

## **INSTALLATION & MAINTENANCE**

### **1. Is this dolomitic limestone, limestone or manufactured stone?**

Our stone is dolomitic limestone, which is much denser than limestone, and since it is natural stone, the color is all the way through, unlike the manufactured stone.

The crystals in dolomitic limestone acts as a natural sealant, creating a dense product to sustain all weather conditions. This product is defined by its durability and high density. It is quarried in a tropical area, which has sustained the water climate for millions of years.

### **2. How long we have been in business?**

We have been in business for 21 years. We created the idea of natural stone thin veneer.

### **3. Does natural stone veneer have a warranty?**

Yes, NATURAL STONE VENEER has a limited lifetime warranty provided to the original purchaser.

### **4. How and where this product is being sold? Will the price varies for larger quantity?**

Our product is being sold nationally and internationally. Prices vary depending on quantity; you can order it by pallet size or by container size.

### **5. Do you custom order?**

We do cut-to-size order. We can custom fabricate any finish, color or size you want.

### **6. Where can this stone be used?**

Almost anywhere, you can think of on any exterior or interior surfaces. (Interior and exterior walls, fireplaces, kitchen, bathrooms, bars, cellars, as a trim or border around windows, pool decks, etc., you be the creator.)

### **7. Why use Natural Stone Veneer versus full body stone cladding?**

- Less weight on structure since it's thinner, thickness range (3/8" to 1-1/2")
- Goes over normal foundation without having to increase its size
- Gives you the same look by using corners if available or mitering the flats if not available.

### **8. Can this stone be submerged in water?**

Yes it can be submerged in water due to its density and low absorption rate.

**9. Can NATURAL STONE VENEER be installed vertically or horizontally?**

Depending on your design, you can install the stone in whichever direction you want, and create patterns with different sizes and finishes as well. In addition, you can mix colors in one order, to achieve more variety.

**10. What about waste?**

The waste factor is 10% to 20% of the total needed quantity. However, in Natural Stone Veneer, you can always use any broken piece, and reuse it to stagger the joints. It will always look natural.

**11. How much color variance in your product?**

Color variance depends on selected color, and could vary between 10% to 40%. Your installer should always examine the entire shipment of purchased stone and prepare your design by mixing and matching the colors visually, before installation, to achieve the best result. *(Please check the color variance sheet for more details)*

**12. How natural stone veneer is installed?**

Natural stone veneer is installed just like tile, using thin-set or any set material, made for natural stone products or marble tile. It can be cut with a wet saw, and installed on exterior stucco surfaces, cement boards and masonry block. Installation on interior surfaces can be the same as exterior or on surfaces like cement boards or painted drywall, using a wire mesh screwed on painted drywall. Make sure that the substrate is attached properly to the structure prior of installation, and read instructions on using thinset to insure adherence onto substrate. *(Please check installation guide for more details)*

**13. Does natural stone veneer need to be mechanically attached?**

Natural Stone Veneer has been engineered to be installed on an existing foundation, (supporting 50lbs./sq. ft.) without major preparation to the structure, which would make Natural Stone Veneer one of the lightest stone veneer. Therefore, it could be installed using thin-set for higher elevations. *(Please check with your structural engineer to verify your local codes.)*

**14. What thin-set (adhesion) color should I use?**

Using white thin set will keep the stone lighter. If you use grey colored thin-set, it will darken the stone one shade darker.

**15. How do I finish exposed edge?**

Natural Stone Veneer offers stone corners and caps to cover exposed edges. We have corners and caps to cover exposed edges.

### **16. Does natural stone veneer needs grouting?**

Grouting will depend on your taste and the look you are trying to achieve. Our product can be butt joint with no grout line.

Sometimes grouting is used in a freezing climate to prevent the water to go behind the stone. When butt joint use non-sanded grout to allow the grout to fit in joint.

You can use ¼" grout to achieve certain look.

### **17. Do I have to seal natural stone veneer?**

Sealing the stone is not necessary. However, it can be added as extra protection especially for the grout lines in freezing and de-thawed areas, or to prevent water seeping behind the stone if exposed to water regularly. Two sealants can be used – deep sealer and surface sealer. The deep sealer will not change the natural look of the stone. The surface sealer will enhance the colors of the stone and can add either a glossy or a matt finish. Wet a sample with water and this will illustrate the color after surface sealing.

### **18. How do I maintain natural stone veneer?**

Our stone is virtually maintenance-free. You can sand blast it or pressure-wash it, as well as acid wash it depending on the depth of the stain.

*\*The condition of the surfaces where you intend to install our product, your weather and other factor, beyond our knowledge and control, make all of the above suggestions only for general conditions.*

*\*\*All above figures can be changed depending on your jurisdictions and construction code enforcement. Check with your local structural engineer for all the specifics on your project.*