

Q: What size are the Crossville Porcelain Countertop slabs? (*Fabrication Guide. sec 3.1*)

A: The usable size of the slab is 1620mm X 3240mm (63 ¾ x 127 ½). This is 56.5 square feet.

Q: What does the term “full size” mean? (*F.G. sec 3.1*)

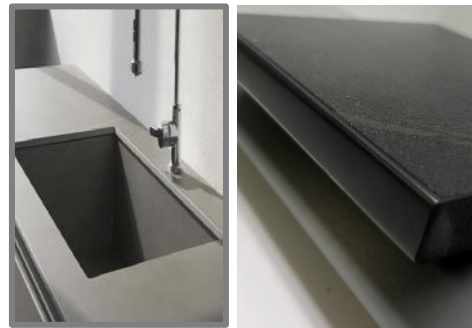
A: The term full size refers to the slab at the end of the manufacturing cycle without rectification/squaring.

Q: What type of finished edge can be used on CPC? (*F.G. sec 6.1 + 6.2*)

A: There are several types of edges that can be created on CPC. The two most common are going to be the mitered (built-up) edge with a 2-3mm round/radius and the least expensive and most modern look is to just have the 12mm edge flat polished with a slight round/radius of 2-3mm. While other edges are possible these two options provide the best balance of aesthetic vs functionality.



Mitered edges with 2-3mm round/radius



Flat polished edges with 2-3mm round/radius

See pages 13 and 14 of the fabrication guide for more information.

Q: How do you cut the slabs? (*F.G. sec 5*)

A: CPC slabs must be sent directly to countertop fabricators to be cut on water fed machinery with diamond blades suited for wet machining porcelain or water jet machining.

Q: Can any countertop fabricator cut these porcelain slabs?

A: Technically yes, we highly recommend using a fabricator that has experience with porcelain slabs and has the required equipment.

Q: What is the cost of fabricating CPC?

A: Just like when we first launched porcelain tile panels, the experience of the contractor (fabricator) is hugely dependent to the answer. Here are some things to consider:

- It is important to choose the correct fabricator for the scope of work you are trying to accomplish. Not all fabricators do the same type of work. A fabricator that focuses on commercial or multi-family projects may not want the single counter work from a home owner and therefore will quote high or not all.
- A fabricator that primarily works by only profiling 2cm-3cm slabs may not have the equipment or time to do mitered edges, as they only do profiles, and will quote the mitering and bonding much higher or not at all.
- A mitered edge, because of the hand work required, will cost more than a 12mm flat polished edge countertop. This is no different than a profiled quartz or granite that will be quoted differently when asked to create a mitered edge for a thicker aesthetic.

Q: How do fabricators respond to porcelain countertops?

A: For some there is resistance to try something new, but as this product becomes more common place we are seeing less and less resistance. Here are some things to consider:

- If a fabricator has only experienced other porcelain slabs, they will assume it will be prone to breaking either during fabrication or installation. Also, most other porcelain slabs must be cut much slower than ours, which is a really big negative/cost driver for a fabricator. Ours can be cut at speeds much more similar to quartz and granite.
- Additional cutting (relief cuts) and finishing procedures with other porcelain slabs make working with them more labor intensive thus increasing production cost.
- Once a fabricator has had an opportunity to work with CPC and experience the ease of fabrication, we find the cost are falling more in line with other comparably priced materials (mid to high-end granite and marble as well as mid to high-end engineered quartz products).
- If they have never tried any porcelain, remember they fought quartz in the beginning too, and the cost to fabricate was exponentially higher than stone until people got used to it and the market required them to change mind set.
- All other porcelain/sintered materials lack the quality and ease of fabrication that ours does because of the stress/tension that remains in the others after the manufacturing process. So, if their experience is only the others, we will have to get them to try ours before the unbiased conversation can occur.

Q: Is there a specific blade the fabricator should be using? *(F.G. sec 5.1)*

A: A diamond blade suitable for wet machining porcelain is required. Italdiamant's yellow evogres has been used with great success. We are continuing to work with new blades and will add recommendations as we do so.

Q: Can I order a partial slab?

