

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
Revised September 26, 2018

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.

KEY TO USAGE GUIDE FOR CERAMIC, TERRA COTTA, CONCRETE, PORCELAIN, GLASS AND METAL TILE

KEY TO USAGE GUIDE

Please use the following codes as a general guide for the appropriate application of Walker Zanger Ceramic, Terra Cotta, Concrete, Porcelain, Glass and Metal tile products. Please discuss your specific application environment with a sales representative before finalizing your selections.

DURABILITY CODES

Light Duty – These tiles are intended for use on interior vertical surfaces only. This may include commercial spaces, depending on the intended use of the space. Light duty tile may have special cleaning or care requirements.

Medium Duty – These tiles are intended for use on interior vertical and some horizontal surfaces in most residential and some commercial applications. This includes bathroom walls, showers walls and floors, vanity tops, wainscoting, kitchen backsplashes, as well as light use kitchen counters. Commercial applications may be limited to interior vertical applications. Consult your Walker Zanger representative for appropriate flooring usage.

Heavy Duty – These tiles are appropriate for use in all residential applications and many commercial applications, including all medium duty applications as well as all kitchen counters, residential flooring, pool line* and exterior vertical surfaces*. Commercial uses include most wall and floor applications, with the exception of heavy traffic flooring.

Commercial Duty – These tiles are manufactured to the highest standards of durability, and are recommended for all interior and exterior residential and commercial applications, including heavy pedestrian traffic flooring. Recommended uses include heavy traffic residential areas, commercial lobbies and other areas that require a tile with maximum durability.

* Excepting freeze thaw compliant porcelain collections, only in areas that do not experience freeze thaw conditions.

VARIATION AND UNIFORMITY CODES

While ceramic, terra cotta, glass and metal tiles are manufactured products, many are made in an artisan-inspired process that creates variation in colors, size and textures. The following codes are intended as general guidelines to help identify how much variation in these elements can be expected in the ceramic, terra cotta, glass and metal tile products.

A. Handcrafted Variation – These tiles are either completely handcrafted or manufactured to appear handmade. Typically, they will exhibit a wide range of tone within a given color. Color of field tile and moldings will vary, and color from shipment to shipment may also vary. Other characteristics inherent to the tiles are variation in size, thickness and surface texture. In addition, some warping may be apparent. Blending during installation is recommended.

B. Medium Variation – These tiles tend to be partially handmade. They will exhibit some color and size variation. Blending is recommended during installation.

C. Limited Variation – These tiles are typically machine made. They will exhibit limited color and size variation.

D. Wide Variation – Stones in this category exhibit a wide range of variation in color, veining and movement. Blending these materials during installation is required to ensure satisfactory results.

E. Antique Variation – These stones are tumbled or otherwise distressed and will exhibit exaggerated color variation, uneven or chipped edges and possible variation in size and thickness. Blending these materials during installation is required to ensure satisfactory results.

F. Moderate Variation – These stones exhibit some variation in veining, background color and movement. Blending these materials during installation is strongly recommended to ensure satisfactory results.

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.

