

Could fabrication or installation errors be causing my quartzite countertops to crack?

Q. I bought 3 beautiful slabs of quartzite for my bathroom countertops and tub surround. The stone company I purchased them from told me it was very hard stone and to make sure my fabricator could work with it. My fabricator said "no problem". My countertops were installed first and I was shocked to see little cracks throughout the entire countertop. It doesn't even look like the same stone. He is also having trouble with back splashes cracking so we are ending up with too many joints. Is this the fabricators fault?

A. You invested in beautiful quartzite slabs and expected a high-quality, durable installation. Now you're seeing cracks throughout the surface and problems with the backsplash. It's completely reasonable to be frustrated and concerned.

What you are describing is not normal for quartzite. Properly fabricated and installed quartzite countertops do not develop widespread cracking, and the stone should maintain its structural integrity and appearance when handled correctly. Quartzite is a very hard and brittle natural stone, which means it requires careful handling, specialized cutting techniques, and proper support during fabrication and installation.

The fact that the backsplash is cracking and you are ending up with many joints is evidence that the installation process is problematic.

Here's what you should do, at this point. Document everything thoroughly with photos. Keep all records and correspondence, as well. Consult an independent stone inspector who can assess whether the cracks were fabrication-related or installation-related. If the inspector advises it, request replacement from the fabricator.

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