

TILE & STONE: PRE-INSTALLATION CHECKLIST

To help ensure your installation goes according to plan, here are a few important tips to remember:

Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

General Guidelines

- ☐ Tile should be one of the last finishes installed in any new construction or remodel project.
- ☐ Inspect all materials carefully for color, shade, size, finish and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there are any doubts to the quality, dimensions or appearance of the tile DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE
- ☐ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected
- ☐ Please refer to the installation guidelines for complete installation instructions

Important Points to Note About Tile & Stone

- ☐ Tile and natural stone are produced in batches. Check that every box carries the same shade/lot number and caliber (size) number before installation. Do not mix different lots in the same area.
- ☐ Order 10–15% more tile than the measured area to allow for cuts and breakage, and more for diagonal or patterned layouts. Keep leftover tile for future repairs.
- ☐ Natural stone (marble, travertine, limestone, slate and similar) is a product of nature. Variation in color, veining, pits, holes, fissures and texture is normal and expected, and is part of the character of the stone. It is not a defect.
- ☐ Confirm the tile is rated for where it will be installed. Tile sold as wall tile is not suitable for floors. Only tile rated for exterior use should be installed outdoors, and in freeze-thaw climates it must also be rated frost resistant. Refer to the product specifications for use rating, water absorption and slip resistance.
- ☐ While tile is water resistant, tile and grout are not waterproof. Water can pass through grout joints. Showers, tub surrounds, steam rooms and other wet areas require a waterproofing membrane or waterproof backer board system beneath the tile.

- ☐ Mosaics containing metal are not recommended for showers, tub surrounds, pools, spas or exterior areas.

Get Your Space Ready for Installation

As you get your space ready for installation, it's important to do the following:

- ☐ Complete demolition, framing, plumbing and electrical rough-ins before tiling, and protect nearby finishes, fixtures and cabinets.
- ☐ Make sure air and surface temperatures will stay within the range on the mortar and grout packaging (typically 50–90°F) during installation and for at least 72 hours after.
- ☐ Check that the substrate is clean, dry, structurally sound and flat. For most tile: within 1/4" in 10 ft. For large-format tile (any edge 15" or longer): within 1/8" in 10 ft.
- ☐ Confirm the floor is stiff enough for your material. Natural stone needs a stiffer floor than ceramic or porcelain.
- ☐ Concrete must be cured for at least 28 days and tested for moisture before installation.
- ☐ Check the finished floor height (tile, mortar and any membrane) at doorways, transitions and appliances.
- ☐ For patios and exterior areas, confirm the surface slopes away from the building and check the weather forecast for rain or freezing temperatures.

Check Your Tile

- ☐ Inspect all materials carefully for color, shade, size, finish and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there are any doubts to the quality, dimensions or appearance of the tile DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE
- ☐ Open several boxes and lay out a sample area to check the shade and variation are what you expect. Blend tiles from several boxes as you install.
- ☐ Lay a few tiles face to face on a flat surface to check for size variation and warpage.
- ☐ Make sure you have the right setting materials for your tile, such as white mortar for light-colored stone and glass, unsanded grout for marble and glass mosaics, and a sealer or grout release for natural stone and polished porcelain.

Safety

Cutting, grinding or drilling tile and stone creates dust that may contain crystalline silica. Cut wet wherever possible, work in a well-ventilated area and wear eye protection, gloves and a properly fitted respirator (N95 or better).

Planning Your Layout

Always work from several open boxes of tile and “dry lay” the tile before permanently installing it. This will allow you to blend shades, veining and textures and to arrange them in a harmonious pattern. Start from the center of the room and plan the layout to avoid thin cuts at walls and doorways. It is the installer’s responsibility to confirm the finished look meets the end user’s expectations.

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email customersuccess@bulddirect.com.