

FLOOR PREP

- 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 equalling 5 square feet.
- Q.** How thick are the grout joints?
A. The SnapStone System utilizes a 1/4" grout line.
- 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.** What do I do if there is a dip in the middle of the sub-floor?
A. Use a straight edge to determine the depth of the low spot. If it's more than 1/4" in 10' or 1/8" in 6' then it will need to be filled.
- Q.** What do I do if there is a high spot in the middle of my floor?
A. If the high spot is over 1/4" in 10' or 1/8" in 6', it could be a problem. In many cases, the high spot will need to be removed.
- Q.** How do I prep a high spot in my wood floor?
A. First, determine how much of the high spot needs to be removed. Once this is done, there are a few options. 1) Less severe high spots (1/8"-3/16") can be sanded with a belt sander or edger or by using a planer. Remember: never sand existing resilient floor covering as it may contain asbestos. 2) More severe high spots may require inspection from a carpenter to ensure the floor remains structurally sound.
- Q.** How do I fill a dip in my sub-floor?
A. Cement based patching compounds works best. Avoid gypsum patching compounds in wet areas since they may support mold growth.
- Q.** Can SnapStone be installed over a crack in the sub-floor?
A. Yes. Unlike a traditionally installed tile floor, SnapStone can be installed over cracks and expansion joints in concrete as long as the crack does not cause a height difference in the floor.
- Q.** My floor squeaks. Should I fix it before I install my SnapStone floor?
A. If the floor squeaks now, it will squeak after SnapStone is installed. Many squeaks can be repaired by simply placing a few nails or screws in the joists that are making the noise. If the squeaks persist it may be a sign of problems and a carpenter should be consulted.
- Q.** My basement has a moisture problem. Can I install SnapStone in this area?
A. While moisture should not affect the SnapStone tile and grout, it is recommended that a moisture problem be addressed before any flooring is installed.
- Q.** Can I install SnapStone over a sub-floor that has experienced water damage?
A. It is important to repair or replace any water damaged boards and ensure the floor is dry, and structurally sound before installing SnapStone.
- Q.** Does SnapStone require an acclimation period before installation?
A. SnapStone is a very stable, and does not require acclimation if installed under normal climate conditions of 65-80 degrees F. If, however, the temperature variance is greater than 20 degrees F from storage to jobsite, a 24 hour acclimation period is recommended.

- Q.** My previous floor left a sticky glue on the sub-floor. Can I install SnapStone directly over this surface?
A. It is not recommended to install SnapStone directly over glue for three reasons: 1) Without knowing the composition of the glue, there could be an interaction between the polymer tray and the glue. 2) It may be difficult to properly install the SnapStone over a sticky substance since the installation method requires the tiles to interlock while flat. 3) Since the floor is designed to float, you might hear the tile "sticking" and "unsticking" to the glue below when you walk on it. Instead, you may consider installing a thin underlayment (1/8") over the floor, giving you a smooth sub-floor for installing your SnapStone floor.
- Q.** Is there an alternative to leveling the floor with a patching compound?
A. Using 1/8" hardboard is an alternative to leveling the floor with patching compound. It may be a little more expensive, but could be a better route if you don't have experience patching floors. Simply fasten it to the floor using screws, nails, or staples.
- Q.** Do I need to remove my vinyl floor before I install SnapStone?
A. No. SnapStone can be installed directly over your existing vinyl floor.
- Q.** I have baseboards and quarter round on my walls. Should I remove them before installing SnapStone?
A. The quarter round or base shoe should be removed, and then reinstalled to cover the expansion gaps along the perimeter. It is not necessary to remove the baseboards.
- Q.** After taking up the glued carpet in the kitchen, does the old adhesive residue need to be removed?
A. No. SnapStone may be installed directly over the old adhesive residue as long as it is completely dried.
- Q.** My kitchen has vinyl floor over 1/4" underlayment, and my dining room has carpet over a pad. How can I install SnapStone in both rooms?
A. After removing the carpet, pad, and tack strip, you will need to either add underlayment to the dining room or remove the underlayment in the kitchen.
- Q.** Do I need to remove my old flooring before I install SnapStone?
A. Not all the existing floors need to be removed. SnapStone can be installed over most clean, dry, and structurally sound floors such as vinyl, wood, concrete, or even ceramic tile. It should not be installed over carpet.
- Q.** Can SnapStone be installed on the wall?
A. SnapStone is not designed, tested, warranted or recommended for wall applications. It is recommended you purchase raw tile for a matching wall applications.