A: Unfortunately, no. Each order must be a minimum of one whole slab.

Q: How long does it take to receive a slab?

A: With two warehouses strategically placed and a dedicated fleet of trucks, lead times are minimal. Please contact Crossville customer service for further information.

Q: How are they packaged/shipped? *(F.G. sec 2)*

A: CPC slabs are packaged vertically on an A-frame and shipped directly to a fabricator.

Q: What finishes are available?

A: Depending on the color, the slabs are available in either unpolished, polished, or both.

Q: Does the vein go all the way through the body?

A: The decoration is applied to the surface, similar to porcelain tile. All colors of CPC have an excellent coordinating color body so at 12mm with a simple flat polished edge the lack of veining in the body is much less contrasting than our competitors at 20mm, we feel this is an advantage when comparing to other thicker materials. At this point, the technology does not exist to create this type of through-body aesthetic with any thickness of porcelain slabs.

Q: What kind of shade variations can be expected? *(F.G. sec 3.2)*

A: CPC slabs are inventoried by lot. As long as all material comes from the same lot, shade will be consistent unless the decoration is designed to have high variation.

Q: Will CPC stain? *(F.G. sec 1 + 10)*

A: CPC is very stain resistant. In all the internal experiments we have done comparing it to natural stone and engineered quartz, CPC offers superior stain resistance to the other competitive materials. There are vast differences in natural stones and different quality levels of engineered quartz, but on average CPC exhibits superior stain resistance to competitive materials.

It is always advisable to clean up spills and contaminants as quickly as possible. CPC is not sensitive to most household cleaners unlike other countertop materials, so there are many options for stain removal if it does occur. Abrasives should be avoided, especially on polished finishes. The polished finishes are factory sealed and do not need to be resealed.

Q: Will CPC scratch? *(F.G. sec 1)*

A: CPC has high abrasion resistance, however; more care should be taken with the polished finish. Regardless of finish, our internal testing shows superior scratch resistance to both natural stone and engineered quartz materials. It is important to understand that engineered quartz, because of the high level of resin, can not be brought to the mirror like reflective surface that polished CPC has. So be careful how much we are comparing apples to apples when comparing the effect of a specific material to scratch the two surfaces. Regardless CPC is incredibly scratch resistant compared to competitive materials. In normal residential or commercial settings there are very few materials, excluding ceramic knives, that will be able to scratch CPC.

Remember that materials of equal hardness, like other porcelain materials, will have more affect than other common materials a hard surface countertop is normally exposed to. It is always advisable to use a cutting board and not cut directly on the countertop surface, the porcelain is harder than the metal knife and could dull the knife. Ceramic knives should not be used directly on the surface. For the purposes of comparison to tile values, the polished CPC finish has a Mohs of around 5 and the non-polished a Mohs of around 7. Also remember that the same scratches on darker colors will be much more visible than on white, so dark polished colors will show the greatest amount of wear in areas prone to a high degree of interaction with materials of equal or greater harness. If desired, it is important to communicate appropriate precautions and expectations.

Q: How is the polished surface created?

A: The polished surface is achieved by applying a clear protective ceramic coating to the surface after decorating with ceramic inks following the pressing and drying phase, before firing. Once the tile is fired, fusing all the layers together, this thin yet extremely durable protective layer is worked with polishing stones until a uniform reflective/polished surface is achieved.

Q: Will CPC chip? *(F.G. sec 6.1)*

A: Any solid surface material has the potential to chip, but with proper fabrication and edge treatment the potential to chip is decreased. Remember that materials of similar hardness will have greater ability to chip the material, especially on non-properly rounded or fabricated edges (square edges should be avoided as they have the greatest propensity to chip, especially when impacted with another piece of porcelain or material of similar hardness).

Q: If using a built-up/mitered edge and the countertop needs to be elevated to make room for drawers, what is the best substrate?

A: Plywood, Quartz, Granite, or Foam Board are all suitable substrates.

Q: If it does chip, how do you repair it? *(F.G. sec 11)*

A: Most fabricators have the ability to repair surface or edge chips using color matched epoxies. The quality of the repair will be directly comparable to the skill of the person doing the work.

