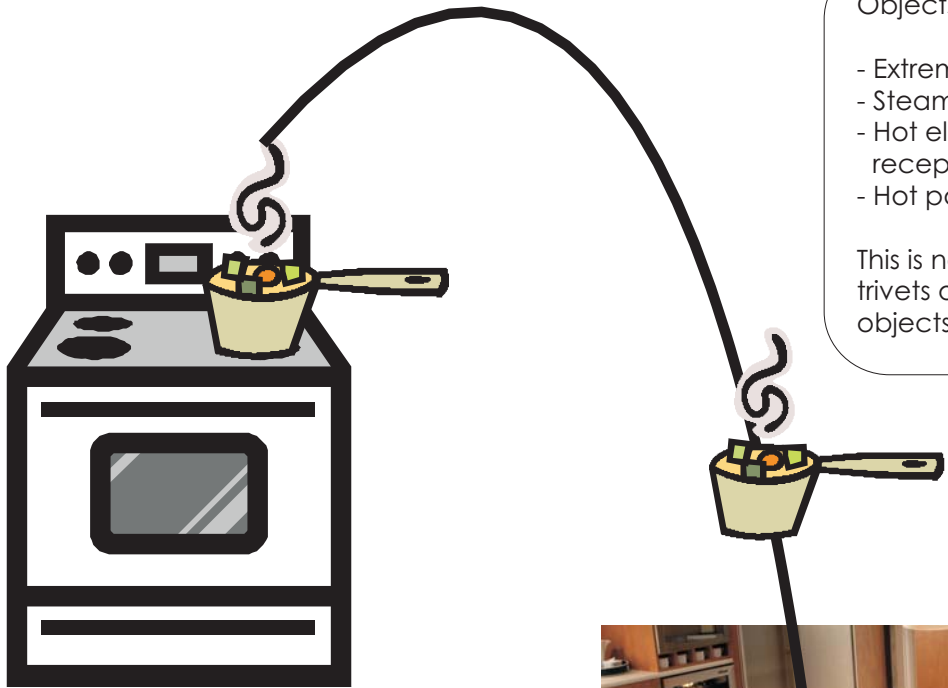


Thermal Shock

Thermal shock occurs when a very hot object (see the list below) is placed upon a countertop and the surface then cracks. It can occur in both natural stone countertops and engineered stone countertops. The best way to prevent this, is to always use a trivet. Thermal shock is not covered under warranty and is not considered a defect in the material.

Thermal shock occurs when a thermal gradient causes different parts of an object to expand by different amounts. This differential expansion can be understood in terms of stress or of strain, equivalently. At some point, this stress overcomes the strength of the material, causing a crack to form.



Objects that may cause thermal shock

- Extremely hot liquid
- Steam from a dishwasher
- Hot electrical appliances or receptacles
- Hot pans or trays from the oven

This is not a complete list. Always use trivets or hot pads when placing hot objects on any countertop surfaces.



Crack