SUITABLE APPLICATIONS

- Q.** Can I install SnapStone directly over the vinyl floor in my kitchen?
A. Yes. SnapStone can be installed directly over a vinyl floor without any special underlayment.
- 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
- Q.** Can SnapStone be installed over an engineered joist system with joists that are 19-2 on center with 3/4" OSB?
A. Yes. Engineered systems work well with SnapStone as long as the floor is within the tolerance of 1/4" in 10'.
- Q.** If I install SnapStone tile over my hardwood floor, will the hardwood be damaged if I ever choose to remove my SnapStone floor?
A. While SnapStone shouldn't damage your wood floor, it may need to be refinished and door casings replaced if undercut.

Q: My old vinyl tile floor is missing a few pieces. Do I have to remove the whole floor to install SnapStone?

A: No. If the vinyl tile is well bonded to its sub-floor and only a few pieces are missing, just use cement based patching compound to fill the missing areas. Then, once the floor is flat, SnapStone can be installed. Use caution when removing loose tile as some vinyl tiles may contain asbestos.

Q: I changed my mind from traditional tile to SnapStone, but I already have cement board installed. Can I install SnapStone over the cement board?

A: SnapStone is very versatile and can be installed over many different sub-floors including cement board.

Q: Many floors cannot be installed over a particle board. Can SnapStone be installed over this type of sub-floor?

A: Yes. SnapStone can be installed over particle board as long as the floor is flat and structurally sound.

Q: Can SnapStone be installed over ceramic tile?

A: Yes. SnapStone can be installed over ceramic tile as long as the floor is within a tolerance of 1/4" in 10', and any loose or broken tiles are removed and patched with a portland cement based patching compound. Consideration must also be taken to address the height at the transitions and the door casings.

Q: Can I install SnapStone on my countertops?

A: SnapStone is not recommended for installation on countertops. However, SnapStone Flexible Grout is an excellent choice for any traditional tile installation including countertops.

Q: Do I have to remove the paint off my concrete floor before I install SnapStone?

A: Since SnapStone is not bonded to the sub-floor, SnapStone may be installed directly over a painted floor.

Q: My third floor condo has lightweight concrete, and I'm told that primers and sealers need to be applied before my tile floor can be installed. Is this necessary with SnapStone?

A: As long as the lightweight concrete is flat within tolerance 1/4" in 10' and structurally sound, it won't be necessary to prime the floor before installing SnapStone.

Q: Are there any deflection requirements for SnapStone floor?

A: The floor must not have deflection greater than 1/360 of the span when measured under a 300 lb concentrated load. (See ASTM C 627).

Q: Can SnapStone Tiles be installed in a bathroom?

A: Yes. SnapStone is ideal for any indoor environment such as bathrooms, kitchens, laundry rooms, etc. 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 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: Can SnapStone be installed on stairs?

A: Yes, but it will need to be fully adhered using a high quality construction adhesive and a stair nosing at the edge.

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.

LAYOUT

Q: What is the best way to layout my SnapStone floor?

A: Typically, it is best to start in the center or at a perimeter of the room. It is also important to determine where your cuts will be in order to avoid using small pieces along the perimeter. Once your layout is determined, it may be helpful to snap a chalk line to ensure the pattern does not shift.

Q: I want something different! What pattern options do I have?

A: SnapStone can easily be installed using a straight, staggered, or diagonal pattern. Additionally, 12"x12" and 6"x6" tiles can be installed together to create an almost unlimited number of options.

Q: Does installing a diagonal pattern require more work than a straight pattern?

