



## Frequently Asked Questions

### **Can I get a sidesplash?**

Yes. As our tops typically come with a 4" backsplash, our standard sidesplashes are 4" high and as long as the top is deep (i.e. a 22" top would have a sidesplash to match). It is recommended to add a sidesplash whenever a top goes against a wall.

### **Can I put plumber's putty on cultured marble, granite and onyx?**

Plumber's putty has labeling instructions against its use on cultured marble products and is therefore not recommended. We recommend the use of silicone.

### **Do the special order tops come with backsplashes?**

All of our tops come with 4 inch backsplashes unless otherwise specified. However, as we specialize in custom tops, you can order tops without backsplashes. If you require a height other than 4", we can make custom-size separate backsplashes and sidesplashes.

### **Do the tops come with overflows?**

No. Overflows are not essential or recommended for the following reasons: -They collect bacteria because they can't be cleaned or flushed properly. - Premature cracking can develop because of the substantially reduced material thickness where the overflows are placed. - High pressure water lines have made overflows ineffective in preventing an overflow from occurring if the stopper has been left in place with water running.

### **Does The Marble Factory install the products?**

We have an installation department serving Calgary and area. Whether you order a simple vanity top or a complete bathroom renovation, The Marble Factory will take care of everything. Our services include measuring, tear-outs, plumbing and installation of all of our products, including shower doors, faucets, etc. We will also work closely with your chosen renovator if you wish. We also supply a wide variety of other products, including acrylic soaker and jetted tubs, shower doors, fixtures and faucets. We can supply tile and toilets; we can even frame your existing mirror. It's a one-stop bathroom reno shop!

### **How do I clean cultured marble, granite and onyx?**

Use a gentle, non-abrasive cleaner and then apply a fiberglass cleaner such as Gel Gloss. Always use a soft cloth to clean, never an abrasive scrubber.



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## **How do I measure for a cultured marble vanity top?**

Measure the top of the cabinet and add one inch to the width and one inch to the depth for overhang. As most cabinets are either 18" or 21" in depth, the standard marble vanity top is either 19" or 22" in depth. If the top is going in between walls, be sure to check for squareness first. If square, measure the widest point and subtract 1/4 of an inch.

## **What are cultured marble, granite and onyx?**

Cultured, or engineered marble is a molded product made from a mix of marble dust and resins. Specifically, cultured marble is composed of two layers. The top layer is a 'gel coat' finish, which provides a non-porous glossy layer. The body, or matrix, is made up of an aggregate of dolomites and polyester resins.

## **What are the benefits of cultured marble, granite, onyx, Solicoat and TruSt**

Easy installation, ease of cleaning, resists bacteria and hard water spots. Available in many styles and colours. Available is a wide range of styles and colours.

## **What causes cracks around the drainage area of cultured marble sinks?**

Product expansion and contraction that occurs when alternating running water temperature, is the primary cause of 'spider-cracking' around the drainage area. We recommend mixing the hot and cold running water. Other causes include exceeding recommended hot-water tank temperature (hot water should not exceed 140° Farenheit), and over-tightening of drainage fixture. It should be noted that advances in gel coat technology have essentially resolved this issue except in cases of extreme temperature variations.

## **What is Solicoat?**

Solicoat™ is a revolutionary new product that combines beauty with performance and stone-like durability. Its strength and easy care are features that make it an exceptional value for unlimited applications. Solicoat is a seamless, stain resistant, bacteria and fungi resistant material that is factory applied with specialized spray equipment. Solicoat has all of the properties of traditional solid surface materials at a fraction of the cost. Minor nicks or scratches can be sanded out, and abrasive cleansers such as Ajax™ or Comet™ can be used to clean the surface - thus making it a natural fit for hotels,



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hospitals and other high traffic applications. Solicoat is available for vanity tops, sinks, bath/showers and much more. Brought to you exclusively by The Marble Factory, Solicoat is available in numerous colours and will accommodate virtually any design opportunity.

## **What is the lead time for an order?**

Two to three weeks after receiving the purchase order is the approximate lead time for an order.

## **What is the Warranty?**

A five-year limited warranty to the original purchaser warrants that the cultured marble, granite and onyx products are free from defects in material and workmanship under normal use. Please visit the literature/links section of this website for full details.

## **What is Trustone?**

Trustone is a product in which a super high density photograph is fused into the gel-coat using a high-temperature vacuum press. Most of the photographs are of natural granite, marble or travertine, producing a product that is visually identical to the natural product at a fraction of the cost. To see the colours and options available, click on the 'Trustone' button on our home page.

## **What other products does The Marble Factory sell?**

In addition to custom-manufacturing engineered stone bath surfaces, The Marble Factory also supplies and installs brand-name fixtures and faucets by Delta, Moen and Grohe. We also supply and install glass shower doors and acrylic soaker and jetted bathtubs. We can re-frame your existing mirror, supply and install a toilet, even tile your floor! The Marble Factory is a one-stop shop for bathroom remodels.

## **Will engineered stone stain?**

Engineered stone surfaces such as marble, granite and onyx will not stain under normal use with products normally found in a bathroom. Products such as iodine, nail polish, nail polish remover, hair dye, shoe polish, after-shave, cologne and bleach should be removed as quickly as possible.