



## **Product FAQs**

### **What is Cultured Marble, Cast Polymer, Cast Stone and Cast Marble?**

Cultured Marble is the more commonly known term, but it can be also known as Cast Polymer, Man-made Marble, Cast Marble or Cast Stone. Cast Stone combines the beauty of natural and engineered minerals with the strength of high performance resins to create a luxurious material with the look and feel of natural stone, but with a wealth of advantages; affordability, lighter weight, warmer to the touch than quarried materials, and stronger and more durable than plastics.

The unique qualities of cast stone offers unequalled flexibility for creative design solutions, and comes in a limitless variety of shades and textures to match any décor scheme, allowing any design to be fully realized. An Italian palazzo, a country estate, a Manhattan loft, a tropical paradise: Every design dream lies within reach. Soft angles, gentle curves, decorative edges, built-in conveniences – Cast Stone delivers them all. Whether you prefer old world grace or sleek modern lines, enjoy a bath that reflects your style. Let sinks and vanities merge into a single, dramatic shape. See bathtubs become as handsome as their surrounds. Even simple shower walls take on new elegance. Since Cast Stone is custom designed and created, anything is possible. Let your imagination roam. The result is a bath of exceptional beauty and elegant design.

### **Why choose Synmar?**

Like every individual, every Synmar bath has a unique style. The beautiful surface of our cast stone is a customized luxury, formed to fit your vision and your lifestyle. We will help you with every aspect from initial design to final installation, start-to-finish control, assuring you of outstanding results and a unique customer-centered order process. No detail escapes our attention. Every measurement gets checked and double-checked. Special design touches are all executed with meticulous care. The only way we can be sure you are fully satisfied is when we are fully satisfied.

The care we invest in your bath assures you of timeless beauty and worry-free quality. We insist on the highest standards in every stage, transforming your dreams into reality, making sure the bath you imagined is the bath you enjoy for years to come.

### **What are the benefits of using Cast Stone versus Natural Stones, Tile or Fiberglass?**

Cast Stone's beauty is built to last. Chemically bonded and mineral enhanced, this tough surface is strong as well as non-porous. Natural stones are naturally porous, and therefore stain easily and are less sanitary. Since Cast Stone is created under controlled conditions, there are no hidden structural weaknesses such as those found in natural stone. Cast Stone is permanently sealed; delivering strength and beauty that never requires sealing. Natural stone products need to be disinfected and re-

sealed every 6-12 months. Cast Stone does not promote the creation of bacteria, mold or fungi like natural stone materials can. Unlike natural stone, no jarring seams or mismatches to worry about. Natural Stone is usually limited to flat surface designs. With Cast Stone marble products you have virtually limitless flexibility, allowing every individual to have a custom, one-of-a-kind design.

Tile requires grout, which is more likely to cause water leaks, mold and mildew problems. Each piece of Cast Stone is seamless, eliminating the risk of leaks, and completely avoiding the grout mold and mildew problems many tile customers experience with tile. As with natural stones, tile grout also needs disinfected and re-sealed on a regular basis. With Cast Stone, there is no grout to scrub, just squeegee or wipe clean. Unlike natural stones and ceramic tiles, Cast Stone products remain at room temperature and are not as cold to the touch.

Design flexibility is one of the great features of Cast Stone. Fiberglass and acrylic materials are one-piece, set sizes, which cannot be altered. This can cause problems getting the product in your home and may result in a lot of sheetrock repair. With Cast Stone, you have virtually limitless designs and sizes to choose from, giving you the flexibility you want without the maneuvering and installation problems you can have with fiberglass or acrylic products. Fiberglass and acrylic materials are manufactured plastics, giving you a trampoline type effect when standing or moving on the product, which can easily cause cracks and damages in the material. Cast Stone is made with crushed limestone, therefore giving you a solid, durable material for everyday use.

### **Can Cast Stone / Cultured Marble scratch?**

Any type of bathroom surfaces can be scratched to some degree; however with proper care your Cast Stone will have lasting beauty and function. The gel-coat finish applied to Cast Stone is very high quality and durable, similar to the finish on a boat or car. As long as proper cleaning techniques are used and no sharp or abrasive objects are moved across the surface, then no significant scratching should occur.

### **Can scratches or chips be repaired?**

Yes, for gloss finishes, minor surface scratches can be easily buffed out by the customer using a good quality buffer with at least a 2000 RPM, and high quality buffing compound or automotive polish. For Satin or Matte finishes, minor surface scratches can be easily removed by using the appropriate Scotch-Brite pad for your finish, either a red 7447 pad or a white 7448 pad should be used. Deep scratches, cracks, chips or gouges will need to be repaired by a professional repair technician. Please call us if you need additional information or instructions.

### **What are the cracks around the drain you see in some older cultured marble tops?**

This is known as crazing or hairline spider cracks. This is usually seen in porcelain, fiberglass, solid surface materials (such as Corian®), or cultured marble surfaces. This is often caused from high water temperature thermal shock, lower-quality gel coats or a combination of both. We recommend your hot water tank is set at a normal temperature of 120° F or less. Water temperatures 120° and higher can also burn human skin. Never leave constant hot water running in your vanity bowl for long periods of time without mixing a small amount of cold to offset the water temperature.