

GENERAL INFORMATION FOR ALL WALKER ZANGER PRODUCTS

Usage, Installation and Care of Natural Stone, Ceramic, Concrete, Glass, Metal and Terra Cotta Tile Products

INSTALLATION

Because the purchase of Walker Zanger Natural Stone, Ceramic, Glass, Concrete or Metal Tile for your home or commercial project represents a significant investment, proper installation is critical. To help ensure a successful installation, please take note of the steps outlined below:

- Select your installer or fabricator with consideration and care. We also recommend that you request referrals from previous clients before making your final decision.
- Make sure your installer understands the special patterns or blending requirements that are part of the job. To ensure satisfactory results, we strongly recommend blending all tile before installation.
- See that your installer reviews and understands any special installation procedures recommended for specific products.
- The customer (or a representative of the customer) should supervise the installation.
- Confirm that all products have been inspected and approved before installation begins, as the installation of the product signifies acceptance.
- **Prop 65 warning:** Cutting, drilling, grinding or polishing stone, glass, ceramic and porcelain products may produce airborne crystalline silica particles that can cause lung injury or cancer if inhaled. Make sure that your installer or fabricator uses adequate dust prevention methods such as wet cutting, dust masks, and protective eyewear. Children should not be present during cutting, drilling, grinding or polishing.

Walker Zanger sales representatives will advise you on general installation questions. For specific questions or accepted industry standards, please refer to the following sources:

For Natural Stone:

ANSI Specifications
Thick Mortar Method – ANSI A108.1A
Thin Mortar Method – ANSI A108.5

Available from:

American National Standards Institute
1430 Broadway
New York, NY 10018

Marble Institute of America
380 E. Lorain Street
Oberlin, OH 44074
(440) 250-9222

www.marble-institute.com

For Ceramic, Glass, and Terra Cotta:

Tile Council of North America
100 Clemson Research Blvd
Anderson, SC 29625 864) 646-8453

www.walkerzanger.com

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Special Note on Glass, Concrete, Wood and Metal Tile

Please be aware that glass, concrete, wood and metal tile requires special installation techniques different from stone and ceramic tile. In addition, make sure that the installer is familiar with the special installation instructions included with Walker Zanger Glass, Concrete, Wood and Metal Tile products before beginning installation. For installation specifications for Walker Zanger Glass or Concrete products, please visit our website at www.walkerzanger.com.

Advisory Regarding Transparency of Glass Tile and Onyx

Because of the transparent nature of many glass and onyx products, the appearance of the product will be affected by installation, and by the products used for setting and grouting. The final installed product may appear different than the loose sample. For best results we recommend a bright white thin-set adhesive be used for all glass and onyx tile installations. We also recommend that the client test their preferred grout color in a small part of the installation to see how it effects the product's appearance before proceeding with grouting the entire installation.

Advisory Regarding Stone Countertops

Natural stone can make an excellent surface for kitchen countertops, bars and lavatory tops. The life and enjoyment of your natural stone countertop will be enhanced by observing a few simple procedures:

- Always use a cutting board. Never cut directly on your counter.
- Clean up liquid spills promptly.
- Use a trivet or hot pad between the counter and very hot cookware.
- Do not use heavy abrasive cleansers or cleaning pads. In addition, be aware that acidic materials such as lemon juice and vinegar can etch some stone surfaces, especially limestones with low porosity. And because normal wear and tear can affect even the most durable stone, you may experience some scratching and chipping over time.

Special Note on Slab Sales

Because of the special nature of transporting and fabricating natural stone slabs, Walker Zanger can only sell slabs to licensed fabricators or contractors. We are happy to ship slabs outside our slab yard service area, but can only do so in complete crates. Please contact a Walker Zanger Slab Representative for more specific information.

Advisory Regarding Saltwater Pools and Limestone

Limestone is not recommended for paving and coping around saltwater pools because the salt content of the pool water may damage or cause surface failure in the limestone.

Advisory Regarding Honed Stone Tile

Stone tile with a honed finish is a popular choice for flooring. Specific stones react differently to the honing process depending on the stone's

hardness and composition. Some very hard stones may show slight swirl marks or unevenness in surface finish that may become apparent when the stone is exposed to reflective light. This is not considered a defect, but a natural characteristic of the stone. Please carefully inspect your purchase of honed stone tile before installation. If you find the finish unacceptable, please notify your Walker Zanger Sales Representative. No allowances or claims will be accepted for swirl marks or uneven finishing after installation.

Advisory Regarding Installing All Shower Flooring

All shower floor substrates and twelve inches up the adjacent perimeter walls must have a waterproof membrane on the top surface of the fully cured mortar bed prior to tiling. Walker Zanger recommends the Laticrete Hydro Ban Waterproofing System or a like product. No allowances or claims will be accepted for damage to products installed in shower flooring that does not have a waterproof membrane system installed. Walker Zanger recommends that all natural stone shower wall installations also have this type of waterproof membrane system.

