

# FAQs



silestone® DEKTON® COSENTINO



## About Silestone®

### 1. What is Silestone®?

Silestone® is the registered trademark of a quartz surface manufactured by Cosentino® in Spain. It is the leading natural quartz agglomerate in the market and one of the pioneering brands.

### 2. Where can Silestone® be used?

Due to the different thicknesses available and its large format, Silestone® can be used for the following projects: Kitchen and bath countertops, backsplash and full height backsplash, shower walls, bath podium and custom sink, shower base, wall cladding, fire mantle, stairs, furniture covering, table plateau & custom furniture.

Contact your local store to confirm feasibility once you get special requests as some options may not be available in your area.

### 3. What is the composition of Silestone®?

What percentage of resin and quartz does it contain?

Silestone® is composed of natural quartz (crystalline/amorphous silica), high density polyester resin and pigments. The percentage of natural quartz is up to 94% and vary per colour. Some colours contain recycled content (ECO, HybriQ+ & Stellar Series). The remaining % are polyester resins, which function as binders and pigments to give the desired colour. The percentage of natural quartz marks the colour granulometry. The larger the quartz grains are, the less resin you need in the colour. (Important: these variations in composition have no impact on the properties of the product).

### 4. What differentiates a quartz agglomerate from an acrylic resin?

They use either a mineral component (ATH, derived from bauxite), and a different resin (acrylic resin and not polyester or polyurethane). It is important to know that the percentage of resin containing products like Solid Surface is around 35% being much higher than Silestone®. An advantage of these type of products is that they are thermoformable, flexible and have a "seamless" appearance. However, its resistance to scratching and heat performs lower than a Silestone quartz countertop. Solid surfaces can be repaired, but it is expensive to do so and the result is never the same.

### 5. What makes Silestone® different from other quartz agglomerates?

At the corporate level, Silestone® is the world's leading manufacturer of quartz agglomerates with more than 30 years of experience behind them.

There are many advantages which include: demanding quality standards at the production level, lifetime warranty, an excellent distribution network across Canada, low level of back order colours, the urban showrooms "City center," and many more.

In terms of specific product advantages, the magnificent properties of our Suede matte finish (very problematic for other producers), extensive colour palette, and jumbo extra-large format and thicknesses (1/2", 3/4" and 1-1/4") would be some examples.

### 6. What are the advantages of Silestone® against marble and / or granite?

Certain exotic natural stones and marbles can be more sensitive to scuffing / scratches than the quartz compound. Another difference is the greater flexibility of the quartz compound, which allows it to be better suited to the movements of the structure in large spaces. It has greater resistance to punctual impact without cracking and chipping. Silestone® has a lower porosity (absorption of liquids) so it is easier to clean, prevents stains and is not affected by moisture (untreated natural stone can change colour or stain from salt residues). The marble, in particular, also presents less resistance than granite and Silestone® to abrasion, acids and chemical agents. It is also important to emphasize the consistency of Silestone® colours versus variability of the appearance of the natural stone, even though a certain variation in tone and granulometry can be found in Silestone® due to the fact that quartz is a natural product. There is also the standardization of quality in Silestone®. These two points help to assure the client that what he or she is going to install in his or her house in both properties and aesthetics.

### 7. When was Silestone® created?

In 1990. It was recently celebrated its 30th anniversary (in 2020) and launched at Home Depot in 2000.

### 8. How is Silestone® made? (fabrication process)

Upon receiving the raw materials from our suppliers a 1st quality control is performed by the laboratory. Once approval is obtained the arid crystalline/amorphous silica is stored in silos. The resin and the pigments pass to other special deposits. All these materials are transported to the mixers where they are homogenized according to the formula introduced /desired colour, obtaining the mass. The mass passes a control of weights to assure good distribution. Then there is a system of aspiration of vacuum and simultaneous vibration which extracts all the air to obtain the compaction sought. From there it is pressed in a hydraulic press of 100 tons. Then it is baked and cooled

for 24 hours naturally. Then the slab passes a calibration process to obtain the desired thickness (which guarantees a constant edge profile thickness and leveling) and eliminates excess of material and impurities with discs and diamond cutters. The last step is polishing (abrasive) to obtain the polished / glossy finish and behind it, the slab passes a final exhaustive quality control.

### 9. What makes one colour more expensive than another? - Reasons for various price groups.

The production cost. The ability to obtain the desired colour or the cost of the necessary raw materials. A good indicator is, again, granulometry. The more discreet the grain (more uniform and smooth), the more resin content it contains and, therefore, the more expensive its production. Example: White Zeus VS White North.

