

Quartz Installation Guide

IMPORTANT: Please read through the entire instructions before starting your installation. Failure to follow these instructions could possibly void the warranty on your countertops. CustomCraft Countertops® Quartz warranty does not cover abuse or accidental damages. The limited warranty covers replacement or repair only. For more information or to view our CustomCraft Countertops® Quartz installation video visit us at customcraftcountertops.com

Inspect the countertop as soon as possible and prior to any tear out of existing countertops at the job site. This inspection should take place within 24 hours of pickup.

Quartz countertops must be mounted to an even surface. Failure to level the cabinet will cause stress and possible damage the tops.

Check all dimensions, and test-fit seams and miters if applicable.

Additional Materials Required

Clear Silicone & Caulk Gun
Pencil or Fine-Tipped
Marker
Hot Melt Glue Gun
Tape Measure
48" Level
Razor Blade
Denatured Alcohol
2x4 Lumber Strip

Install Kit (Included)

A Shims
B Color Match Silicone
C Spray Mist

Based On Order

D Integra Seam Adhesive
E Undermount Clips
F Dishwasher Clips
G Epoxy



1 Transporting & Handling

1. Quartz countertops should be stored in original packaging.
2. When handling your countertops, it is important to carry on edge to avoid damage (Fig 1). Be careful, Quartz countertops are heavy.
3. The day before installation, the tops should be brought into the room they are to be installed in. Be sure to allow 24 hours for the countertops to acclimate to room temperature. Never install cold quartz countertops. Installation kits should always be stored at room temperature to avoid freezing of the caulks and adhesives.



2 Straighten & Level Cabinets

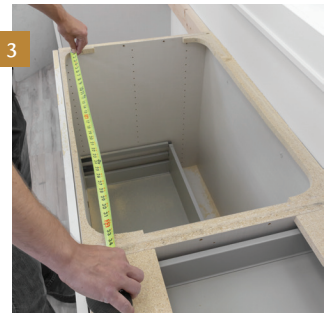
Quartz countertops must be mounted to an even surface. Failure to straighten cabinet will cause stress and possibly damage the tops.

1. Use a 48" level to find any non-level areas. (Fig 2)
2. Level if possible. If not, mark these areas, so that later in the installation process, you can shim the countertops to a flat surface.

3 Check & Pre-fit

Do not install countertops that are damaged or if a defect is found. Installation fees are not covered under the warranty.

1. Measure cabinet run and then the countertop; remember overhangs affect the length of the top. (Fig 3)
2. Place countertops into position.
3. Dry fit any seams, if applicable, by placing the seamed pieces together.
4. Verify that all edges line up and that the countertop overhangs are the appropriate size.



4 Undermount Sink Installation

1. Set the countertop in place with the unfinished, underside facing up. Position the sink upside down, centered over the sink cutout with equal amounts of overhang or reveal visible on all sides of the sink. (Fig 4)
2. With a Pencil or Fine-Tipped Marker, trace the outer rim of the sink to the underside of the countertop. (Fig 5)
3. With denatured alcohol, wipe down the underside of the countertop where the sink rim and Anchoring Posts will be adhered to. (Fig 6)
4. With an Epoxy, bond the undermount sink Anchoring Posts to the underside of the countertop at the four corners and central locations along the cutouts width and length. Be sure the posts are next to your traced line, but not inside the area where the sink rim will adhere to the countertop (Fig 7). Mix the 2 part Epoxy thoroughly, otherwise the Epoxy will not set. Apply Epoxy to cleaned mounting locations and press the mounting posts into the Epoxy in the anchoring locations. Smooth the Epoxy around the Anchoring Posts and let the Epoxy dry for a minimum of 20 minutes. (Fig 8)

(NOTE: Do not place anchoring posts in front of sink.)

