

Crack In Newly Installed Quartzite Island Top

Q. Hi, the very first time I set a cutting board on the 6" hang over on my new sun gold quartzite island top, I noticed a crack 3 hours later. The crack extends 10" into the island top and also straight through the separate 2 1/2" beveled edge. This one island top cost me 1800 dollars so I do not feel that I should have to settle for a repair which is all that the fabricator has offered me. The 2 cm quartzite (natural stone) is cracked all the way through as is the mitered edge. The stone was reinforced by 2 pieces of plywood. When I use a level near the crack, the bubble is between the two lines but not completely centered . Do you think this is the issue or something else? The fabricator is trying to say we dropped something. That is not true and there is no dent or divot, just a straight crack going through both the top and mitered edge. Thank you so much!

A. First, if you did drop something, it would not cause a crack; it would cause a chip or divot. Since the crack occurred after installation, this is an indication that the countertop was not installed properly. As far as repairing versus replacing, the top industry guidelines specify that a crack will require replacement, not repair. Therefore, ask the fabricator to replace, not repair your top. Hopefully, your request will be handled appropriately. If not, [contact us](#). The SurpHaces PRO Partner network includes failure analysis experts. If this becomes a legal dispute with the fabricator, you will need this specialized expert service.

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