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FAQs — engineered stone prohibition

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What does the decision to prohibit the use of engineered stone mean for my business?

For the short term the decision means nothing changes. The decision has confirmed that we have been lucky enough to be granted time and time is what is required to transition away from engineered stone. We would encourage you to continue to sell jobs and plan that your installations of benchtops will continue during the time we have been given.

However, the decision means there is change coming and that it allows you to start thinking about what the future of your business may look like after engineered stone. Edstein will be there to assist and guide you into the future.

What should I do about quoting jobs into the future?

A realistic approach needs to be taken when quoting jobs for the future. If projects are likely to be commenced and completed in the first half of 2024, you should feel confident in quoting on the current products available. Being honest with clients that changes are happening within our industry will be our best approach. The current engineered stone products are still definitely the current solution until new products are release.

I'm a builder that is locked into contracts to supply engineered stone benchtops for ongoing projects, what does the prohibition mean for me?

For builders with ongoing projects, display homes and question around new contracts, we would encourage you to reach out to Edstein to arrange a future planning meeting. Currently there are many elements that we have not been provided a clear definitive answers on yet around builder's transition periods. As more information is provided in the coming weeks, we will keep you up to date and work with you to look at all the aspects of the new legislation, contracts, and help you navigate your way to a solution.

Will engineered stone suppliers continue to hold stock of my current material colours in my showroom?

For the most part, suppliers will continue to order and supply material to fulfill your orders during the transition period. By Edstein forecasting your upcoming orders, this will provide suppliers clarity of our requirements over the transition period.

If certain materials become unavailable, it will be our responsibility to communicate this with you and offer alternate solutions. There will be a point that suppliers will not want to bring in certain materials with the risk of getting caught with unsaleable stock. This is where being realistic and having great communication is key.

Are porcelain and ultra compact surfaces the alternate solutions to engineered stone?

Yes, porcelain and ultra compact surfaces are one of the solutions that we have been given approval to use. These products are going to be suitable for some of your clients but may not be suitable as an alternative to all clients. If you haven't worked with porcelain and ultra compact surfaces before now, Edstein will be working with you and providing design guides, training and educating you on not only the features and benefits of the products but also your cabinet construction and substrate requirements for your manufacturing process. Edstein is an industry leader in porcelain and ultra compact surfaces and from our 10+ years experience have become confident in their fabrication and installation processes.

What other alternate solutions are there going to be on offer?

It's very early in development but there are a handful of suppliers developing a 20mm 0% silica content, full bodied mineral surface solution. This will be a similar product to what we are currently used to though being a different chemical make-up, poses lower health risk.

These solutions will be suitable for various price ranges within the market. These new products are still in the development stage and require extensive trials and testing before release. Edstein is proudly partnering with multiple suppliers to put these materials through their paces to ensure that they are suitable for use for our clients. As materials are released, we will regularly refine the offering and prices to keep updated with the latest products and designs.

Is natural stone an alternate solution?

Yes, natural stone is certainly a solution, though being a natural product, your clients need to be educated in the characteristics and ongoing care that's required to own a natural stone benchtop.

I'm concerned I now have a showroom full of colours that are soon to be obsolete. Should I clear out old samples and get display benchtops off display?

The short answer is no, please leave everything as is. Once all the alternate solutions have been released, we will be in contact about creating new displays that will bring your showroom up to date.

In the Interim we would encourage you to hold onto displays and samples. In the future if clients are required to reselect alternate materials, they are going to want to compare their new selection with their "Old" existing selection. These samples will come in very handy.

We will put you on our priority list for replacement of display benchtops and our team will be visiting you to discuss which option will work for your market for the future and what displays we need to replace.

I'm finding that I'm getting questioned about the safe use of engineered stone in their homes. What should I be telling clients?

Edstein have developed information handout sheets and FAQs to assist you in educating your clients in how we can safely continue to work with engineered stone and how it poses no risk once installed. These will be sent to you but also available on our website.

When I'm renovating kitchens, how do I safely remove and dispose of my engineered stone benchtop?

We recommend always using a licensed tradesperson, stonemason or building company when removing your stone benchtop.

The link below takes you to the Housing Industry Association web page which outlines advice for safe removal of engineered stone benchtops.

<https://resources-and-advice/managing-your-safety/working-with-silica/articles/removal-of-engineered-stone>

Have any further questions around the prohibition of engineered stone?

Giving our business partners confidence for the future is our priority. We want to ensure you have full confidence in partnering with Edstein into the future. Please do not hesitate to contact our team, we are happy to walk you through our processes and answer any question that you may have.