USAGE GUIDE FOR CERAMIC AND TERRA COTTA, PORCELAIN, GLASS, CONCRETE, METAL AND WOOD TILE

Type of Product	Durability/Application	Variation	Special Notes
CERAMIC AND TERRA COTTA TILE			
4D (16" X 32" ONLY)	Medium Duty	Limited Variation	☼☼ Steam Shower walls only. See Porcelain Tile for 8" x 8" usage.
6TH AVENUE	Medium Duty	Limited Variation	Not recommended for kitchen counters.
ANDALUCIA	Heavy Duty	Handcrafted Variation	☼ Andalusia Atlantico Blue will etch if exposed to acidic liquids.
ANTIQUA TERRA COTTA	Medium Duty for interiors Light Duty for exteriors	Wide/Antique Variation	Not recommended for exterior usage in freeze/thaw areas.
BERA & BEREN (RELIEF)	Medium Duty	Limited Variation	Vertical applications only. See Porcelain Tile for flat tile usage.
CAFÉ	Medium Duty	Handcrafted Variation	Not recommended for kitchen counters. Crackle glazes should be sealed prior to and after grouting and are not appropriate shower floors.
CERAMICA ALHAMBRA™	Heavy Duty	Handcrafted Variation	☼ Suitable for use in pools, spas and fountains.
CONTESSA			
Traditional Glazed Tile	Medium/Light Duty	Antique Variation	<p>This information pertains to all Contessa except those decorated with Silver or Gold Leaf. Interior vertical applications and low traffic residential flooring such as bathroom floors. Not suitable for countertops. Use in showers limited to walls.</p> <p>Sealing: This product is pre-sealed. For resealing use only water based sealers. Chemical based sealers may permanently damage the finish.</p> <p>Cleaning: Non abrasive. PH balanced cleaner like Murphy's oil and a soft sponge are recommended. Never use abrasive cleaning pads or cleaning solutions that contain bleach or ammonia as they may permanently damage the antique finish.</p>
Silver and Gold Leaf Tile	Light Duty Subject to fading if exposed to direct sunlight.	Antique Variation	<p>Interior vertical applications only. Not recommended for exterior usage. Not suitable for wet applications. This information pertains to Maroc - Silver Leaf, Sevilla - Silver Leaf, Florentina - Gold Leaf, Arabesco - Silver Leaf and Gold Leaf. Contessa metallic finish tiles are a handcrafted decorative tile with special characteristics which limit its use.</p> <p>Sealing: This product is pre-sealed. For resealing, use only water based sealers. Chemical based sealers may permanently damage the finish.</p> <p>Important Note: If taping off for protection or other purposes use only "Faux Finish" masking tape. Other more adhesive tapes may permanently damage the antique finish.</p> <p>Cleaning: Non abrasive. PH balanced cleaner like Murphy's oil and a soft sponge are recommended. Never use abrasive cleaning pads or cleaning solutions that contain bleach or ammonia as they may permanently damage the antique finish.</p>
DUQUESA™			
Traditional Glazed Tile (non-metallic finishes)	Medium - Light Duty	Antique Variation	<p>Interior vertical application and low traffic residential flooring such as bathroom floors. Use in showers limited to walls. Not recommended for exterior use. Not suitable for countertops.</p> <p>Sealing: This product is pre-sealed. For resealing, use only water based sealers. Chemical based sealers may permanently damage the finish.</p> <p>Cleaning: Non abrasive. PH balanced cleaner like Murphy's oil and a soft sponge are recommended. Never use abrasive cleaning pads or cleaning solutions that contain bleach or ammonia as they may permanently damage the antique finish.</p>
Fez - Silver Blend	Light Duty Subject to fading if exposed to direct sunlight.	Antique Variation	<p>Interior vertical applications only. Not recommended for exterior usage. Not suitable for wet applications. The Duquesa Metallic finish tiles are a handcrafted decorative tile with special characteristics which limit its use.</p> <p>Sealing: This product is pre-sealed. For resealing, use only water based sealers. Chemical based sealers may permanently damage the finish.</p> <p>Important Note: If taping off for protection or other purposes use only "Faux Finish" masking tape. Other more adhesive tapes may permanently damage the antique finish.</p> <p>Cleaning: Non abrasive. PH balanced cleaner like Murphy's oil and a soft sponge are recommended. Never use abrasive cleaning pads or cleaning solutions that contain bleach or ammonia as they may permanently damage the antique finish.</p>

