

Installation is acceptance of the materials, in its grade, color , finish, & suitability. This is industry standard. Any concerns should be addressed prior to installation.

Any material questions should be addressed with your natural stone installer first. Please get in touch with us if you have any remaining concerns. Color, texture, size, and finish variations are normal in natural stone. If you have any concerns about obvious problems, do not install. These recommendations are merely meant to point you in the correct direction for a suitable installation. Every project is different; you will need a qualified natural stone installer who can give you the precise specifications for your project. For specific natural stone installation procedures tailored to the requirements of your project, please see the most recent edition of the TCNA Handbook. We suggest always ordering 15% additional tile for cuts, breakage, and future repairs.

♦ If you did not order enough, do not start installation until you have all the material on site.

♦ Dry Lay all tiles prior to install. Pull from all boxes to achieve the best overall blend of color. All tile requires blending, as they naturally vary from piece to piece. It is the responsibility of the installer to remove materials from packaging & dry lay all materials to obtain the customer's approval of the blend before any tile is installed. This procedure is common practice in the installation of tile & helps ensure the beauty of the finished installation.

♦ Only white thin-set & unsanded grout should be used. When installing tiles make sure there is 95% or more thin-set on the back of the tile to achieve the best bond. For better bonding, wipe the back of each tile to remove any excessive dust.

♦ Tiles with imperfections should be set aside & used for cuts. Cut edges can be sanded to remove jagged-ness.

♦ Recently Installed tile will appear darker after installation. This is due to the moisture from the thin-set & is temporary. This may take up to 30 days depending on climate to completely dry.

♦ Resin backing is sometimes applied to natural stone to reinforce it during processing, shipping, and installation. It does not need to be peeled off unless it comes off easily. The use of a poly modified thin set, or epoxy / latex additive is recommended.