5. Run a quarter-inch bead of Silicone Caulk inside the traced sink rim area on the underside of the countertop. (Fig 9)
6. Position the undermount sink within the traced area and butting up to the Anchoring Posts, press down firmly. (Fig 10)
7. Attach undermount sink to the Anchoring Posts with supplied brackets and wing nuts. Wait approximately one hour for caulk to set before moving the countertop section for final placement. (Fig 11)



5 Dishwasher Installation

1. Level and attach standard 2x4 wood to the wall between countertop cabinets. (Fig 12)
2. Make sure the dishwasher is centered between the cabinets. Align Dishwasher Clips to the Brackets on the dishwasher.
3. Epoxy the Dishwasher Clips to the underside of your countertop and let them dry for a minimum of 20 minutes before installing the dishwasher. (Fig 13)



6 Install Small Quartz Pieces Without Seams

1. Using a shim, level up the marked areas that were made in step 2. Apply dime-size dabs of silicone caulk along the front and back edge of the cabinet run. (Fig 14)
2. With help, slowly position countertop above the mounting surface.
3. Gradually tip the countertop to a horizontal position. Be aware of upper cabinets and installed sinks
4. Once in final position, firmly apply downward-pressure to seat the top in the caulk. (Fig 15)



7 Install Large Quartz Pieces Without Seams

1. Before placing large pieces of countertop, apply silicone caulk to the top of the cabinet. With help, slowly position countertop above mounting surface.
2. Gradually tip the countertop to a horizontal position. Be aware of upper cabinets and installed sinks (if applicable). (Fig 16)
3. Once in final position, firmly apply downward-pressure to seat the tops in the silicone caulk.
4. For large countertop pieces it will be necessary to caulk along the outer seam between the underside of the countertop and cabinet face.



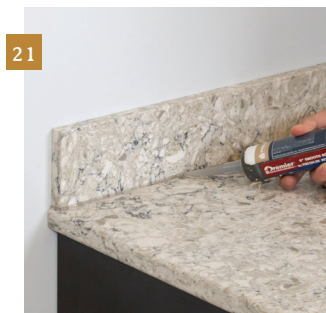
8 Shims & Seaming (If Applicable)



1. Using the marks you made in step 2, level the areas beneath the countertops seam with wooden shims. (Fig 17)
2. Check for seam evenness (adjust shims if needed) and apply an eighth-inch bead of Integra™ between the two surfaces being seamed together. (Fig 18)
3. Tighten the seam by gently tapping in a wooded shim between the countertop and the wall. If there is no wall at the end of the countertop piece, it will be necessary to have someone to hold the countertop.
4. Once the two parts of the Integra™ meet in the mixing tip, the adhesive has a 10-15 minute working time. The adhesive will start to cure after 15 minutes.
5. Once the Integra™ has dried over (10-15min.) use a razor blade to scrape off any excess adhesive.

9 Backsplash & Side (If Applicable)

1. Before installing splash pieces, dry fit to ensure proper placement. Place dime-sized dabs of silicone caulk every 18 inches along the piece of splash. (Fig 19)
2. With longer pieces of backsplash it may be necessary to place dabs of hot melt glue between the caulk dabs to hold in place until the caulk sets up. Set up time on silicone is 15-20 minutes. However, hot melt glue will set up within minutes, so position in a timely manner. (Fig 20)
3. Press firmly back and down against wall and countertop until the hot melt sets. With longer pieces, assistance may be necessary to hold in place.
4. Apply an even bead of color-matched sealant, approximately 1/8" along the seam where the countertop and splash meet. (Fig 21) The color match sealant has a 20 minute working time.
5. Use the spray mist and spray the included tool to help smooth the silicone bead during tooling.
6. Place the longest beveled edge of the tool on the horizontal surface and rotate the small tip in the direction of the excess to be removed. Tilt the tool towards the splash until the short beveled edge of the tool touches the surface of the splash.
7. Using moderate pressure, move the tool along the silicone bead. Removal of excess silicone is suggested throughout the process for the best performance. (Fig 22)



Frequently Asked Questions

Does Quartz Require Any Special Care?

Its lustrous finish does not require special conditioners or polishing. Simply clean up spills with a warm damp cloth and mild soap.

Is Quartz A Sanitary Surface?

Yes. Quartz is a non-porous surface. This means germs and bacteria can not accumulate with regular cleaning. Quartz is an approved surface for food preparation.

Will My Quartz Countertop Fade?

When exposed to UV light engineered quartz can fade. Engineered Quartz should be avoided in outdoor applications for this reason. This usually is not a problem to an indoor countertop.

Will My Quartz Countertop Be Seamless?

