

## CARE AND INSTALLATION GUIDE

**NOTE TO HOMEOWNER:** We hope you will enjoy your tiles for years to come! We strongly encourage our decorative tiles to be installed by a professional, who should receive and read this document prior to installation. If you elect to install our tiles yourself, please follow the following general guidelines for installation and care.

### INSPECTION REQUIREMENT

- All products should be inspected and approved before installation begins.
- Allow tiles to dry set for 24 hours after they have been unpacked and inspected.
- **Installation of the product signifies acceptance.**
- In the event you receive incorrect material, or are missing a portion of your order, we ask that you notify us within 30 days of receipt of package. Replacement items will be shipped at no cost via the same method that the items were originally shipped.
- Claims of damage must be reported within 48 hours of receipt of the material. Freight companies require that all product, boxes, and packing materials be saved for inspection.
- Tile should be stored in a dry area where temperatures will not dip below freezing.
- Variations of shade and color are inherent in any natural stone product. Certain types of stone tiles have naturally occurring holes or veins running through them. Your product will have surface variations throughout the design. All natural stones have unique natural variations and inclusions. For this reason, all items should be unpacked and inspected prior to installation, as StoneImpressions cannot accept claims for variation in any stone after installation.

### SUITABLE INSTALLATION AREAS

Our water friendly tiles arrive sealed with a clear, strong, three part acrylic topcoat.

APPROVED Installation Spaces:

- Intermittent wet spaces such as shower walls
- Backsplashes
- Light traffic flooring
- When installed on shower walls, a high quality waterproofing system, such as Schuler or Laticrete, should be used
- Dappled and Linen textured surface tiles are recommended for vertical installations only.

Stone is VERY porous and the decorative tiles should never be submerged in water.

### DO NOT INSTALL:

- In any application where the tiles will be submerged in water, such as fountains or pools.
- On shower floors
- In steam showers or saunas
- In outdoor spaces
- High traffic flooring

### IMPORTANT: TAPE & MOISTURE BARRIERS

- **DO NOT USE TAPE OF ANY KIND ON STONEIMPRESSIONS PRODUCTS; THIS INCLUDES "BLUE TAPE."**
- When stone is installed on a concrete slab at ground level, it is the responsibility of the buyer and installer to ensure that a proper moisture barrier is in place prior to installation.

### IMPORTANT: CUTTING & SEALING TILE

- Use a wet saw to cut tile, with the design facing up.
- Gently pat dry, being careful of the cut edge. It is at this stage that the seal on the cut edge is at its weakest and should be touched as little as possible until the tile has completely dried. **DO NOT FURTHER TOUCH, PAT, OR SCRATCH THE CUT EDGE UNTIL FULLY DRIED.**
- Allow to completely air dry on a dry surface, then use penetrating sealer to seal all cut edges. Follow sealant instructions.
- Surface of stone and grout must be sealed after installation with a high grade penetrating sealer. Allow tiles to cure for 72 hours after sealing and grouting before covering. Reapply sealant annually.
- Miter cutting the edges of thin stone is very difficult and not recommended as it applies excessive pressure on the art layer and can cause delamination.

### GROUTING & ADHESIVE

- We recommend grouting material using at least a 1/8" grout joint. Grout should be sealed and regularly maintained.
- We recommend non-sanded grout, however fine aggregate grouts may be used with care.
- Metal spatulas, trowels, or other tools should be avoided. Rubber, plastic, or some combination of poly/rubber/plastic float may be used.
- We have not tested every grouting product on the market, so it is always advisable to test first.
- Adhesive should be specified for use with Natural Stone: typically a White Thinset or Medium Bed Mortar is used.

### TILE SIZING

- Tile sizes are nominal and exact measurements will vary by stone type.

CONTINUED ON REVERSE

## HEAT ADVISORY & COUNTERTOPS

- Tiles should not be exposed to excessive prolonged high temperatures.
- Stoves: Talk to your appliance rep about the oven venting system and ensure the oven isn't venting directly onto the tile at high temperatures. If tile is being installed behind or above a professional grade stove, please confirm the correct size riser is being used in accordance with the stove manufacturer's recommendations to ensure combustible wall material is properly protected from prolonged exposure to high heat. This includes tile, dry wall, and wood studs used in standard "to code" construction.
- Fireplaces: May be installed on a fireplace mantel so long as no flames or excessive temperatures will reach the tiled area and the fireplace has proper venting.
- Tiles have not been tested for use in temperatures below freezing.
- Stone is relatively soft, therefore we do not recommend installation of our tile on kitchen countertops.

## CONTINUING CARE AND CLEANING

- Stone is a natural product, and care should be taken to protect it from harsh abrasive cleaners and abrasive cleaning tools.
- Cleaning can be done with a soft cloth, warm water, and non-acidic soap or a pH neutral stone cleaner.
- Tile surfaces should be protected from scratches, and should be cared for as you would care for the finish of your kitchen appliances—for example, your microwave, dishwasher, stove, refrigerator, or a wooden floor. Our finishes are tough and durable, but need to be protected from scratching.
- **AVOID ANY CARE PRODUCTS THAT CONTAIN THE FOLLOWING:** Abrasives, phosphoric acids, scouring powders, chlorine, acetone, or glycolic acids. We also recommend you avoid brushes and scouring pads.
- Never use an electric scrubber/buffer, any rotary tools, etc. Follow sealer maintenance schedule recommended by sealer manufacturer.
- As part of a normal maintenance procedure, all StoneImpressions products require re-sealing on a regular basis. Follow maintenance schedule recommended by sealer manufacturer.
- StoneImpressions does not warranty, and will not be responsible for any claims regarding sealers.

## ADD ON ORDERS

- If an add-on of material is required, please send us detailed photos and/or a control sample of the material to be matched.
- Please send exact measurements of tile, so we may try to select similar material.
- If photos/control sample and measurements are not provided, we cannot guarantee that the new product will match original material in sizing or surface variation and shading.
- If you do not provide photos or a control sample, material on this order will not be eligible for return, refund or exchange.

## CONFIDENCE GUARANTEE

StoneImpressions designs and manufactures all tiles sold by StoneImpressions and Artisan Stone Tile in San Diego, California; it is truly a "Made in America" product. We began manufacturing in 2000, and have continually invested in research and development. Today's product is not only beautiful; it's extremely durable, backed by the research and development. Much of what we make is custom, to our customers tastes, selections, and specifications. We promise to provide outstanding customer service on all custom products – from conception to final execution. We guarantee to use the finest stone tile possible. We guarantee to pay liveable wages to every employee, and unlike most manufacturers of decorative tiles, we promise we will not export our jobs to other countries. We promise you'll enjoy working with our responsible and caring staff and that you'll be happy and excited with our product, enjoying it for many years.

## DISCLAIMER & WARRANTY

PhotoStone LLC, dba StoneImpressions provides product information and information concerning certain installation procedures and maintenance practices to assist its customers in making selection, usage, installation, and maintenance decisions. It is the responsibility of the customer and/or the customer's installer to prepare any installation requirement to meet the owner/customer's approval. In the unlikely event of product failure, StoneImpressions will repair and/or replace, at its discretion, the affected area of the materials at a cost not to exceed the original square foot cost of the portion of the material shown to be defective. All claims must be submitted to StoneImpressions before tear out and re-install begins. StoneImpressions will not be responsible for material failures resulting from use over a damaged, defective or improperly prepared surface. This warranty does not cover normal wear and tear or cracking due to structural movement, excessive deflections or other failures in the substrate or framing, including damage resulting from weather, flood, fire and acts of God. This warranty shall expire two years after the date of shipment by StoneImpressions.