A: Installing a diagonal pattern does require a little extra work to plan the layout and make additional cuts. Also, due to the additional cuts, there will be a slightly higher amount of wasted tile.

Q: Where is the best place to start installing my SnapStone floor?

A: SnapStone can be installed in the center of the room or at a wall. You may consider starting at the area with the most undercuts. Installing the last tiles at an undercut can be more difficult.

Q: How many 12"x12" and 6"x6" tiles are in a pinwheel / spiral pattern?

A: A pinwheel / spiral pattern uses 80% 12"x12" tile and 20% 6"x6" tile. It is also important to consider that more grout will be used when 6"x6" tiles are incorporated into the design.

Q: I would like to install SnapStone in a large area flowing through my kitchen, laundry room, and bathroom. Can this be done?

A: Yes. SnapStone works very well in large, high-traffic residential areas as long as the sub-floor is flat and stable.

INSTALLATION

Q: When beginning my installation along a wall, do I need to leave an expansion gap?

A: Yes. A 1/4" expansion gap should be left to leave room for expansion and contraction. In higher moisture environments, a quality silicon should be used to fill this gap.

Q: Is there an easy way to remove the tabs of the SnapStone tile if installing along the perimeter?

A: Yes. The tabs can be removed by carefully using tin snips or a wet saw. However, most pieces around the perimeter are full cuts, and tabs will already be removed.

Q: What is the best way to undercut the door jambs and casings?

A: If there are only a few door jambs and casings to cut, it is easiest to use a sharp hand saw. A scrap piece of SnapStone tile can be used as a guide to ensure the casing is cut at the exact height needed. If there is a large amount of door jambs and casings, a power jamb saw may be needed.

Q: Do I need to undercut the door jambs and casings?

A: No, it is not required. However, you will still need to allow 1/4" expansion at the jambs. Undercutting of the jambs is used to cover the cut edges while still providing this needed expansion.

Q: How long do I have to stay off the tile before I can grout?

A: You can start grouting immediately.

Q: One area of my SnapStone floor requires very small cuts (about 1"). Will I be able to connect the tabs?

A: A minimum of two tabs per side is needed to interlock any two SnapStone tile pieces together. However, if the layout of the floor requires a smaller piece be used, use a construction adhesive under the small pieces to make sure they remain secured.

Q: Do I have to install each tile in the same direction? Or, can a tile be connected from every side?

A: The tabs of a SnapStone tile will interlock with another tile from any side. Some tile patterns look more natural if installed in a random manner.

Q: What tools and materials are needed to install SnapStone?

A: The following items are recommended to install SnapStone: safety glasses, gloves, SnapStone Tile, wet saw, tape measure, tapping block, white-headed rubber mallet, coated pry 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. This method is recommended when installing larger installations.

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: Leaving a 1/4" gap along the perimeter, a coated pry bar can be used to gently apply pressure until tabs interlock completely.

- Q. There is potential for water getting under the floor from a storage area that houses the well and air conditioner. Recently, the air conditioner caused water to flow under the wood laminate floor (causing the need for the replacement floor). Would SnapStone be able to withstand this?
- A. SnapStone is not damaged by incidental moisture, but the underlying sub-floor could definitely be damaged with continuous moisture. There is also a concern about mold and/or mildew developing under the floating floor. It is recommended you solve this moisture problem before proceeding (not only for SnapStone, but any other flooring product you choose).