### 10. What are the different price groups?

Depending on where you are located, there are either 6 or 7 price groups available, from AA to F. The group A/AA colours being the entry level point.

### 11. How large is a slab of Silestone®?

There are two slab dimensions: standard and jumbo. The standard format is about 53 x 119 inches and the jumbo is about 62 x 126 inches.

### 12. Are there both sizes in all colours?

No. The jumbo format is produced on a special line and, therefore, not available for all colours. The selection of colours is strategic. Ask your Home Depot for more information.

### 13. And the thickness?

All Silestone® colours are available in 1/2", 3/4" and 1-1/4" thicknesses. That being said, the Home Depot program with set price for each group is based on a 3/4" thick offering for the West and 1-1/4" for the East side of the country, exception made for the Group AA which offers a limited number of 3/4" thick colours. Ask your designer for additional information and availability.

### 14. Are the three thicknesses equally strong and flexible?

No. The thicker the material the more resistant to flexion and impacts. The difference between the thicknesses of 3/4 and 1-1/4 is minimal.

### 15. How many colours are available?

Over 50 colours and finishes are available in your core program. They represent the best sellers actually available in Canada. Additional colours are available. Contact your local store for more information and availability.

16. What are the different finishes of Silestone®?

Polished (bright and shiny) and Suede (matte).

17. Are there Suede finish for all colours?

No. Again, the choice of colours for this finish is strategic and based on trends, best sellers and availability. For this reason, certain colours are only available in the Suede finish.

18. Does the Suede finish have the same level of resistance as the polished finish?

The Suede finish is even better than the polished finish in terms of stain resistance and fingerprints. It also features easy maintenance since it is hiding dust.

19. Does Silestone® resist stains? Is it a porous material?

Silestone® is highly resistant to stains from coffee, wine, olive oil, make-up and many other everyday products when properly maintained. The Silestone® coefficient of porosity is practically null and much lower than that of granite or marble. It is also more stain resistant than acrylics and laminates. However, be careful not to leave on liquids, such as, tea, coffee or red wine on the surface for more than 24 hours. Reason being, if liquids like these are exposed to the surface for such a long time this may penetrate the material, and may require a billable service call request. Remember that Silestone is stain resistant, not stain proof.

20. Does Silestone® withstand acids?

Yes. Silestone® is not affected by common kitchen acids like lemon juice, tomato juice or vinegar (food acid). Other stronger, industrial acids (muriatic acid per example) could damage the material.

21. Are water repellants or gloss enhancers needed with Silestone® as with other surfaces?

No. Silestone does not need any water repellent or gloss enhancer. Cosentino® recommends avoiding all these products as they can lead to important care and maintenance problems and void your Lifetime warranty.

22. Does Silestone® withstand heat?

Silestone holds up better than the vast majority similar application products, such as, laminate, wood and solid surface. However, Cosentino® recommends using a trivet because it is not warranted against thermal shock.

23. Is Silestone® resistant to impacts?

Silestone® resistance to impact is very high. It far exceeds that of other products with similar applications, such as, natural stone or solid surfaces. That being said, care not to hit the exposed ends, corners, cutouts and edge profile especially in the dishwasher and sink area.

24. Is Silestone® resistant to scratching?

Silestone® is highly scratch resistant. Quartz is one of the hardest minerals in existence. The Mohs scale classifies it as the hardest 7 earth mineral behind topaz, corundum and diamond. Silestone® is therefore more resistant than the vast majority of natural stones. In general, it is not micro-scratched like acrylic products, and is broadly more resistant than any laminated or stratified product. Despite this, Cosentino® recommends using a cutting board and avoiding jagged knives, ceramic knives, choppers, unfinished dishware and clay pots directly on the worktop. Also, scouring pads or abrasive sponges should be avoided as they can deteriorate the polished surface.

25. Does Silestone® offer a microbial or bacteriostatic protection?

Due to its low porosity, Silestone® is considered an antibacterial surface, which limits the proliferation of bacteria. However, Silestone® is not considered an antimicrobial surface as this would require a special agent to be built in.

26. What advice does Cosentino® give for cleaning and routine maintenance for this material?

Water and neutral soap, such as Dawn, with a clean microfiber cloth for daily maintenance. For difficult stains, refer to the Silestone® Care and Maintenance Guide or contact your Cosentino/Fabricator representative.

27. Which products should be avoided?

Strippers, caustic soda or products with a PH higher than 10 (Easy Off) and solvents with acetone. Any product based on chlorine, including wipes, acids degreasers with high mineral charge. Also avoid metal scouring pads and scouring or abrasive sponges. Maintain your Silestone® surface as recommended in the Silestone® Care and Maintenance Guide.