Quartz is not a seamless product. Seams are generally visible but inconspicuous.

How Is A Sink Or Cooktop Cut-Out Determined?

If your layout requires a sink or cooktop cut-out note that the fabricator does not originate and determine the sink cut-out size and shape but rather the sink maker. These cut outs are not a matter for further modification or debate but are the exclusive cut-out selected by the fabricator. When creating the sink or cooktop cut-out there is no remnant.

Do I Need To Add Supports If I Have An Overhang?

Overhangs 10" should have support added. Any overhangs 15" or more require support to the floor.

Care & Maintenance

Recommended cleaners include Simple Green®, Rock Doctor cleaner, Mr. Clean Magic Eraser®. To clean the surface, wash with a mild dish washing liquid or powdered detergent; add warm water. Use a soft dish cloth. Rinse with warm water and dry with cloth. Water is generally all that is needed. A quick wipe will clean most stains and maintain the rich, lustrous gloss.

For Harder to remove spots, use an all-purpose cleaner or multi-purpose cleaner; follow the manufacturer's instructions. Rinse with warm water and dry with a soft cloth. Please note, do not use cleansers that contain harsh abrasives.

For stubborn spots, make a paste with baking soda and water. The paste will be slightly abrasive. Work carefully to keep from damaging the surface you are cleaning. Dip a soft bristle brush into the paste to cover the bristles. Gently rub the spot with the brush, moving in a circular motion and pressing very lightly. You may also use a Magic Eraser® following the manufacturer's instructions for stubborn stain.

Preventing Damages

While Quartz is designed to withstand heat better than most countertop materials on the market it can be damaged by extreme temperature changes, whether sudden or prolonged. Always use a trivet or hot pad when placing hot items on your countertop surface. These items include, but are not limited to, pots, pans, or crock-pots.

- Never expose your countertop surface to harsh chemicals, such as oven cleaners, drain cleaners, paint removers, acids, etc.
- Avoid cutting directly on Quartz countertops, always use a cutting board.

Few Notes Of Caution

Drain cleaners containing lye will permanently damage Quartz surfaces. If you spill a drain cleaner, wipe it up immediately and rinse several times with water.

Hair, textile and food dyes can cause permanent stains. If dye should happen to spill, wipe it up immediately with dish washing detergent or an all-purpose cleaner.

Rust removers contain harsh chemicals which can quickly cause permanent color changes. If a spill occurs, wipe off all residue immediately, wash thoroughly with soapy water and rinse several times.

Steel wool and other abrasive pads will damage Quartz countertops. Don't use them for cleaning and don't store steel wool pads on your countertop; metal can rust and leave stains.

CustomCraft Countertops® Quartz has a durable surface that is made to withstand normal use. While it is resistant to scratches, cuts, and chipping, cutting directly on a quartz surface should be avoided. Use cutting boards and take care not to move or drop heavy objects on the surface.

CustomCraft Countertops® Quartz is a durable surface, however they are not invincible. If small chips occur, we offer a chip repair kit that effectively fills the effected area. This kit (SKU 486-9631) can be ordered at your local Menards® store through our visual design program.

While CustomCraft Countertops® Quartz is designed to withstand heat better than most countertop materials on the market, It can be damaged by extreme temperature changes, whether sudden or prolonged. Always use a hot pad or a trivet when placing hot items on your countertop surface. These items include, but are not limited to, pots, pans, hot plates or crock-pots.