BATHROOMS

- Q. Can SnapStone Tiles be installed in a bathroom?
- A. Yes. SnapStone is ideal for any indoor environment such as bathrooms, kitchens, laundry rooms, etc. SnapStone should not, however, be installed in higher moisture areas such as shower pans and saunas.
- Q: How do I cut SnapStone around the toilet flange?
- A: When cutting around the toilet flange, use a 4" angle grinder with a diamond blade designed for cutting porcelain tile. Be sure to follow all safety rules.
- Q. What is the best way to cut around a vent?
- A. If more than one tile is involved, you should be able to measure and mark your tiles easily, cutting with a wet saw. If, however, the required cut falls inside a tile and you can't cut from the edges, you must make a "plunge-cut."
- Q: I am installing SnapStone in my bathroom. Do I need to remove the toilet or can I cut around it?
- A: The toilet will need to be removed before installing SnapStone. It is important to leave an expansion and fill the area around the flange with sealant before resetting the toilet.
- Q. I'm installing SnapStone in my bathroom. Do I need to fill in the gap along the edge of the bathtub?
- A. Yes. This should be filled with a quality silicon sealant to guard against water getting under the floor.
- Q: My toilet overflowed, I'm not sure if water got under my SnapStone floor, what should I do?
- A: Once the water is cleaned up make sure the toilet is in good working condition. Remove the base or quarter round and check to see if the water to any edges not sealed, if so leave trim off to help subfloor dry. Mold usually doesn't result from an event like a toilet overflowing, it usually needs a persistent water source to grow mold.

MOISTURE

- Q: My floor squeaks. Should I fix it before I install my SnapStone floor?
- A: If the floor squeaks now, it will squeak after SnapStone is installed. Many squeaks can be repaired by simply placing a few nails or screws in the joists that are making the noise. If the squeaks persist it may be a sign of problems and a carpenter should be consulted.
- Q: Can I install SnapStone over a sub-floor that has experienced water damage?
- A. It is important to repair or replace any water damaged boards and ensure the floor is dry, and structurally sound before installing SnapStone.
- Q. There is potential for water getting under the floor from a storage area that houses the well and air conditioner. Recently, the air conditioner caused water to flow under the wood laminate floor (causing the need for the replacement floor). Would SnapStone be able to withstand this?
- A. SnapStone is not damaged by incidental moisture, but the underlying sub-floor could definitely be damaged with continuous moisture. There is also a concern about mold and/or mildew developing under the floating floor. It is recommended you solve this moisture problem before proceeding (not only for SnapStone, but any other flooring product you choose).
- Q: My toilet overflowed, I'm not sure if water got under my SnapStone floor, what should I do?
- A: Once the water is cleaned up make sure the toilet is in good working condition. Remove the base or quarter round and check to see if the water to any edges not sealed, if so leave trim off to help subfloor dry. Mold usually doesn't result from an event like a toilet overflowing, it usually needs a persistent water source to grow mold.
- Q: Can I install SnapStone over my plywood floor if it's wet?
- A: No, the subfloor must be completely dry before installation. Identify and correct the source of moisture before installation.

- Q: Can I install SnapStone in my bathroom? I have a tub and a shower.
- A: Yes, SnapStone can be installed in bathrooms; a good quality caulk needs to be installed at the tub and shower base also in the perimeter expansion areas and around the toilet flange to prevent water from getting under the floor.
- Q: I removed the carpet in my bathroom and there is some mold by the edge of the tub. Can I install SnapStone over it?
- A: Not until a few things are done. First find out the source of the moisture and correct it. Next, check to see if the moisture has caused structural damage to the floor (if unsure consult a carpenter). Repair if needed. If the floor is structurally sound, clean with a 1:9 bleach and water solution and rinse. Be sure to allow the floor to completely dry before installing SnapStone.
- Q: I'm installing SnapStone over my vinyl floor and there is some dark discoloration. Someone said it's mold. Can I install SnapStone over it?
- A: Yes, but first find the source of the moisture that is causing the discoloration and correct. Remove discolored area and if on wood check for damage, repair if necessary. If minor patching is needed use a Portland based patching compound. Gypsum based patches will support mold growth.