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.

Steam Shower Advisory

Because of their unique moisture environment, steam showers require specific installation methods. In addition, only appropriate ceramic, glass or natural stone products should be used in a steam shower. Installation methods and product specifications must be addressed prior to installation to prevent installation failure. Crackle glaze tiles are not appropriate for use in steam showers. Please contact a Walker Zanger Representative for specific information.

Advisory Regarding Installing Glass Tile in Pools, Spas & Fountains

When installing glass tile in pools, spas and fountains and/or at the water line, a waterproof membrane must be installed prior to tile placement, and the tile must be set with a premium grade latex modified or polymer fortified thin-set and grout as per the manufacturer's recommendations. In all corners and where the glass tile abuts restraining surfaces silicone caulking must be installed in the place of grout.

Advisory Regarding Porcelain Tile Grout Joint Size

If installing a staggered joint pattern, with any porcelain tile with any edge 15" or greater, it will require the vertical grout joint to be aligned with the adjacent tiles above and below, at 1/3 of the distance in from the edge of those adjacent tiles. This is unlike the traditional "brick pattern" offset that aligns the vertical grout joints with the center of the adjacent tiles above and below. ANSI 108.2 (4.3.8.2 – 33% offset)

SEALING RECOMMENDATIONS

NATURAL STONE

Sealing is an essential step in protecting the beauty and ensuring the longevity of any Walker Zanger natural stone product. We recommend sealing all natural stone products with a penetrating sealer, such as Oceancare High Performance Penetrating Sealer or Dry Treat. Please consult a Walker Zanger sales representative to find out which type of sealer product is appropriate for your material. In addition, we recommend sealing all porous non-polished stones (limestones, tumbled marble, etc.) prior to grouting. This prevents grout from staining or affecting the color of the stone. As part of a normal maintenance procedure, all Walker Zanger Natural Stone products require re-sealing on a regular basis. Please consult the manufacturer of your sealer

product to find out the time frame for re-sealing based on traffic patterns and use.

CERAMIC TILE

In general, most ceramic tile does not require sealing. However, ceramic tile with crackle glazes should be sealed prior to grouting to keep the grout from staining the clay body. See usage guide for specific guidelines.

TERRA COTTA

Terra cotta tile should always be sealed with a penetrating sealer prior to grouting. As a normal maintenance procedure, terra cotta used as flooring requires re-sealing on a regular basis.

CONCRETE TILE

Veranda tiles should be sealed. Kaza concrete tiles do not require sealing.

GLASS TILE

Most Walker Zanger Glass Tile does not require sealing. Matte or frosted glass tile can be sealed prior to grouting to aid in avoiding grout haze, but it is not required to protect the tile.

METAL TILE

Walker Zanger Metal Tiles do not require sealing.

For more information on sealing and sealing products, please contact the companies listed below:

Oceancare Products
877.648.8222

www.oceancareproducts.com

Dry Treat
866.667.5119

www.drytreat.com

Please note: Walker Zanger provides recommendations for sealing products as a service to consumers only. Walker Zanger does not warranty, and will not be responsible for claims regarding sealers.

CONTINUING CARE AND CLEANING RECOMMENDATIONS FOR NATURAL STONE, CERAMIC, CONCRETE, GLASS, METAL, TERRA COTTA AND WOOD TILE

NATURAL STONE

Stone is a natural product, and care should be taken to protect it from harsh abrasive cleaners and abrasive cleaning tools. While the right product for cleaning specific stones varies, we generally recommend Oceancare or Dry Treat products for all natural stones. Other manufacturers also make products formulated specifically for stone care. A word of caution: Take care to avoid "over the counter" stone care sprays that contain phosphoric and glycolic acids, that could etch some polished stone surfaces. Feel free to ask a Walker Zanger sales representative to assist you in selecting the appropriate product to care for your stone tiles. As with other flooring products, stone tile floors may require occasional professional cleaning to maintain or restore their natural appearance.

CERAMIC TILE

Ceramic tile is a relatively maintenance-free product that requires little continuing care beyond regular cleaning. Most cleaning can be done with a damp cloth and a gentle non-acidic soap. More resistant staining such as calcium spotting and soap scum can be handled using specially designed cleaning products such as Oceancare pH Neutral product. Other manufacturers also offer products specially formulated for ceramic tile care. Take care to avoid "over the counter" ceramic tile cleaners that contain phosphoric and glycolic acids that could etch some ceramic tile surfaces.

Please note: Walker Zanger Ceramic Tiles that require special care or cleaning will have special instructions noted in the Ceramic Tile usage guide under "additional comments". For general maintenance, use Oceancare pH Neutral Tile & Stone Cleaner.