Type of Product	Durability/Application	Variation	Special Notes
GRAMERCY PARK™	Medium Duty	Handcrafted Variation	Due to the nature of the multi step glazing and staining process, significant variation in between field tile and moldings may occur. In addition, glaze lots may vary significantly. Please request current stock samples before ordering. Gramercy Park tiles should be sealed prior to grouting. Not recommended for kitchen counters.
GUBI	Medium Duty	Limited Variation	Vertical applications only.
ROBERT A . M. STERN™	Medium Duty	Limited Variation	Not recommended for kitchen counters. Crackle glazes should be sealed prior to grouting. Crackle glazes are appropriate for shower walls but not shower floors.
SKETCHBOOK™	Medium Duty	Limited Variation	Not recommended for kitchen counters.
SOHO™	Medium Duty	Limited Variation	(U)
SPANISH COTTO	Heavy Duty	Limited Variation	* (U) Tile should be sealed prior to grouting.
STUDIO MODERNE™	Medium Duty	Limited Variation	Tile should be sealed prior to grouting. Not recommended for kitchen counters or shower floors.
TILT™			
White Gloss White Matte Sunshine Blend	Medium Duty	Limited Variation	(U)
Crackle	Medium Duty	Limited Variation	Crackle glazes should be sealed prior to and after grouting. Appropriate for shower walls but not shower floors.
TUILERIES	Medium Duty	Handcrafted Variation	Not recommended for kitchen counters. Crackle glazes should be sealed prior to and after grouting. Crackle glazes are appropriate for shower walls but not shower floors.
VIBE™			
Boogie Brown White Matte White Gloss	Medium Duty	Limited Variation	(U) Vibe™ mosaics and field tile will vary in color and shade from one production lot to another.
Velvet Suede	Medium Duty	Medium Variation	Crackle glazes should be sealed prior to grouting. Crackle glazes are appropriate for shower walls but not shower floors. Vibe™ mosaics and field tile will vary in color and shade from one production lot to another.
Powder Blue Key Lime Inferno	Medium Duty	Medium Variation	Vibe™ mosaics and field tile will vary in color and shade from one production lot to another.

KEY TO SYMBOLS

*- May be used outside in areas that experience freeze/thaw conditions. Contact your Walker Zanger sales representative for installation guidelines.

(U) - Suitable for use in steam showers. Exceptions are noted in text.

Type of Product	Durability/Application	Variation	Special Notes
PORCELAIN TILE			
PORCELAIN AND MARBLE	Heavy Duty	Limited Variation	Commercial: All interior vertical surfaces and medium pedestrian traffic flooring. Must seal prior to grouting.
21	Commercial Duty	Limited Variation	* (1)
4D (8" X 8" ONLY)	Heavy Duty	Limited Variation	Suitable for exterior floor, walls and water features. Please check under Ceramic for 16" x 32" tile usage.
ARCHITEK	Heavy Duty	Limited Variation	* (1) Residential: Interior walls and low traffic flooring such as bathroom floors. Use in showers limited to walls. Commercial: Vertical surfaces and water features.
BASALTINA	Heavy Duty	Limited Variation	* (1)
BERA & BEREN (FLAT)	Heavy Duty	Limited Variation	* (1) Please check under Ceramic for relief tile usage.
BLENDART	Heavy Duty	Wide Variation	* (1)
ACUSTICO	Heavy Duty	Limited Variation	* (1)
CAMELOT	Heavy Duty	Wide Variation	* (1)
CAVA BIANCO	Heavy Duty	Wide Variation	* (1)
CROMIE	Commercial Duty	Limited Variation	* (1)
CALACATA PORCELAIN	Heavy Duty	Wide Variation	* (1)
DECO D'ANTAN	Heavy Duty	Limited Variation	* (1)
FAUX BOIS	Heavy Duty	Wide Variation	(1) Interior applications only, commercial heavy traffic in White Oak only.
FOUSSANA	Heavy Duty	Limited Variation	* (1)
GEOTECH	Commercial Duty	Wide Variation	* (1)
GRAIN	Commercial Duty	Moderate Variation	* (1) Suitable for heavy traffic commercial floors, as well as pool decks.
KNIT™	Heavy Duty	Limited Variation	* (1)
LIGHTWOOD	Commercial Duty	Moderate Variation	* (1) Suitable for heavy traffic commercial floors.
MARMOREA	Heavy Duty	Wide Variation	* (1)
NATURE	Commercial Duty	Limited Variation	* (1)
PIETRA DI BORGOGNA	Heavy Duty	Wide Variation	* (1)
SEQUOIA	Heavy Duty	Wide Variation	* (1)
STARK	Commercial Duty	Moderate Variation	* (1)
STATALE	Commercial Duty	Moderate Variation	* (1)
STEELWORK	Heavy Duty	Limited Variation	Steelwork tiles should be cleaned with mild products that have a pH 6.5 - 7.5 only. Acid based and abrasive cleaning products should not be used. Like any metal product, Steelwork tile is subject to scratching. Not recommended for wet applications or exterior usage.
STERLING ROW™			* (1) Steam shower walls only.
VALMALENCO	Commercial Duty	Limited Variation	* (1)
WALKS	Commercial Duty	Wide Variation	* (1)
WOOD AGE	Commercial Duty	Wide Variation	* (1) Suitable for heavy traffic commercial floors, as well as pool decks.
XILO	Heavy Duty	Limited Variation	* (1) Due to the texture of the glaze, Xilo will require additional regular cleaning if installed as flooring. Additionally, Xilo should be sealed prior to grouting to prevent appearance of grout haze.