Q: Is CPC affected by heat?

A: CPC has a very low thermal expansion and will not distort or discolor when subjected to high temperatures. When compared to any competitive natural stone, engineered quartz, or solid surface material, CPC is superior in its resistance to both direct and indirect heat sources. While CPC is very heat resistant, it is always advisable to use a trivet or similar underneath hot pans etc...

Q: Can Crossville Porcelain Countertops be used in outdoor applications? *(F.G. sec 4.9)*

A: Yes. Since it is porcelain, it is freeze/thaw and U/V stable. In fact, porcelain countertops (and sintered stone, since they are essentially the same material) are the **only** materials that can be used outside, unlike most quartz where the resins will yellow over time and unlike natural stone where often the porosity (freeze-thaw resistance) will not allow for outdoor use.

Q: Can I use CPC in a commercial kitchen? *(F.G. sec 1)*

A: Yes, but not to directly prepare raw food on top of. CPC has NSF Splash Zone certification. This certification is based on being easy to clean and non-porous and is often requested by the health official in restaurants for areas like a bar or under the drink machine etc... Currently the NSF standards do not allow for porcelain (glass or glass like materials) (this includes sintered stone) to even be tested for the food zone certification (only quartz and natural stone). The reality is that no one preps food in a restaurant directly on granite, quartz, or porcelain so this is not a hindrance for us.

Q: What other applications can it be used for?

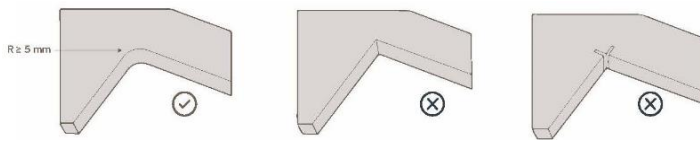
A: CPC can be used in interior/exterior countertops, waterfall countertops, islands, table tops, furnishings, vanity tops, back splashes, floors, and walls.

Q: Do you have to cut or trim the perimeter of the slab to relieve stress in the slab, similar to other porcelain slabs?

A: No. There is no inherent stress in CPC slabs.

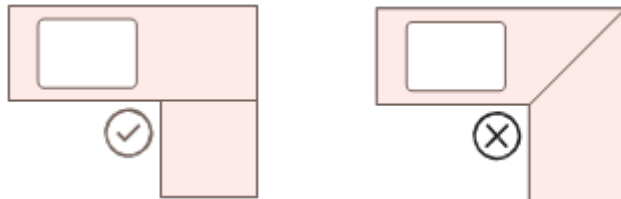
Q: Can you make 90° cuts? (F.G. sec 4.2)

A: Yes. If a 90° cut is required, Crossville recommends a minimum 5mm inside/outside radius.



Q: What is the best way to make an “L” shaped countertop? (F.G. sec 4.6)

A: Installing CPC in a straight pattern is the best way to create an “L” shaped top. A diagonal cut is not advised. See page 8 of the fabrication guide. When piece size allows a 90-degree cut, it can be done utilizing the same 5mm inside radius. See previous question.



Q: What size joint is recommended between walls and backsplash material? (F.G. sec 4.4)

A: Crossville recommends a minimum 2mm joint filled with silicone or similar between any adjacent or adjoining surface.

Q: How close to the edge can you cut a sink or cooktop opening? (F.G. sec 4.1)

A: Crossville recommends a minimum distance of 50mm (2in) from the edge or between openings when cutting holes.

Q: Are there any special considerations when installing a sink or cooktop? (F.G. sec 9.3)

A: Yes. When installing heavier sinks or cooktops, extra support/bracing in the cabinetry may be needed. When installing a flush mount sink or cooktop, a minimum 2mm joint is required at the perimeter of the sink or cooktop to allow for expansion/contraction of the two different materials/surfaces.

Q: How does CPC attach to cabinetry? (F.G. sec 9.2)

A: CPC can be attached/installed directly to flat, even, structurally sound cabinetry with silicone or similar.

Q: What is the maximum overhang without support? (F.G. sec 4.8)

A: CPC can overhang 13 inches without additional support.