



02062015

GRENITE® FAQ's for GRENITE REPRESENTATIVES.

These are notes for our team members and should not be forwarded to clients.

1. What Grenite® Materials are currently available?
Check with Neil in New Jersey for current inventory.
2. What if we run out of stock, or need a large quantity order filled?
Inventory replenishment and/or large quantity orders require a 6 – 8 week lead.
3. What are the Material Sizes?
Grenite Glass: 60" x 120" x 2cm (13/16") - 50 sq ft sheet
Grenite Ceramic: 60" x 120" x 2cm (13/16") - 50 sq ft sheet
Grenite Solid Surface: 30" x 144" x 1.2cm (1/2") - 30 sq ft sheet
Grenite Anaconda Black: 60" x 120" x 1.6cm (5/8") - 50 sq ft sheet - limited supply
4. What are the material test ratings and warranty?
All Materials are Class A fire, and NSF rated.
All Materials come with a 10 Year limited warranty.
5. Where will the product be warehoused?
Inventory is now located in Los Angeles and Seattle.
We will stock inventory in Metuchen, NJ also.
6. Can we order finished components or only slabs?
Both: Slabs can be shipped directly from the warehouse to your client location.
or,
GSS can also provide finished components on quantity production runs, substantially reducing the end cost to the client.
7. Where are the components manufactured?
 - A. In China at our factory.
 - B. Components can also be manufactured in Los Angeles, Seattle and New Jersey.
 - C. In Q1 of 2015, additional capabilities will be located in Greenville, AL.



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8. How are Grenite® products shipped?
 - Full 60" x 120" Slabs are shipped on "A-Frames"
 - 30" x 144" Solid Surface materials are shipped in crates.
 - For a nominal fee, GSS can pre-cut larger slabs in order to:
 - Allow for lower cost shipping in crates (eliminating need for A-Frame)
 - Allow for ease of material handling at client destination.

9. Do Grenite products require special fabrication tools or techniques?
 - Grenite 1.0, Grenite Anaconda and Grenite Recycled Glass utilize the same fabrication tools and techniques as virgin quartz based materials (i.e. Cambria®, Silestone®).

 - Grenite Recycled Solid Surfacers utilize the same fabrication tools and techniques as all other polymer solid surface material (Corian®, Starion®).

10. How do I get documentation supporting Grenite's LEED certification contributions?
 - Initially, contact your GSS representative. Ultimately we will have this become a "self-service" procedure on the Grenite website.

11. What are your terms and conditions? How do I get open accounting billing status?
 - Credit references requested. Net 30 days after credit approval.

12. Can I get Grenite products in colors other than those you're showing? I will need to see samples of a custom color – how do I get these?
 - Custom colors can be produced. Consult your representative. A 30 - 50 sheet order is required depending upon color and complexity.

13. Can I get larger size samples?
 - At this time all Grenite products come in 2.5" x 2.5" samples only. Larger samples require a special factory order. 2 - 4 weeks lead time.

14. Do Grenite products require sealing or other special maintenance procedures?
 - No. This is part of the superior performance and value of Grenite products. In addition to being recycled, they do not require special care or maintenance to provide long lasting beauty.



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15. What adhesives do I use to fabricate Grenite products?

Solid surface adhesives are specially formulated to work with this material and therefore are a good choice to use with Grenite Recycled Solid Surfaces but are not a good choice for use when fabricating other Grenite materials.

Adhesive products designed for use with engineered stone are the adhesives of choice for Grenite 1.0, Grenite Anaconda, and Grenite Recycled Glass. These will provide strong, lasting bonds which will be able to transfer locally applied stress through to the entire substrate, thus preserving the integrity of the fabrication. Transparent/clear adhesives have been proven to deliver the best results. Examples of such adhesives are: Superior Poly-Epoxy Knife Grade, Superior A&B Mix Epoxy Adhesive, Knife Grade E-1010

16. What adhesives do I use to mount Grenite products.

In most applications all Grenite materials can be secured with structural silicone or epoxy based adhesive products. We suggest use of a sustainable, low VOC products made for use with stone. Follow the manufacturer's recommendations for mounting, solvents, spacers and other installation requirements.

17. Do we have fabrication and installation instructions.

Yes. For now contact info@grenite.com. Ultimately they will be a part of our new website.

18. Can you help me understand the MOHS hardness numbers?

The Mohs scale of mineral hardness (invented by Frederick Mohs) is a qualitative scale which characterizes the scratch resistance of various material using the property that a harder material will scratch a softer material. Hence diamond is at the top of the scale, which is 10. This is also why we measure our materials using this scale - we are more concerned about their ability to resist scratching than in their pure hardness. Quartz, the material which Cambria, Silestone, etc. use as their major countertop component, is 7 on the MOHS scale. Grenite 1.0 will scratch quartz and resist being scratched by quartz, so it is ranked higher than quartz at 7.5. (Topaz, which is ranked at an 8 will scratch Grenite. This, in combination with Grenite's performance versus quartz, gives it a rating of 7.5). Testing by our production facility yields MOHS numbers of 6.5 for Grenite Glass and 4.0 for Grenite solid surfaces.

18. Who do I contact for samples?

For now email your request to info@grenite.com. Be sure to include the recipients name, title, company, address and phone number.

19. Who do I contact to place or find out about an order?

Contact Neil Patel, Bruno Goncalves or Randy Riley at the New Jersey office.

20. Who do I contact for technical support?

Contact Erik Johnson or Bryan Higa at the Los Angeles office.