KEY TO SYMBOLS

* - May be used outside in areas that experience freeze/thaw conditions. Contact your Walker Zanger sales representative for installation guidelines.

(1) - Suitable for use in steam showers. Exceptions are noted in text.

Type of Product	Durability/Application	Variation	Special Notes
GLASS TILE			
CHELSEA ART GLASS	Medium Duty	Handcrafted Variation	Color will vary from one production lot to another. Installing glass tile involves some basic procedures that differ from installing ceramic tile or stone tile. Installation guidelines are in the product boxes as well as at www.walkerzanger.com . Not for wet applications.
MANTRA™	Medium Duty	Handcrafted Variation	 Color will vary from one production lot to another. Mantra™ Glass Tile has special installation instructions that differ from ceramic tile. Please see that your contractor reviews the Mantra™ Glass installation guide before beginning installation. Installation guidelines are in the product boxes as well as www.walkerzanger.com .
ROKU GLASS™	Medium Duty	Medium Variation	 Roku Glass™ has special installation requirements that differ from ceramic tiles. Please see that your contractor reviews the Roku Glass™ installation guide before beginning installation. Installation guidelines are in the product boxes as well as at www.walkerzanger.com .
SKYLINE™	Medium Duty	Medium Variation	Skyline glass has special installation requirements that differ from ceramic tiles. Please see that your contractor reviews the Skyline glass installation guidelines. Installation guidelines are included in product shipments and can also be found at www.walkerzanger.com .
VINTAGE GLASS	Medium Duty	Handcrafted Variation	 Color will vary from one production lot to another. Vintage Glass Tile has special installation instructions that differ from ceramic tile. Please see that your contractor reviews the Vintage Glass installation guide before beginning installation. Installation guidelines are included in product shipments and can also be found at www.walkerzanger.com .
WEAVE WEAVE STIX™	Medium Duty	Handcrafted Variation	 Color will vary from one production lot to another. Weave Glass Tile has special installation instructions that differ from ceramic tile. Please see that your contractor reviews the Weave Glass installation guide before beginning installation. Installation guidelines are in the product boxes as well as www.walkerzanger.com .
CONCRETE TILE			
KAZA	Medium Duty	Limited Variation	Vertical applications. Please see that your contractor reviews the Kaza Installation Instructions available on the Walker Zanger website under Resources before commencing installation.
VERANDA	Medium Duty	Limited Variation	Must be sealed. Not appropriate for kitchen counters or pools or spas.
METAL TILE			
RAVEN HILL FORGE™	Medium Duty	Medium Variation	Raven Hill Forge tiles should be installed using thinset with latex additives or mastic. Tiles are presealed with polyacrylic lacquer. Do not use petroleum based sealers, they can strip the protective coating off the tile. To avoid lengthy clean up we recommend taping tiles before grouting. Do not use metal polishers or cleaners.
WOOD TILE			
ANTEAK	Medium Duty	Handcrafted Variation	AnTeak is not intended for outdoor use, or for use inside showers or saunas. Coffee and Silver colors may show wear patterns in heavily used traffic areas in commercial applications if not maintained regularly. Not appropriate for flooring with Radiant Heating Systems.

