



Frequently Asked Question

Is this a manmade product? How is this made?

No, it is natural stone that is quarried from rock bed formed millions of years ago. All we do is bring out the natural beauty of the stone by polishing the surface.

How many colors of granite are there?

Hundreds of colors of granite are available. See our [Granite](#) page for some examples of the many colors we offer.

Does granite have to be sealed?

Granite is a porous product that requires some sealing periodically. Though natural stone varies in density, some stones need to be sealed more than others. We recommend to our customers that they seal their granite annually. We provide the sealer and show the customer how to do this.

How do I care for natural stone?

Caring for natural stone is very easy. There are numerous natural stone cleaners on the market. Save your money. Warm water, mild dishwashing liquid and a soft cloth are all that is needed to care for your natural stone surface. Never use abrasive cleaners on polished surfaces. Do not use vinegar, lemon juice or bleach or other cleaners containing acid on marble or limestone.

How long will it take to get my countertops in my home?

For new constructions—after the cabinets are installed—we come to your home and measure, and we will install the countertops in about two weeks. For remodeling jobs, after we measure, it will be about two weeks before your countertops will be installed. Most of the time the old countertops can stay in place until the day before installation.

Do my cabinets need to be reinforced before the natural stone countertops can be installed?

Generally, no. But in some cases with very old cabinets, they may require reinforcement. We will determine this when we come to measure.

How should I care for my stone?

You can learn more about natural stone care and cleaning at the [Marble Institute of America's website](#).



Blue Perl

Installation FAQ

What is the warranty on my countertop?

Silestone: When you purchase a Silestone Countertop from Precision, you get a 1-year installation warranty from EHI,INC and a 15-year manufacturer warranty on the product itself.

Granite: When you purchase a Granite Countertop from EHI,INC, you get a 1-year installation warranty from EHI,INC. Even though granite is one of the most durable countertop surfaces it is a natural stone and cannot have a warranty placed on it.

Can I install my own countertops?

Silestone: No. As the authorized fabricator for Silestone in California we are under contract to use trained fabricators and installers to install Silestone Countertops in order to have the 15 year warranty apply.

Granite: No, you cannot install your own countertops but we will fabricate a tabletop and you can install a tabletop piece yourself as long as there are no cutouts.

What is a template?

A template is a pattern made of your future countertops that will be used to produce your countertop to your specifications.

What are your lead times?

From order through installation the process usually takes about 1-2 weeks.

Basic Countertop Maintenance

How often do I need to seal my granite countertops?

You will need to seal your Granite countertops at least once a year. We recommend sealer which can be purchased from Home Depot. Some areas may need to be sealed more often.

How do I clean my countertops?

Granite: If you'd like, you may purchase a special stone cleaner. However, warm water and a light colored dish soap will also work well. Be sure to avoid using any abrasive cleaners that will break down your seal quicker.

Silestone: You can use anything from an all purpose cleaner to soap and water.

How do I know if I need to seal my granite?

One method you can use to check if your granite needs to be resealed is to sprinkle some water on your countertops. If the water soaks into the stone and does not bead up, then we would recommend resealing your granite. Most kitchens need to be resealed about once a year.

What should I avoid with my countertops?

Granite: Wine, mustard, oils, acidic chemicals.

Silestone: Really nothing can hurt Silestone!!

Prior to Purchase/How Do I Choose a Countertop

How can I determine my real bottom line cost?

Many things go into the cost of your countertops. While considering which product to go with and comparing prices, know that the elements that go into your countertop price are: square footage; edge profile; backsplash; sink; stove; the location of your home; and

What are the major differences between the different countertops?

Granite: Natural Beauty unmatched by any other product

Silestone: Durability and little to no maintenance

Product Information FAQ

Will my countertop have a seam?

We try extremely hard to avoid seams if possible, but the reality is that the majority of countertops will have a seam no matter how hard we try.

How is the seam placement determined on my stone countertops?

Seams are determined by Precision Countertops depending on countertop layout, support needed, and material usage.

How much does the stone countertop weigh?

Stone slabs weigh between 25 and 30 pounds per square foot.

Where does the Granite come from?

The granite comes from quarries all over the world such as Brazil, Italy, and India.

What is the advantage of Granite Countertops?

Granite is the best natural surface used for countertops. Its natural beauty allows you to have a countertop that cannot be duplicated.

What is the advantage of Silestone Countertops?

Silestone is an engineered quartz surface that is 93% quartz. It is the most durable and low maintenance countertop offered on the market.