28. Does Silestone® resist the ultraviolet rays?

No. The polyester resin yellows and loses colour with ultraviolet. This is why Silestone® is a product exclusively indicated for interiors.

There is nothing to fear from large windows in our kitchens since the sun will not hit our countertop more than a few hours a day. In addition, the vast majority of windows now include double-glazed systems that minimize the passage of ultraviolet rays. For exterior projects, use Dekton® surfaces.

29. What is Silestone® warranty?

Limited lifetime for products sold after October 24th 2019, 25 years for products sold and registered after January 1, 2015. 15 years for products sold after 2000.

30. What does this warranty cover?

It is important to differentiate the product warranty from the installation warranty. For Silestone®, horizontal and vertical applications installed permanently inside a building. Covered assumptions shall be those derived from material manufacturing defects. Never for improper handling, transportation, processing, finishing or installation of the product. Neither will it cover thermal shocks, chemical treatments, cracks, stains, colour variations from store sample, the placement of excessive weights, chipping or damage from the generation of static electricity. Also, this warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including, but not limited to, damage to other products or installations, or additional or supplementary repairs/modifications on plumbing, electrical, tile, masonry work or wall surface modifications that may be necessary to repair or replace the Silestone® product covered by this warranty.

31. How do I register the warranty?

Your local fabricator will take care of registering the warranty since our system requires information that the end customers don't have access to. No need for Home Depot customers to register!

32. Are the samples representative?

Can the tones vary from one slab to another?

Although they are representative and the variations that can present are slight due to our consistent manufacturing process, samples may not be a perfect replica, especially for colours with high variation, such as, Calacatta Gold. Our colours are a combination of pigments and quartz. Both materials undergo natural variations of tone and granulometry. The sticker on the back of the samples warns of this and we recommend slab viewing to manage customer's expectation. Samples can be ordered online at homedepot.ca or signed out at store level in some areas.

33. Are seams inevitable? Can the seams be removed or hidden in any kind of way?

Yes, they are inevitable. They are also in materials derived from wood, natural stone or any ceramic material. The dimension of

our jumbo size presents a great advantage in this regard compared to other alternatives. Since the program offers Silestone® per square foot, customers should expect a seam at each corner. Additional charges will occur when no seams are requested from customers due to the waste factor and oversized pieces. Contact your local store for more information.

34. What is used to assemble and glue pieces together at seam location?

Each Silestone® colour requires a specific colour-match epoxy glue to assure the best look possible. Home Depot fabricators do not use silicone.

## About Dekton®

1. What is Dekton®?

Dekton® is an ultracompact surface, a different and unique category of material. It is made up of a sophisticated mixture of inorganic minerals & pigments. Each colour has its own recipe.

2. Does Dekton® contain any resin?

No. Dekton® does not contain any resin nor organic components. It's 100% inorganic.

3. What is the exact composition of the material?

Different formulas are used to manufacture Dekton®, depending on the type of product that is wanted to obtain. Therefore, the final chemical composition could vary, without affecting its physical or chemical properties. An average of Dekton®'s chemical composition is the following: aluminum silica, amorphous silica, crystalline silica, zircon (different stones and minerals) and inorganic pigments.

4. What differentiates Dekton® from other ceramic or porcelanic surfaces?

The composition of the material is completely different since it contains raw materials incorporated in the manufacturing processes of quartz and glass. In addition, the technology used for its manufacture is unique: the so called technology TSP. This technology sinters the mineral particles connecting them, changing and compacting its internal structure. In addition, Dekton's pressing is done by the only press in the world designed for 25000 tons, exclusive to Cosentino, which makes it possible to obtain large ultracompact surfaces.

5. What differentiates Dekton® from Silestone®?

Everything, in its composition and in its manufacture. Dekton® does not contain resin and the percentage of quartz is very slight (11% maximum) and its manufacturing process is completely different, as seen above.

6. When was Dekton® launched?

Do we already have enough experience to see its performance over time?

Dekton® was created in 2013, and sold at Home Depot in 2017. Our sales volume in multiple locations and applications supports its experience with performance over time.

7. Does Dekton® stain?

If Silestone® is a stain resistant material. Dekton® goes a step beyond. With a coefficient of porosity of 0.003, its resistance to the staining is unbeatable. Dekton has the same porosity level as glass.

8. Does Dekton® resist high temperatures? And thermal shock?

Dekton® resists up to 300 degrees Celsius, meaning it is resistant to everything coming out from a kitchen. Also, it resists to thermal shock.