KEY TO SYMBOLS

 - May be used outside in areas that experience freeze/thaw conditions. Contact your Walker Zanger sales representative for installation guidelines.

 - Suitable for use in steam showers. Exceptions are noted in text.

KEY TO USAGE GUIDE FOR NATURAL STONE PRODUCTS

DURABILITY CODES

The following codes provide a general guide for the appropriate application of Walker Zanger stock stone products. Please discuss your specific application environment with a sales representative before finalizing your selections.

Light Duty – These stones are suitable for most interior residential uses with the exception of steam showers. They are not generally recommended for commercial paving applications, but are appropriate for very light use commercial interior vertical applications.

Medium Duty – These stones are intended for use in all interior residential applications, including countertops**, patio areas* and flooring. These stones are also appropriate for many commercial applications such as light traffic*** interior flooring and exterior* and interior vertical applications. Consult your Walker Zanger representative for appropriate flooring usage.

Heavy Duty – These stones are extremely hard, making them suitable for all light and medium duty applications as well as most interior and exterior* commercial applications. Recommended uses include heavy traffic*** residential and commercial flooring and other areas that require maximum durability.

Architects and Designers please note: Contact a Walker Zanger Architectural Sales Representative to ensure material suitability before making final specifications for commercial projects.

*Some Medium and Heavy Duty stones cannot be used in exterior applications in areas that experience freeze/thaw conditions. Please see specific stone in Usage Guide for this information.

**Some Medium Duty stones may be subject to scratching or etching when used as countertops. Please see note about Stone Countertops located in the left column of this page.

***Light, Medium and Heavy traffic refer to pedestrian traffic only. If stone is to be installed in an area with vehicular traffic, please contact a Walker Zanger Architectural Sales Representative to inquire about thickness and installation requirements.

VARIATION AND UNIFORMITY CODES

Natural stones are products of nature, and no two pieces are exactly alike. These codes are intended as a general guide to how much variation in color, movement and veining can be expected in the stone products that appear in this usage guide.

Please note: All natural stones have unique natural variations and inclusions that are impossible to show in a photograph or sample. For this reason, all stone tile and slabs should be unpacked and inspected prior to installation, as Walker Zanger cannot accept claims for variation in any stone after installation.

A. Limited Variation – Stones in this category are relatively uniform in background color, veining and movement.

B. Moderate Variation – These stones exhibit some variation in background color, veining and movement. Blending these materials during installation is strongly recommended to ensure satisfactory results.

C. Wide Variation – Stones in this category exhibit a wide range of variation in color, veining and movement. Blending these materials during installation is required to ensure satisfactory results.

D. Antique Variation – These stones are tumbled or otherwise distressed and will exhibit exaggerated color variation, uneven or chipped edges and possible variation in size and thickness. Blending these materials during installation is required to ensure satisfactory results.

KEY TO SYMBOLS

☼ Must be sealed for use in areas that experience frequent wet conditions (such as showers) as a normal maintenance procedure. If used for shower floors, must include waterproof membrane on substrate and 12 inches up adjacent walls prior to tile installation.

▲ May contain areas of open or dry seams that can appear dull in reflective light. This is not a defect, but rather an inherent characteristic of the stone.

❖ White thin-set or mortar is required. This is the case for all light limestones, tumbled stones, “antiqued stones” and light colored marbles.

▣ May be characterized by dry seams, pits, fossils and glass veins. In polished and honed stones, these areas are often filled at the factory. In rustic or tumbled stones as well as with some honed limestones, these are often filled with grout during installation. Whether filled at the factory or during installation, the fill can work its way out of the voids. In these instances, it may be necessary to refill these voids as part of a normal maintenance procedure.

