

MAINTENANCE PRODUCTS

Empire Marble & Granite carries a wide range of maintenance products to help you care for your stone. These products meet rigid industry standards and range from sealers and color enhancers to cleaners, polishes and stain removers. Most of these products are simple to use and, if directions are followed, anyone can do it. Some of the specialty stain removal products should only be used by trained technicians. If any questions should arise, the sales professionals at Empire will be more than happy to discuss the care and maintenance of your countertops.



1717 Rhoadmiller Street
Richmond, Virginia 23220
Phone: 804-359-2004
Fax: 804-353-6889

LIMITED WARRANTY

We feel so strongly about the beauty and durability of our natural granite products that we will guarantee them against defects in material and/or workmanship for 10 years. This warranty will not be honored with evidence of misuse, abuse or factors beyond our control. Such factors are: intentional chips, stains that have occurred due to improper or negligent maintenance, settlement of cabinets and/or floors, and any problems as a result of installation by anyone other than an employee or qualified subcontractor of Empire Marble & Granite.

Questions concerning the coverage of this limited warranty can be answered by the sales or shop staff at our office between the hours of 8:00 AM and 5:00 P.M. Monday through Friday.

The guarantee is transferable with the sale of the home.



STONE CARE GUIDE

CONGRATULATIONS!

You have made a wise decision to put a stone product in your home. There is nothing quite like it. Every piece is unique, even stone that is cut from the same block. We at Empire like to think that a stone countertop is a functional piece of art. Its value will only increase over the years. However, there are a few things we would like you to know about the care of your stone.

GRANITE

Granite is an igneous rock. This means that it was formed during the volcanic activity that formed the earth's crust. On the Mohs Hardness Scale, only diamonds are harder than certain granites. This means that under the normal circumstances of daily use, granite in the kitchen or bathroom will be virtually indestructible. You can cut on it with the sharpest knives without scratching (*although they won't stay sharp for very long!*), put the hottest pot or pan directly on it without burning or scorching, and spill acidic liquids (red wine, etc.) without etching the polish.

As hard and durable as granite is, however, it is vulnerable because it is porous. Dense as it may seem, even granite can absorb liquids. To counteract this, our craftsmen apply, either at the shop after fabrication or in your home after installation, a penetrating sealer which aids the polished surface against the absorption of liquids. With certain granites, this sealer can remain effective for several years. Other granites may require a reapplication once a year. The general rule-of-thumb is that the darker granites will require fewer of these reapplications over the years than the lighter colors. This is not always the case, however, so we encourage you to contact any of our sales professionals to learn more about the characteristics of your specific granite. A current design trend is for the polish to be taken off the granite, creating a honed surface. This removes that natural first line of defense against moisture and stains, but does not effect

the other great qualities of granite. One downside to the honed finish is that the penetrating sealer may have to be applied more often than with a polished surface.

Granite's biggest enemy around the house is grease and oil. Even with sealer on the stone, these can absorb deep into the surface if left unattended and these stains can be difficult to remove. Simple cleanup after meal preparation is the best solution to this problem. We recommend wiping the surface with a damp cloth to remove loose food particles and then a second cleaning with any window glass cleaner. With quartz being one of the major components of granite, bringing a shine back to the surface is much like cleaning your windows. A cleaner with ammonia, in our opinion, is a plus because of its additional sanitizing properties.

Remember, with just a minimal amount of care, your granite countertops could last forever. After all, they're already hundreds of millions years old!

MARBLE AND LIMESTONE

If you are one of our customers who chose marble or limestone for your kitchen, we know that you were seeking something truly unique. As has been explained to you, when used in a kitchen application, these materials will develop a worn, aged patina over the years resulting in a warm and rustic appearance.

Limestone was at one time, the bed of ancient seas. Layer upon layer of calcium rich sea creatures were deposited and after millions of years, under extreme pressure, the stone was formed. If you look closely, maybe you can spot the fossil of one of these shells in the surface of the limestone.

Marble started off much the same way as limestone. But in addition to the high pressures exerted over the millennium, extreme heat was also a major factor in the formation. In addition, adjacent mineral deposits leached into the molecular structure and created the veining and colorations that make marble one of the most elegant and sought-after building materials mankind has ever used.

The beauty and versatility of these stones does not come without a downside. They are both soft and porous, making them ideal materials for use in a bathroom, where there is far less wear and tear than in a kitchen. However, even when sealed, in the kitchen limestone and marble will stain, scratch and lose their luster. Empire does not extend its Conditional Warranty to these materials when used in a kitchen application.

As with any surface, care and maintenance are simply a matter of common sense. Wipe up spills as soon as practicable. Do not allow foods with grease or oil content to remain on the surface. Use some form of cutting board whenever preparing foods.