9. Does it get scratched?

Dekton® can only easily get scratched by another Dekton®, another ceramic product or diamond. Than being said, the X-Gloss series is more susceptible to getting a certain hairline patina that can be seen under a certain angle only (think of black cars). These are caused by the misuse of the surface. The matte finish Dekton colours are the most scratch resistant currently available on the market.

10. Does Dekton® resist acids?

Yes. Dekton® resists to all kinds of acids.

11. Does Dekton® resist chemical products?

Yes. Dekton® resists all chemical products used for cleaning/maintenance.

12. Which product do you recommend to clean & maintain my Dekton® top?

Dekton® is really easy to clean and does not need any specific maintenance. Water with regular soap, like Dawn, with a microfiber cloth is enough. In case of difficult stains, use rubbing alcohol.

13. Is Dekton® applicable outdoors?

Yes. Dekton® is applicable outdoors (exterior kitchen, barbecue, table, etc.) thanks to its resistance to ultraviolet light, frost and thaw.

14. What are the different available finishes?

Ultra matte, Ultratextured (different textures available: wood, slate...) & X-Gloss (ultra-polished). Each Dekton colour has its own finish and is not available with another finish.

15. Do I always need to miter Dekton®?

No. Dekton® can be worked and installed in 2 cm. Some Dekton® colours come also in full body. Other colours may not be 100% through the product (ex.: Kairos). Ask your local Home Depot designer as mitre options vary by region.

16. What is the actual size of a Dekton® slab?

The maximum size of Dekton is 54" x 124". The product is 3/4" thick.

17. How many years does Cosentino® guarantee this Surface?

25-year transferable warranty against material defect.

18. How many colours exist in the current Dekton® portfolio?

The Home Depot program presents the 18 best sellers but over 60 colours are available. Contact your local store for more information, pricing and availability.

19. How many price groups exist?

4 price groups.

20. I do not understand the differences between price groups. What makes a colour more expensive than another?

The cost of the raw materials needed to obtain the colour in the production process. For example, the white colours are more expensive to produce compared to the black colours. The polished ones add two more steps to the chain:

the polishing line and the application of a unique water repealing technology. Also, the fabrication of a Dekton® surface requires more time (3x) to cut for your fabricator versus Silestone® or natural stone due to its unique density.

21. What is the maximum before having to add a support if I want an overhang?

9" is the maximum recommended. After 9", your overhang will require an additional support which should be about 2/3 of the dimension.

22. How does Dekton® react against impacts?

If Dekton® is well supported its resistance to impact is similar to Silestone® or natural stone. The problem appears in the edges: it is necessary to protect them by fabricating 3mm rounded or beveled edges minimum. Avoid dropping and hitting edges, including the sink area with heavy & dense objects. Dekton® is not indestructible.

23. Do matching silicones and adhesives exist for every single colour?

Each Dekton® colour requires a specific colour-match epoxy glue to assure the best look possible. Home Depot fabricators do not use silicone.

24. Does X-Gloss maintain Dekton® solid's properties?

Yes, it preserves the same properties as the matte Dekton®. The only thing that it is necessary to bear in mind is that, as any polished product, it is more sensitive to the micro-scratching (think of black cars).

25. What is the difference between X-Gloss and other existing polished products in the market?

The majority of competitor brands fulfill a chemical vitrification of the surface. This small layer of glass does not resist to heat and gets scratched very easily, even stained sometimes when the layer is not completely uniform. Until today, the competition using this kind of polishing technique can create a certain porosity in the surface, but the R&D department of Cosentino® has managed to seal this porosity with a special nanotechnology. Obtaining in this way, a mechanical polished with an extraordinary glossy shine and maintaining the resistance/properties.

26. What kind of edges can my fabricator offer?

Refer to your store signage or ask your designer.

27. Can we miter Dekton® X-Gloss? What prevention measures should we take?

Ask your local Home Depot designer, options vary by region.

28. In X-Gloss, can the fabricator achieve the same glossy polish on the edges?

Yes, it is possible to obtain a very similar polished. The difference is minimal and is not noticeable (as these are two different eye shots).

29. Is there any solution to fix chips?

We have a Dekton® Repair Kit. But this kit it is not magic and the result depends on the skill of the person repairing and of the colour/finished being repaired. In solid colours the results are better than in veining colors. Also, better in matte colours than in X-Gloss.

30. How can I prevent my top edges to chip?

Respecting a minimal bevel/eased of 3 or 4 mm or doing the edge as round as possible. Avoid impacts.

31. Are Dekton® samples representative?

They are. In case of Aura and other veined colors, it is necessary to bear in mind that the scale of the veins is adapted to the sample to show the vein in all the samples. Samples are available through the [homedepot.ca](http://homedepot.ca) website or can be signed out from the store in some areas.