

Is a minor crack in my new quartzite countertop near the sink a big deal?

Q. I just received a new quartzite install, and there is a crack at the sink extending to the hole for the soap dispenser. The fabricator claims it does not affect the integrity of the stone, since apparently it's not a full-depth crack, and wants to repair it even though it affects the cosmetics. I'm not sure what the downstream issues might be. What is the industry standard? This is a \$20K job.

A. We completely understand your concern. Seeing any kind of crack in a brand-new quartzite installation, especially near a high-use area like the sink, can be unsettling. Cracks like this can sometimes occur during fabrication or transport, especially around cutouts, but they're not uncommon in the stone fabrication industry. Unless the slab was approved by the customer with visible flaws already present, the fabricator generally holds responsibility for managing defects introduced during cutting or handling. Minor cracks like the one you describe are usually repaired in place.

In this case, since the crack does not go all the way through the slab, it is not likely to compromise the structural integrity of the stone. With modern repair techniques, a stone restoration professional can use professional-grade epoxy or resin specifically formulated for stone restoration that, when applied properly, bonds the stone so strongly that the repaired area is often stronger than the surrounding, untouched stone. A PRO can use clear adhesives that pick up on the colors in the surrounding stone or color match the products, then hone and polish the repaired area to match the surrounding finish so that only someone very closely inspecting the top may find any evidence of repair. Repairs like this are designed to last for the life of the countertop.

Since the fabricator acknowledges the crack but claims it's not a structural issue, you are well within your rights to request a professional, high-quality

repair using the appropriate filler and polishing techniques. To find a vetted PRO in your area, visit www.surfacecarepros.com and click on **Find a PRO**.

Regarding your concerns about the long-term performance of the repaired area, it's completely reasonable to ask your fabricator for reassurance and take a few proactive steps to protect your investment. Ask whether the area was reinforced underneath (e.g., with a rod or fiberglass mesh), especially if it's close to a cutout. Consider requesting documentation or a written warranty stating that if the crack worsens over time, they will return to address it at no cost. If you are not satisfied with the cosmetic result, you may also be able to negotiate a partial discount or credit, even if replacement is off the table.

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