



Frequently Asked Questions

What are my countertops made of?

- Element Surfaces are made of a 100% solids zero VOC resin and recycled glass. We source both post-consumer and post-industrial recycled glass. All of the clear plate is a combination of both post-industrial and post-consumer.

What is the amount of recycled content?

- The recycled glass content has a range of 80%-85% depending on the recipe of glass and resin being used.

What makes my countertops GREEN?

- Recycled content, reusable life cycle and durability all contribute to the GREEN aspects of Element Surfaces. Should you ever decide to remove your countertops, you can give them to a reuse center and they can be reprocessed by any stone fabricator into new shapes and countertops for another customer.
- Less waste. We mix only the amount of material necessary to complete your order. You are not purchasing an entire slab of countertop surfacing with its inevitable waste and material overage.
- Locally sourced. Your countertops are produced and fabricated locally, reducing the embodied energy, if you live in the Minnesota metro and surrounding areas.
- Resin binder contains zero VOC's. Many quartz and cultured marble surface manufacturers use less expensive polyester resin as their binder, which can emit volatile styrene vapors during the manufacturing process.

How long does it take to make my countertops?

- Given that we manufacture ES to order, you can expect delivery or a ship date of your slabs 3-4 weeks after your order is received. Please plan your project accordingly.

How thick can my countertops be?

- Our standard casting thickness is 2cm and 3cm. Alternate thicknesses are possible (please inquire.)

What are the slab sizes?

- 2cm and 3cm panels are available in 30" widths up to 10' long. We will currently manufacture your custom panel in varying lengths: 3' minimum in 1' increments up to 10'. (30 x 36 up to 30 x 120)
- Extra wide panels are available up to 45" in width, but are limited in length to no more than 95". Setup fees may apply.
- Irregular panels and/or complex organic shapes can be considered on a case by case basis. This custom option works well on commercial projects with irregular shaped countertops to reduce waste. (Setup fees restrictions may apply.)

Can I cut on my countertops?

- Cutting on your countertops can scratch the glass as well as dull your knives. Your knives will appreciate the use of a cutting board, your local knife sharpener will not.

Can I put hot pans on my countertops?

- We do not recommend placing hot items on the countertops, always use a trivet.

Are my countertops stain proof?

- While not stain proof, Element Surfaces are extremely stain resistant. The majority of the visible surface is glass with the colored background (binder) being a resin. We have tested numerous household products on Element Surfaces with little effect, but still recommend wiping up spills.

How do I clean my countertops?

- As with most solid surfaces we recommend a neutral PH non abrasive cleaner. A mild soap and water solution works well.
- Periodic application of a countertop polish will keep your countertops looking bright and new, we recommend Stone Care International's "countertop polish". It is a water-based polish, available widely at home centers and tile & stone shops, as well as online. Please follow manufacturer's application instructions.

How much can I cantilever my countertops?

- Element surfaces can be cantilevered 12" at a 3cm thickness. Greater cantilevers are possible through conventional means (corbels, subtops, etc.)

What's the deal with Goodhue?

- There are two types of "Goodhue", small and large, which represent the size of the clear plate glass in the material. Send us a paint chip, color swatch, pantone number or such and we will deliver to you a custom sample with a matching background color. Custom "Goodhue" sample cost: \$50.00

Are element surfaces suitable for installation in commercial environments?

- Element Surfaces has been approved for commercial use as a service countertop in Minneapolis, Minnesota. Other locales may be subject to different regulations or restrictions. Please contact us with any questions.

Why is there a different colored piece of glass in my countertop?

- Given the recycled nature of glass aggregate, it is not uncommon to find a stray color somewhere in the countertop, as well as the rare piece of metal. While our glass vendors optically scan recycled glass for color and use magnets and other means to create a pure material stream, an errant color or metal chip can appear in the countertop. If material other than glass is found on the finished surface and is determined to affect performance it will be removed and repaired. We do not remove the errant colored pc of glass, as it does not affect performance and rarely compromises the visual integrity of the countertop.