



Frequently Asked Questions

Our range of Teltos Quartz slabs are adaptable enough to be used for endless applications - kitchen countertops, bathroom vanities, backsplashes, wall cladding, furniture and even flooring. Items in the collection may differ from one another, but they share in superb quality excellence. Our exciting styles and colours will inspire your creativity, so have fun!

What is Teltos?

Teltos is a quartz surface, manufactured by a company with the same name. Made from up to 93% quartz aggregate, Teltos aims to become the top luxury surface for residential and commercial interiors.

Are Teltos surfaces environmentally friendly?

Teltos has safeguarding of the environment as its highest priority. That's why we are proud to have achieved the stringent American Greenguard and Greenguard Gold certification, proving our commitment to reducing our carbon footprint.

What makes Teltos the best countertop surface?

With a wide variety of colours and designs, Teltos is not only beautiful, but durable too. Quartz is one of the hardest minerals known to man. Our advanced technology makes Teltos surfaces resistant to stains, scratches and cracks, and very easy to clean. Teltos is also accredited with the American GreenGuard and GreenGuard Gold certification. This means that it has met some of the world's most rigorous and comprehensive standards for low emissions of volatile organic compounds into indoor air, making it extremely safe to use in your home. Teltos is also CE certified (a mandatory conformity marking in Europe equal to SABS), and carries an NSF certification which means that it complies with public health standards to protect food, water, consumer products, and the environment.

How are Teltos products made?

Teltos is composed of 93% natural quartz and 7% resin bonding materials. These materials are subjected to a high-tech system of vibro-compaction under vacuum, resulting in a non-porous, agglomerated stone that is exceptionally durable and aesthetically appealing.

How big is a Teltos slab?

Each Teltos slab is 3200mm x 1600mm in size.

How do I obtain Teltos samples?

Small samples are available, free of charge, from any reputable kitchen design company or from a branch closest to you.

Can I Customize my Teltos Surface?

Teltos slabs come in a standard size (3200mm x 1600mm), with a variety of edge profiles, shapes or designs, which can be created when the cutting and installation takes place. Your kitchen designer or fabricator should be able to offer you advice about which options will work best for you. To prevent wastage and achieve the most economical cut from the slab, we recommend keeping the width of your island countertops at 90cm – this will give you the most use out of each slab.

Where can I put Teltos surfaces?

Teltos surfaces are virtually non-porous, so they are ideal for areas that need to be hygiene sensitive. Kitchen countertops, bathroom vanities, shower cladding, stairways, wall panels, and backsplashes are just some of the areas where Teltos surfaces are applied. Please note that, as Teltos surface resin is not UV stable, we do not recommend outdoor installations.

How do I clean my Teltos countertops?

Teltos surfaces are more durable than granite, marble and limestone, without any of the maintenance that is required with natural stone. Cleaning Teltos is simple and only requires dishwashing liquid and a soft cloth. For stubborn marks we recommend using the Teltos cream cleanser or the liquid Chemico, along with a non-scratch pad.

Can I put hot pots directly onto Teltos countertops?

It is not advisable to put hot pots directly onto Teltos countertops, as the isolated heat can cause thermal shock, burn marks, or cracks. We recommend using a trivet for all items straight out of the oven or off the hob.

What should I ask my kitchen designer or fabricator before installing Teltos?

Ask your kitchen designer or fabricator to give you all the information about different edge profile options suitable for different design styles. A helpful principle to keep in mind is the more rounded the edge of your countertop, the safer it will be from accidental chips.

Ensure that they have the correct grouting colour to match your preferred Teltos surface and that they are able to make the joins as seamless as possible. Ask your fabricator to explain the best care and maintenance practices for your surfaces and then be sure to explain them to your household too.

How can I check if I have genuine Teltos surfaces?

Real Teltos slabs have "Teltos" and serial numbers printed across the back, whereas imitation products will not have this feature.

How do I buy Teltos?

Teltos is sold exclusively in South Africa by a national distributor called Just Stone Natural Bulk Supply (Pty) Ltd. Because Teltos requires customised cutting and installation, quotations on material and installation can be acquired by contacting one of the fabricators on the Get a Quote page on the Just Stone website (www.juststone.com). Fabricators require drawings and an idea of which Teltos colours, profiles and applications you are interested in for them to provide you with an accurate quote.

Where Can I Find My Local Dealer?

Contact your local branch. See details below.

Pretoria

East Ridge Design Centre | Shop A8
Graham Road, Zwavelpoort
info@juststone.com
012 809 8927

Trading Hours:

Monday to Friday | 07:15 - 16:45
Saturday | 08:00 - 13:00

Polokwane

Bonanza Building
5 Kalsiet Road, Magnavia
info.pol@juststone.com
015 298 8197

Trading Hours:

Monday to Friday | 07:15 - 16:45
Saturday | 08:00 - 13:00

Cape Town

Montaque Gardens Industrial Park | Unit 10
Montaque Gardens
info.cape@juststone.com
021 555 0277

Trading Hours:

Monday to Friday | 07:15 - 16:45
Saturday | 08:00 - 13:00 Exclusively available through



Pretoria 012 809 8927 | Polokwane 015 298 8197 | Cape Town 021 555 0277

www.juststone.com