

Natural Stone Disclaimer and Installation Tips

We guarantee our stone to be 100% natural. Natural stone varies in color, veining and shape from piece to piece and no two pieces will be exactly alike. Actual color variations for each piece may vary from samples being shown. There should also be an expectation of a small percentage of broken material, including some chipped corners. This occurs naturally in shipping and should be expected. There are cuts and waste on most jobs and it is recommended that you set these pieces aside and use them for your required cuts. This is why it is standard in the industry to order 5-10% more material than is actually required. Virtually every job will require extra material to account for waste and cuts.

Travertine by nature has voids that occur naturally in the stone and is to be expected. Even our high quality first-run materials will have some voids in a variety of sizes. This is part of the characteristics of travertine and adds to the unique look of the material.

Limestone is more porous and usually a little more brittle compared to other natural stones (especially tiles), so extra precautions are recommended for its installation. Because of these characteristics, you may experience a little more breakage on installation with limestone. This is normal and is to be expected, but it is important that this material be handled with care and installed with even pressure with a level across the tile. Limestone tiles may require a little more overage on ordering and we recommend an extra 10-15% on most jobs to accommodate for broken material.

Marble is a denser and harder stone than travertine or limestone but you can expect a small percentage of breakage with this material as well. All natural stones are a product of nature and although it is designed to last a lifetime after installation, all materials should be handled with care. Remember this is not steel, it is natural stone.

Please read carefully the following installation tips to assure a professional finished installation.

1. Inspect your material prior to departure from QDI Surfaces. No claims on damaged material will be considered after it leaves our location.

2. Use caution when off loading any natural stone. If you are hand stacking on location in preparation of install, be sure not to damage the corners when placing the tiles down. Avoid stacking vertically to minimize chipped corners. When stacking horizontally, stack no more than 5 high to avoid damaging the stone. **DO NOT TRANSPORT HORIZONTAL:**
USE PADDING AND BRACE PROPERLY.

3. Make sure to mix materials from all pallets and/or boxes prior to installation. Never install individual pallets or boxes and expect a good blended look for finished installation.

4. The integrity of installed natural stones is only as durable as the underlying substrate. Be sure you have properly prepared the surface intended. Follow setting material instructions.

5. Use only high quality setting materials when installing natural stones. Remember, you get what you pay for!

6. Apply mortar to the entire back of stones during installation to "key in" adhesive and to fill voids. Every square inch of the back of the tile should have mortar on it.

7. Clean mortar from the surface of the stone during installation before it cures on the surface. It will bond much harder to natural stone than to ceramic or porcelain.

8. Grout joints are recommended on dimensional interior applications as noted by ANSI standards. It is not recommended to "Butt-Joint" tiles to allow for the natural expansion and contraction of the material. "Butt-jointing" tiles may lead to cracks down the road. Pavers (1.25" or thicker) may be "butt-jointed" and is how most paver applications are installed whether "sand-set" or "cement-set".

9. Use caution with grout color as some colors may stain the natural color. Test stone prior to using contrasting color. A grout release may be required.

10. Sealers may be used after installation is complete and the floor is clean and free of grout residue, dirt, and dust or any other contaminate. Be sure to test inconspicuous area before applying to entire floor. Follow sealant manufacturer's instruction. Light colored limestone requires sealing to prevent major discoloration from surrounding contaminants.

11. For additional information regarding installation and maintenance, please refer to the Natural Stone Institute's website at www.naturalstoneinstitute.org.