

INSTALLATION INSTRUCTIONS

Care and usage information



StoneImpressions products are intended for interior vertical and low traffic residential flooring installations only. Not intended for use in water or in steam showers. Please read advisory below regarding using our tiles in wet areas*.

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 and refrigerator or a wooden floor. Our tile finishes are tough and durable, but need to be protected from scratching.

Inspection requirement:

Confirm that all products have been inspected and approved before installation begins. **Installation of the product signifies acceptance.** In the event that we ship incorrect material or fail to ship any portion of your order, you must notify us within 30 days of receipt of the 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 material. Freight companies require that all product, boxes and packing material be saved for inspection. Store tile in a dry area where temperatures do not dip below freezing.

Tape:

Do not use tape of any kind on StoneImpressions products.

Sealing:

Seal **before** and **after** grouting with a high quality penetrating sealer (for example, Miracle Seal 511 Porous Plus, Stain Ocare Penetrating Sealer or Aquamix Sealers Choice Gold). We recommend that the tiles be sealed even if they are installed without grout. Test sealers first on a small sample of tile. StoneImpressions does not warranty, and will not be responsible for any claims regarding sealers.

Grouting:

We recommend non-sanded grout; however, sanded grout can be used with care. Grouting is a matter of personal preference. Grouting the entire image (especially with unfilled travertine) will fill the natural holes in the stone, causing the image to become randomly spotted with grout. A grout bag may be used to grout only the joint lines of the mural, thereby avoiding the spots of grout. A third option is to not grout at all. Simply position the tiles right next to each other. You should not use metal spatulas, trowels, or other tools. Instead use tools that are rubber, plastic or some combination of poly/rubber/plastic.

***Advisory regarding installing natural stone products in wet areas: Stone is VERY porous.**

StoneImpressions tiles are highly water resistant, but are not waterproof. StoneImpressions tiles are sealed on the top surface only. The sides and back of the tiles are unsealed. If water seeps in from the sides or back, it will try to come out the front and become trapped between our sealer and the stone, forming blisters. For this reason, StoneImpressions tiles are not recommended for heavy wet use areas (i.e. shower floors, steam showers). Do not use in any application where the tiles will be submerged in water.

If **properly** sealed, tiles may be used in areas with light moisture (where the product will be splashed but will not remain wet for extended periods of time). Examples of light moisture areas are tub surrounds or shower walls. A high quality waterproofing system such as the ones by Schluter and Laticrete **MUST** be used. The tiles also **MUST** be sealed on **ALL** six sides prior to installation by submerging tile in a high quality penetrating sealer for 5 minutes. In some cases your dealer may have arranged for 6 sided sealing to have been done by us---check with your dealer if you are not sure.

If installing on shower wall, keep at least 12 inches above shower floor and out of the direct line of constant water spray. It is especially important to re-seal on a regular basis. Follow the maintenance schedule recommended by sealer manufacturer. Test first on a small sample of tile.

Countertops:

Stone is relatively soft, so we do not recommend installation of our tile on kitchen countertops. We recommend installing our tile at least ½ inch above the countertop when being used in areas where water might collect. If tile is being installed behind a professional grade stove, allow for at least 6" of distance from flame.

Freeze/thaw conditions:

StoneImpressions tile has not been tested for use in temperatures below freezing.

Cutting:

Seal edges of cut tile before installation. No warranty, express or implied, is made for the longevity of cut stone, even with the application of additional sealer. No allowances or claims will be accepted for damage to cut stone. StoneImpressions does not warranty, and will not be responsible for any claims regarding sealers.

Moisture Barrier Disclaimer:

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.

Continuing Care and Cleaning Recommendations for Natural Stone:

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. Avoid any care products that contain abrasives, phosphoric acids, scouring powders, chlorine, acetone or glycolic acids, and 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.

Assembly:

All StoneImpressions products are shipped unassembled.

Murals: On the back of each tile is a letter and number. Assemble as shown in the example below.

A-1 A-2 A-3 A-4
B-1 B-2 B-3 B-4
C-1 C-2 C-3 C-4
D-1 D-2 D-3 D-4

Variation and Uniformity:

Variations of shade and color are inherent in any natural stone product. No two pieces are exactly alike. 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 that are impossible to show in a photograph or sample. 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

Disclaimer:

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. The customer's selection and usage of StoneImpressions' products and the installation procedure and maintenance practice employed are outside the direction and control of StoneImpressions and are strictly and completely the choice and responsibility of each customer. StoneImpressions does not warrant any product for any specific use, nor any installation procedure or maintenance practice. StoneImpressions expressly disclaims all claims asserted after customer installation or usage of StoneImpressions' products.