CONCRETE TILE

Non-abrasive, non-acidic pH balanced cleaners only are appropriate for cleaning concrete tiles. Most cleaning can be done with a moistened microfiber cloth. More resistant staining or spotting can be handled using specially designed cleaning products such as Oceancare pH Neutral Cleaner.

GLASS TILE

Besides regular cleaning with a non-ammonia glass-cleaning product, Walker Zanger Glass Tile requires no continuing care. Use a smooth, lint-free cloth when cleaning frosted or matte glass, as a rough cloth can leave lint on the glass surface. Reminder: Never use abrasive cleaning pads on matte or frosted glass tile.

METAL TILE

Walker Zanger Metal Tile does not require special continuing care. Simply clean the product with a soft cloth or brush and a gentle non-acidic cleaner if required. Reminder: Never use metal cleaners or metal polish of any kind, as they may strip the finish off the tile and cause permanent damage.

WOOD TILE

AnTeak wood tile may be regularly cleaned using a gentle water-based cleaner. (Example: Bona Cleaner, which can be found at www.bona.com) Do not use strong cleaners and strippers.

GENERAL NOTE ABOUT CRACKLE GLAZES AND CRAZING

Because they are prone to absorbing stains, crackle glaze tiles should not be used as kitchen counter surfaces or shower floors. Any installation of crackle glaze tiles should be sealed with a penetrating sealer prior to grouting. In areas that experience regular moisture, such as showers, resealing crackle glazes is a necessary maintenance procedure. Crazing defines the occurrence of crackle in the glaze surface of the tile after installation. This usually occurs because of tensile stresses produced by temperature fluctuation, causing expansion and contraction of the tile body or setting bed. Crazing is a naturally reoccurring episode in some installation environments and Walker Zanger cannot accept claims defining crazing as a reason for product failure.

A NOTE ABOUT NATURAL STONE

Simple and unadulterated, natural stone is one of the most organic building products available. The following excerpt is from an article written by John Mattke, the Co-Chair of the Natural Stone Council (NSC) and Chairman of the NSC's Committee on Sustainability, the Natural Stone Council.

"As a natural product, Genuine Stone is inherently earth-friendly. Genuine Stone offers many attractive, environmentally friendly benefits, such as durability, ease of care and maintenance, recyclability and an enduring life cycle. Conserving resources, preventing pollution, and minimizing waste are some ways the stone industry is working to be eco friendly through green building.

The concept of "green building" may be relatively new, but Genuine Stone and its long history as a durable and environmentally responsible building material is not. Genuine Stone is formed naturally -- an integral part of the planet with no additives required. It is used in many forms, and it is the basis for innumerable products and projects. Some of the great "Wonders of the World" -- Stonehenge, the [Roman] Coliseum, the Great Wall, etc. -- are made of stone and stand as a testament to its beauty, durability and character. Stone has been an integral element of building design and construction for as long as we have documented history. In fact, for more than 2,000 years, stone born from Mother Earth has enabled us to erect our temples, cathedrals, monuments, museums and homes. And now, in important ways, Mother Earth is reminding us that our choices have environmental consequences. Let us be thoughtful and choose wisely.

For more information on the eco friendly characteristics of natural stone visit the Natural Stone Council website at www.genuinestone.com.

APPENDIX A

Each Walker Zanger Collection is comprised of various colors, sizes and styles. Not all sizes or styles are available in all colors. Because the availability of colors, sizes and styles in each collection may change, please visit our website at walkerzanger.com to find the most up to date information.

GENERAL INFORMATION ABOUT ORDERING & LEAD TIME

Ordering – Please contact the Walker Zanger showroom or authorized Walker Zanger dealer nearest you to place an order. For the location of a Walker Zanger showroom or distributor in your area please go to www.walkerzanger.com.

Quantities – Your interior designer or tile setter should provide you with quantities for the purpose of ordering. While Walker Zanger sales representatives are available to help design your installation and to help estimate quantities, we cannot be responsible for final figures. We recommend that you order 5 to 10% extra to use for cuts and attic stock. Proper quantities are essential because we cannot guarantee color matching from shipment to shipment.

Lead Time – While most Walker Zanger products are inventoried in our warehouses, we cannot guarantee that all products will be in stock at any one time. Please place your orders as far in advance as possible to ensure your material will be available when you need it. If a product is out of stock when you order, a Walker Zanger sales representative will be able to provide you with an expected delivery date. Depending on the source of the material, this lead time can range from 14 to 120 days.

Printing Disclaimer

We have represented the color and character of the products in this usage guide as accurately as possible, but due to the inherent nature of the photographic and printing process, there may be some variation in the colors or textures of the actual product from what appears on the printed page. Always contact a Walker Zanger showroom or an authorized Walker Zanger dealer for current samples before ordering.

Size Disclaimer

All sizes listed in this usage guide are nominal. For specification purposes, please phone a Walker Zanger showroom, or request a current sample.