



## FREQUENTLY ASKED QUESTIONS

### SPECIFICATIONS

**Q.** How thick is SnapStone?

**A.** A SnapStone Tile has a total thickness of 9/16".

**Q.** How much does SnapStone weigh?

**A.** Each 12"x12" SnapStone Tile has a weight of 5 lbs. Each 12"x12" carton has a weight of 25 lbs.

**Q.** How many square feet are included in each SnapStone package?

**A.** A carton of SnapStone Tile contains five 12"x12" tiles equaling 5 square feet.

**Q.** How thick are the grout joints?

**A.** The SnapStone System utilizes a 1/4" grout line.

### TILE INSTALLATION

**Q.** Does SnapStone Tile need to acclimate to its surrounding environment?

**A.** SnapStone is a very stable product, and does not require acclimation if installed under normal climate conditions of 65-80 degrees Fahrenheit. If, however, the temperature variance is greater than 20 degrees Fahrenheit from storage to jobsite, a 24-hour acclimation period is necessary.

**Q.** How thick must a sub-floor be in order to install the SnapStone System?

**A.** While traditional tile typically requires a 1 1/8" sub-floor, SnapStone can be installed over a 3/4" T&G plywood sub-floor.

**Q.** How flat does a sub-floor need to be in order to install SnapStone?

**A.** The sub-floor must be flat within a tolerance of 1/4" in 10'. High and low spots of the sub-floor can be identified using a straight edge. High spots should be sanded, and low spots should be filled using a cement based leveling compound.

**Q.** Over what types of sub-floors can SnapStone Tile be installed?

**A.** SnapStone can be installed on a flat, solid surface. This list includes vinyl, plywood, OSB, particle board, concrete, and tile. Avoid non-solid, uneven surfaces such as carpet.

**Q.** Can SnapStone Tiles be installed in a bathroom?

**A.** Yes. SnapStone is ideal for environments such as bathrooms, kitchens, and laundry rooms. SnapStone should not, however, be installed in higher moisture areas such as shower pans and saunas.

**Q.** Can SnapStone be installed outdoors?

**A.** SnapStone is not recommended for use in outdoor environments. Outdoor installations are not covered under the SnapStone 10-year limited warranty.

**Q.** Can I install SnapStone under a wood or gas burning stove?

**A.** SnapStone should not be installed under wood or gas burning stoves or fireplaces.

**Q.** Can SnapStone be installed in an environment reaching below freezing temperatures?

**A.** SnapStone is not intended for installation in areas reaching below freezing temperatures. Failure caused as result of this are not covered under the 10-year limited warranty.

**Q.** Where in a room is the best starting place to install SnapStone?

**A.** SnapStone Tile can be installed starting in the center of the room or at a wall. When determining the starting location, be sure to consider the size of the cut tiles along the perimeter of the installation.

**Q.** What tools and materials are needed to install SnapStone?

**A.** The following items are needed to install SnapStone: safety glasses, gloves, SnapStone Tile, wet saw, tapping block, white-headed rubber mallet, rubber-coated pull bar, SnapStone Flexible Grout, bucket, grout float, sponge.

**Q.** How do SnapStone Tiles snap together?

**A.** SnapStone Tiles can be installed using two methods: 1) Assemble by aligning tabs at the top corner of each tile. Swing the tiles together so the remaining tabs lock in succession. 2) Using a white-headed rubber mallet and tapping block, gently tap the tiles into place. Be sure to place the tapping block squarely against the tile, never against the plastic tray.

**Q.** What if I have trouble snapping two SnapStone Tiles together?

**A.** If tiles prove difficult to snap together, apply a few drops of dish soap to the tabs. This will allow tiles to interlock more easily.

**Q.** What if an interlocking tab is damaged or broken on a SnapStone Tile?

**A.** The SnapStone locking mechanism is engineered to lock and function properly with as few as 4 connected tabs. If 4 or more tabs are damaged, use this piece as a cut tile along the perimeter.

**Q.** How do I connect SnapStone Tiles along the perimeter?

**A.** Using a rubber-coated pull bar, gently apply pressure until tabs interlock completely.

**Q.** How do I cut SnapStone?

**A.** SnapStone cuts with a regular porcelain tile wet-saw.

## **GROUT INSTALLATION**

**Q.** How many square feet will a 1-gallon pail of SnapStone Flexible Grout cover?

**A.** A 9 lb pail of SnapStone Flexible Grout will cover approximately 63 square feet of a 12"x12" tile installation.

**Q.** Do I have to use SnapStone Flexible Grout when installing SnapStone Tiles?

**A.** Yes. SnapStone is a floating floor system, and requires the use of the specially formulated SnapStone Flexible Grout. Other grouts are not sufficiently flexible to handle the movement associated with a floating surface, and will void the limited warranty.

Q. Do I need to seal SnapStone Flexible Grout?

A. SnapStone Flexible Grout is stain resistant, and requires no sealing.

Q. How long does SnapStone Flexible Grout need to cure before we can walk on it?

A. We recommend protecting SnapStone Flexible Grout from light foot traffic for a period of 24 hours.

Q. What is the shelf life of SnapStone Flexible Grout?

A. SnapStone Flexible Grout has a shelf life of 1 year after being opened. The total shelf life of an unopened pail is 3 years.

### **CLEANING**

Q. How do I clean SnapStone Tile?

A. SnapStone can be cleaned with a damp mop and a mild cleaner.

Q. How do I clean SnapStone Flexible Grout?

A. The SnapStone Flexible Grout can be cleaned using a damp cloth and a mild cleaner.

### **RADIANT HEAT**

Q. Can SnapStone Tile be installed over radiant heat?

A. Yes. SnapStone is approved for installation above radiant heat. It works best with QuietWarmth, a heated underlayment designed specifically for floating floors. Please Note: SnapStone should not be installed above heating systems that could expose the grid to temperatures above 115° F.

### **REPLACING A TILE**

Q. How do I replace a damaged SnapStone Tile?

A. A SnapStone Tile that becomes damaged can be replaced using the following method: 1) Remove the grout from the perimeter of the broken tile. This may be done by using a grout cutter. When doing this, use caution not to chip the surrounding tiles. 2) Once the grout has been removed, carefully cut the downward facing tabs attached to 3 of the 4 surrounding sides using a utility knife. Be sure to use appropriate care and safety equipment while using the utility knife. 3) After the tabs have been cut, carefully remove the broken tile by lifting and pulling away from the uncut side. Use caution not to damage the surrounding tiles. 4) Apply a layer of general construction adhesive to the back of the new tile, and then set it into position. Snap the new tile into place, and then firmly press down to ensure a flush placement. 5) Once the adhesive cures, apply SnapStone Flexible grout.