All Purpose Or Multi-Purpose Cleaners

- 50/50 Water and Vinegar Solution
- Clorox Anywhere (Hard Surfaces)
- Clorox Disinfecting Bathroom Cleaner
- Clorox Disinfecting Kitchen Cleaner
- Clorox Disinfecting Wipes (All Scents)
- Clorox Scentiva Disinfecting Wipes (All Scents)
- Clorox Scentiva Multi-Surface Cleaner (All Scents)
- Dawn Professional Heavy Duty De-greaser
- Denatured/Isopropyl (rubbing) Alcohol
- Fabuloso Multi-Purpose Cleaner (All Scents)
- Fantastik Advanced Kitchen and Grease Cleaner
- Fantastik Scrubbing Bubbles Heavy Duty All-Purpose Cleaner
- Formula 409 All Purpose Cleaner
- Invisible Glass Cleaner
- JR Watkins All Purpose Cleaner (All Scents)
- Libman All-Purpose Cleaner (All Scents)
- Lysol All-Purpose Cleaner (All Scents)
- Lysol Antibacterial Kitchen Cleaner (All Scents)
- Lysol Disinfecting Wipes (All Scents)
- Lysol Food Surface Sanitizer
- Method All-Purpose Wipes (All Scents)
- Method Antibacterial All-Purpose Cleaner (All Scents)
- Method Glass and Surface Cleaner (All Scents)
- Mr. Clean Multi Surface Spray
- Mrs. Meyer's Clean Day Multi-Surface Everyday Cleaner (All Scents)
- Pine-Sol Original Scent Multi-Surface Cleaner
- Pledge Multi-Surface Cleaner
- Rock Doctor
- Simple Green Original Scent All-Purpose Cleaner
- Sparkle Glass Cleaner
- Sprayway Glass Cleaner
- Windex Multi-Surface Cleaner
- Windex Original Glass Cleaner
- Windex Vinegar Multi-Surface Cleaner
- Zep Antibacterial Disinfectant Cleaner
- Zep Foaming Glass Cleaner
- Zep Streak-Free Glass Cleaner

Approved Cleaners

- Ajax Liquid Dish Soap (All Scents)
- Ajax Triple Action Dish Soap (All Scents)
- Dawn Platinum Liquid Dish Soap (All Scents)
- Dawn Simply Clean Liquid Dish Soap (All Scents)
- Dawn Ultra Antibacterial Liquid Dish Soap (All Scents)
- Dawn Ultra Pure Essentials Liquid Dish Soap (All Scents)
- Ivory Dish Soap (All Scents)
- JR Watkins Liquid Dish Soap (All Scents)
- Method Liquid Dish Soap (All Scents)
- Mrs. Meyer's Clean Day Dish Soap (All Scents)
- Palmolive Ultra Liquid Dish Soap (All Scents)
- Seventh Generation Dish Soap (All Scents)

CustomCraft Countertops Quartz Limited Lifetime Warranty

The manufacturer warrants the original purchaser only that this countertop is free from defects in workmanship and material for its lifetime. The manufacturer, at its sole discretion, agrees to repair or replace the defective product. If the product must be replaced, the manufacturer will send the replacement product to the store where the product was purchased. The original purchaser will then, at their own expense, pick up the replacement product. The original purchaser must also return the defective product to the store where it was purchased, at the purchaser's sole expense. This limited warranty does not cover any labor for the replacement of any defective product. This limited warranty does not cover any damage that has resulted from abuse or misuse of the product. This limited warranty does not cover any miters or field joints where there was improper gluing when joints were assembled. The rights under this limited warranty are limited to the original purchaser and may not be transferred to subsequent owners. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Sellers shall not be liable for any special, incidental or consequential damages. THIS SOLE AND EXCLUSIVE REMEDY AGAINST SELLER WILL BE REPAIR OR THE REPLACEMENT OF ANY DEFECTS as provided herein. As long as the seller is willing or able to repair or replace the defective product, as provided above, THIS EXCLUSIVE REMEDY shall not be deemed to have failed of its essential purpose.

General CustomCraft Countertops Information

CustomCraft Countertops® Quartz is made from pure, natural Quartz. Variations in quartz color, shape, shade, pattern, and size are unique traits of Quartz. Some Quartz colors may be more consistent than granite however color variance is an inherent trait expected in Quartz. In addition, small white blotches or random distribution of particles are an inherent part of the overall design and composition and are not considered to be defects.

The thickness of CustomCraft Countertops® Quartz slabs is 2cm (.79") material used for backsplash and 3cm (1.18") material for countertop with an allowable variance of +/-2mm (.07").

CustomCraft Countertops® Quartz is made of 93% quartz and 7% binders, due to the high volume of natural stone used to manufacture the quartz there can be some slight pitting that occurs – 1mm to 2mm in width and 1mm deep (about the size of a pinhead). This is an inherent characteristic of quartz and in no way effects the performance of the material.

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- New Products
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Questions or Concerns:

For guest assistance contact countertop help
by sending an email to:
CountertopHelp@MidwestManufacturing.com

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