

Granite counters fissures

Authored by: **Maurizio Bertoli** [mailto:mbstone.com]

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It has been several months since our granite(Salaris) has been installed. Since then the fissures or whatever they are are getting worse going across all the counters. It is even going down the front edge of the counter in some areas feeling like a crack. The installer says their normal and wont do anything. Everyone I call says it should not continue after installation!!! What can be going on here, I know most of them were not there and their getting worse. What could be wrong with the slab of granite that is changing and looking awful? Also it is not the slab we picked out at the granite yard he was holding for us... We now find out that it came from another dealer where they had cut the granite. They knew where we picked it out and lead us to believe we would get it from where we went to choose what we wanted that had no fissures in it.. Thank you for any help you can give in this matter...

Dear Betty:

And what has the poor stone got to do with it?

As in most instances it is never the stone that's at fault, but it is the human factor.

Simply put, it looks like your fabricator is a crook.

By the way you describe them, all the "fissures" you're reporting are in fact cracks. And cracks have nothing to do with the stone, but exclusively with the way it's been installed.

It appears like your fabricator does not want to face his responsibility and is giving you the "natural fissure" line, hoping that you will go away.

Now the real question is: will you go away as you fabricator hopes, or are you willing to fight?

Because, unfortunately, fighting is probably your only option.

If you're willing to fight all the way "as you should" then you came to right place.

If instead you will eventually "go away", pardon me for being rude, but we have no time to waste.

I mean, what am I supposed to tell you? That you're right and that the fabricator is wrong?

I already told you that. And now what?

It's your call, not mine.

May I ask you now to please read and e-sign our Statement of Purpose at: <http://www.marblecleaning.org/purpose.htm>
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Ciao and good luck,

Maurizio Bertoli