❄ May be used outside in areas that experience freeze/thaw conditions. Contact your Walker Zanger sales representative for installation guidelines.

☼ Suitable for use for use in pools, spas and fountains.

☼ Suitable for use in steam showers. Exceptions are noted by text.

Type of Product	Durability/Application	Variation	Special Notes
STONE COLLECTIONS			
BIANCO EUROPA			
Calacata	Medium Duty	Wide Variation	☼❖■☹
Statuary White	Heavy Duty	Wide Variation	☼▲❖■☹
White Venatino	Heavy Duty	Wide Variation	☼▲❖■☹
Thassos White	Medium Duty	Limited Variation	☼❖☹
HELSINKI™			
Silver Dusk Winter Mist	Medium Duty	Wide Variation	☼❖■☹☹ Winter Mist not recommended for showers. Silver Dusk is steam shower walls only.
LUCCA			
Arabescato	Medium Duty	Wide Variation	☼☹
Autumn Brown	Medium Duty	Wide Variation	❖■☹ Not recommended for showers or exterior usage.
Calacata	Medium Duty	Wide Variation	☼❖■☹
Flannel	Medium Duty	Limited Variation	☼❖■☹ Not recommended for showers or exterior usage.
Linen Cream	Medium Duty	Limited Variation	☼❖■☹☹ Not recommended for shower floors. Steam shower walls only.
Smoke	Light Duty	Moderate Variation	❖■☹ Not recommended for showers, or exterior usage.
Stratos	Medium Duty	Wide Variation	☼❖■☹☹ Steam shower walls only.
White Venatino	Heavy Duty	Wide Variation	☼❖☹
PEDRA MADEIRA	Medium Duty	Wide Variation	☼☹ Shower walls only.
RUE PIERRE	Medium Duty	Wide Variation	☼❖❖☼☹☹
TATAMI™	Medium Duty	Limited Variation	☼❖■☹☹ Steam shower walls only.
ZAPALA™	Medium Duty	Wide Variation	☹☹ Steam shower walls only. Due to wide variation, blending this material during installation is strongly recommended to ensure satisfactory results.

TRAVERTINE TILE			
GRIGIO ROMANO	Medium Duty	Moderate Variation	☼❖■
IVORY TRAVERTINE VEIN CUT F/H	Medium Duty	Moderate Variation	☼▲❖■
PAVIA ANTICO™	Medium Duty	Antique Variation	☼▲❖■
PRADO H/F	Medium Duty	Moderate Variation	☼❖■
TIVOLI STRIATO	Medium Duty	Moderate Variation	☼▲❖■
TUSCAN SILVER HONED	Medium Duty	Wide Variation	☼❖■☼

<p>KEY TO SYMBOLS</p> <p>☼ Must be sealed for use in areas that experience frequent wet conditions (such as showers) as a normal maintenance procedure. If used for shower floors, must include waterproof membrane on substrate and 12 inches up adjacent walls prior to tile installation.</p>	<p>▲ May contain areas of open or dry seams that can appear dull in reflective light. This is not a defect, but rather an inherent characteristic of the stone.</p> <p>❖ White thin-set or mortar is required. This is the case for all light limestones, tumbled stones, "antiqued stones" and light colored marbles.</p>	<p>■ May be characterized by dry seams, pits, fossils and glass veins. In polished and honed stones, these areas are often filled at the factory. In rustic or tumbled stones as well as with some honed limestones, these are often filled with grout during installation. Whether filled at the factory or during installation, the fill can work its way out of the voids. In these instances, it may be necessary to refill these voids as part of a normal maintenance procedure.</p>	<p>☼ May be used outside in areas that experience freeze/thaw conditions. Contact your Walker Zanger sales representative for installation guidelines.</p> <p>☼ Suitable for use in pools, spas and fountains.</p> <p>☹☹ Suitable for use in steam showers. Exceptions are noted by text.</p>
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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 in the time between usage guide updates, 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 distributor nearest you to order the products shown in this usage guide.

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 of the products in this usage guide 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.