

## Should my problematic new countertops be repaired or replaced?

**Q.** I was looking online for articles about quartzite countertops. We recently had one installed, and we're having issues with a crack that appeared. I need some information. Should my problematic new countertops be repaired or replaced? The installer wants to do a repair, and I saw an article on your website about this. The article said the installer should be replacing the countertop, not repairing it. Anyways, I just wanted to chat with somebody. It also said that you guys can provide help and assistance in certain areas with good inspections and such. My quartzite countertop is a large island, about 45 sq ft, and each of the surrounding counters is about 8 sq ft. The fabricator is supposed to come by tomorrow morning. Other issues that I noticed include several improperly measured areas resulting in uneven edges and a seam that does not have same finish as rest of top. The material is called Senegal quartzite.

**A.** You likely are referring to this article: [Crack In Newly Installed Quartzite Island Top](#)

Because there are multiple problems and it is a brand new installation, we would recommend that the countertop be replaced rather than repaired. If you do opt to agree with the fabricator's suggestion to repair it, you should first ask the fabricator to extend the warranty in case it cracks again. Get this in writing. Also, be sure that you are completely satisfied with the repairs before you consider the matter closed. As you mentioned, the SurpHaces PRO Network has highly skilled and experienced failure analysis experts who can provide assistance if this turns into a legal dispute with the fabricator. Please [contact us](#) again if you require this specialized expert service.

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