaps away from engineered stone. If any of the substances listed above come into contact with engineered stone, rinse the exposed surface immediately and thoroughly with water.

21. **What should I do if I have damaged my benchtop?**

In the unlikely event that you have damaged your benchtop, contact us on (03) 5126 2420 or [email](#) to schedule a service call. Depending on the damage, one of our experienced technical representatives will be able to advise you of your options and possible solutions.