



## Frequently Asked Questions

MetroQuartz combines superior durability and long-lasting performance with a curated, designer-inspired color palette to bring you the world's finest engineered stone. Superb manufacturing practices, the highest quality materials, and unsurpassed quality control create exceptional quartz surfaces.



10-year commercial warranty

**Q) Does quartz require sealers to be applied?**

**A)** Sealers should not be applied to quartz surfaces under any circumstances. Sealers are designed to penetrate the porous surface of natural stone, and MetroQuartz is a nonporous surface. Sealers will leave a residue that is difficult to remove and can alter the finish over time.

**Q) Can quartz surfacing stain?**

**A)** Quartz surfacing is a non-porous product (unlike natural stone) and because of this it will not absorb liquids including wine, oils or grease that are typically present in the kitchen or bathroom environment. Under normal usage, quartz surfacing is highly stain resistant, but not stain proof.

**Q) What should I use to clean quartz countertops?**

**A)** For everyday cleaning, you can use warm water, soap, and a sponge. You can also use a non-abrasive cleaner that does not contain bleach.

**Q) Can I set hot pots directly on the quartz counter surface?**

**A)** It is not recommended to put hot pots or dishes directly on a quartz surface. Quartz surfacing is resistant to high levels of heat, however trivets or potholders should be used so as to avoid discoloration of the resin materials that bind the quartz product.

**Q) Are MetroQuartz slabs that represent a marble alternative book matched?**

**A)** There are several colors in the MetroQuartz that are book matched. Book matched means the marble patterning will align with consecutive slabs allowing for pattern matching if desired. Slabs of this type will typically be designated with a "left and right" or an "A and B" indication.

**Q) Is there color on the edge?**

**A)** Yes. The color of quartz slabs is consistent throughout the body of the product. Sometimes the edges might look gray or subdued when compared with the surface, but once the edges are polished correctly, the color will match what you see on the factory finished surface.

**Q) Does it come honed/can it be honed?**

**A)** Yes, the MetroQuartz line has several honed colors. Quartz can be honed down from the factory polished finished, but it must be done by a qualified fabricator operating the correct equipment. Please be aware that if a material is honed post-factory, Architectural Surfaces will no longer warranty the product.



**Q) Does each slab look the same?**

**A)** Each slab of the same color will look the same. If you need multiple slabs, we recommend purchasing them from the same production run. This is especially true of the more compact, monochromatic colors. Colors which have more movement and pattern will have slightly more variation from one batch to the next and some are explicitly manufactured to have a book matched pattern. It's easy to think of quartz surfacing like baking a cake. When a color is manufactured using the same ingredients each time, by and large the recipe comes out the same.

**Q) Why is the pricing different for each color?**

**A)** The manufacturing process of some colors (especially those with more movement and pattern) cost more, as it is more labor intensive. Also, the actual quartz components have various price points based on color, clarity (much like different grades of diamonds) and availability. These different price points and the manufacturing costs are what cause colors to have varying prices.

**Q) Does MetroQuartz have a warranty?**

**A)** MetroQuartz carries a limited lifetime warranty for residential use, and a 10-year warranty for commercial use. Slabs must be registered - see website for details.

**Q) Is MetroQuartz safe for fireplace applications?**

**A)** Quartz is heat resistant, however the resin used to bind the quartz can discolor if heated to a very high temperature. MetroQuartz should not be used where it can come into direct contact with the firebox or flames.

**Q) Is quartz surfacing suitable for outdoor applications?**

**A)** Quartz is UV resistant and perfectly suited to a variety of interior applications, even in rooms where the surface is exposed to a great deal of sunlight. However, quartz is not suitable for exterior applications. If installed outdoors, quartz surfacing will be subjected to both fading and warpage.

**Q) What's the difference between quartz surface & quartzite?**

**A)** Quartzite is a 100% natural stone that is quarried in blocks and cut into slabs for residential and commercial use. Quartz surfacing is a man-made product that is manufactured using quartz particulates (a naturally occurring substance) mixed with resin and dyes to create a very sturdy and resistant product for most types of interior applications.

**Q) How does the cost of MetroQuartz compare to other brand leaders?**

**A)** MetroQuartz offers comparable quality and styling at an affordable cost. We pride ourselves on our quality products and professional service.

**Q) What makes MetroQuartz different from some of the other quartz brands currently offered on the market?**

**A)** There are many quartz surfacing brands currently available in the marketplace. MetroQuartz is purchased from multiple manufacturing facilities allowing us to provide the best quality, pricing, stock levels and the most on trend materials available. As marble and tone experts, we have the ability to stay aligned with the best of the best quartz surfacing being offered in the marketplace!

For more information visit us online at [www.metroquartz.com](http://www.metroquartz.com) or email us at [contact@metroquartz.com](mailto:contact@metroquartz.com)