

## Precision Stoneworks Countertop FAQ's

### **1. Is an Appointment Required for Showroom Visits?**

Yes, we operate by appointment only. As a fabrication facility with numerous operational components, this ensures we can dedicate time to address your questions and assist with your selections.

### **2. What Should I Bring When Visiting a Showroom?**

We suggest bringing your floor plans, cabinet drawings, or measurements of your space, especially if you plan to retain your existing cabinets. Additionally, inspiration photos and samples of tile, paint, or fixture finishes you have already selected will be beneficial.

### **3. Do I Need a Measurement Before Receiving a Quote?**

No, we can provide a preliminary quote based on the measurements, floor plans, or cabinet drawings you provide.

### **4. Can I Personally Select My Slabs?**

We offer an extensive selection of materials, including granite, marble, quartzite, and quartz. You are welcome to visit one of our suppliers to choose your slabs; however, we highly recommend visiting our slab gallery first to see if we have options that meet your needs.

### **5. Do my Existing Countertops Need to Be Removed Before Templating?**

We can create templates with your existing countertops in place, provided no major modifications are being made.

### **6. Which Countertop Material is the Most Durable?**

Both quartz and granite are excellent choices for durability. See our comparison chart for my details on the different types of stone.

### **7. Can I Place Hot Items on Quartz Countertops?**

While quartz can withstand heat to a certain extent, we always recommend using a trivet when placing hot items on quartz countertops.

### **8. What is the Difference Between Quartz and Natural Stone?**

Quartz is an engineered stone composed of quartz crystals, resins, and polymers, whereas natural stone is sourced directly from quarries around the world. See our Materials Comparison Chart for more information.

**9. What is the Maximum Overhang for My Island Without Support?**

For detailed information, please refer to our Overhang & Brackets information sheet.

**10. Can You Provide Layouts to Visualize My Countertops?**

Yes, we can provide layouts to help you visualize your countertops.

**11. Will There Be Seams in My Countertop?**

Seams may be necessary depending on the size of the slab, the dimensions of the cabinet run, and installation requirements. Factors such as material, slab size, veining patterns, and layout will influence seam placement. Precision Stoneworks LLC will determine the necessity and optimal placement of seams, unless otherwise specified in advance.

**12. Should Existing Appliances and Plumbing Fixtures Be Removed Prior to Installation?**

Yes, appliances and plumbing should be disconnected and removed before installation. Precision Stoneworks will not disconnect or reconnect plumbing or appliances.

**13. Why do you need my faucet, cooktop or range model number and sink model number before going into fabrication on my countertops?**

Providing your faucet, cooktop or range, and sink model numbers in advance allows us to prepare and cut the necessary components in-house. This streamlined process helps ensure a smooth and efficient installation while minimizing any potential disruptions.

**14. What's the difference in faucet spreads?**

A **single hole faucet** features one mounting hole and typically combines the handle and spout into a single unit, offering a sleek, modern look ideal for minimalist designs.



A **4" spread faucet** consists of three separate components (two handles and a spout) that are mounted 4 inches apart. This configuration allows for a compact design, suitable for smaller sinks while providing a more traditional appearance.



An **8" spread faucet** also features three separate components, but the handles are mounted 8 inches apart. This design is often used for larger sinks and provides a more spacious and visually balanced aesthetic, ideal for both traditional and contemporary styles.



Each type of faucet accommodates different sink configurations and aesthetic preferences, allowing for versatile design choices in any kitchen or bathroom.

**15. Which sink is best for my space?**

We offer a diverse selection of sinks that you can choose from, and you also have the option to supply your own. Please consult with one of our Sales Representatives for more information on selecting the right sink for your space.

**16. What is the Expected Duration of an Installation?**

Installation times vary based on the complexity and square footage of the project.

**17. What is the Best Material for My Fireplace?**

Natural stone, porcelain, or tile are ideal options for fireplace surrounds, as they can withstand heat and expand without cracking when properly seamed.

**18. How Do I File a Warranty Claim?**

To submit a warranty claim, please email the appropriate service department at Precision Stoneworks at:

GA Warranty Department: [gaservice@precisionstoneworks.com](mailto:gaservice@precisionstoneworks.com)

FL Warranty Department: [flservice@precisionstoneworks.com](mailto:flservice@precisionstoneworks.com)