CUTTING

- Q: My wet saw is designed for cutting regular ceramic tile. Can I use this to cut SnapStone porcelain tiles?
- A: Most tile saws designed for cutting ceramic tile will work well with SnapStone. However, because SnapStone is a high quality porcelain tile, it is important to use a diamond-tipped blade designed for cutting porcelain.
- Q: How do I cut SnapStone around the toilet flange?
- A: When cutting around the toilet flange, use a 4" angle grinder with a diamond blade designed for cutting porcelain tile. Be sure to follow all safety rules.
- Q: I have a curved wall. Can I make curved cuts with SnapStone?
- A: Yes. Curved cuts can easily be made using a 4" angle grinder with a diamond blade.
- Q: The water pump gets clogged on my saw. Is there anything I can do to prevent this?
- A: The shavings from the tray will clog the pump on a wet saw if the water isn't changed frequently. The best way to combat this is by changing the water in the saw when tray shavings accumulate, approximately every 30-40 cuts. The shavings from the tray will float so you can easily see them.
- Q. What type of wet saw works best for cutting SnapStone?
- A. Tile saws made by Dewalt, Felker, MK, Target, QEP, Rigid and others perform very well when cutting SnapStone tiles. Be sure to use a blade designed to cut porcelain tile.
- Q. What is the best way to cut around a vent?
- A. If more than one tile is involved, you should be able to measure and mark your tiles easily, cutting with a wet saw. If, however, the required cut falls inside a tile and you can't cut from the edges, you must make a "plunge-cut."
- Q: What is the best way to undercut the door jambs and casings?
- A: If there are only a few door jambs and casings to cut, it is easiest to use a sharp hand saw. A scrap piece of SnapStone tile can be used as a guide to ensure the casing is cut at the exact height needed. If there is a large amount of door jambs and casings, a power jamb saw may be needed.
- Q: Do I need to undercut the door jambs and casings?
- A: No, it is not required. However, you will still need to allow 1/4" expansion at the jambs. Undercutting of the jambs is used to cover the cut edges while still providing this needed expansion.

GROUTING

- Q: When I opened the bucket of SnapStone flexible grout, there was some liquid on top. Is this normal?
- A: Yes. Liquid may be present on the surface of the grout when opened. This is from normal settling. Use a margin trowel to fold the liquid into grout.
- 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 50-65 square feet of a 12"x12" SnapStone tile installation. The coverage will be less when incorporating 6"x6" tiles into the installation.
- 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, heavy traffic for a period of 72 hours, and cleaning or staining for a period of 1 week.

Q: Do I need to seal SnapStone Flexible Grout?
A: SnapStone Flexible Grout is stain and water resistant, and requires no sealing.

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 10-year limited warranty.

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.

Q: I did not do grout clean up until the following day. What will take off the grout haze once the grout is dried?
A: Scrub with a citrus-based cleaner in hot water. If still experiencing trouble, a more aggressive product such as Krud Kutter may be used.

Q: Will applying a tile or grout sealer after grout installation hurt SnapStone Flexible Grout?
A: No; however, make sure the grout is dry for a minimum of 2 days before applying sealer.

Q: Does SnapStone Flexible Grout require mixing like traditional cement-based grouts?
A: No. SnapStone Flexible Grout comes pre-mixed, and does not require mixing like traditional cement-based grouts. It will, however, require some stirring using a margin trowel before use.

Q: Will the color of SnapStone Flexible Grout vary from batch to batch?
A: No. SnapStone Flexible Grout maintains a consistent color from batch to batch.

Q: Can I clean SnapStone Flexible Grout after grouting the entire floor?
A: It is strongly recommended that you clean SnapStone Flexible Grout as you work using a sponge and water. If working alone, only grout as far as you can reach before cleaning.

Q: Who do I call for chemical emergencies?
A: For Chemical Emergency call CHEMTREC 24 hours, 800-424-9300 North America, 703-527-3887 International (collect)

Q: I grouted (for the first time) and there are a few imperfections, bumps and dips, and rough spots. Is there a way to smooth out the rough spots and bumps once the SnapStone Flexible Grout has dried?
A: Yes. Most of the time, touching up the grout is a simple as grouting over the areas that need some attention. SnapStone Flexible Grout will adhere to itself. If the imperfection needs to be removed, a utility knife or small grout cutter can be used. Simply re-grout the area when done.

Q: How long do I have to stay off the tile before I can grout?
A: You can start grouting immediately.

TRIMS & TRANSITIONS

Q: How do I finish the edge of SnapStone at the top of the stairs?
A: An overlapping stair nose made of vinyl, metal or a flush wood may be used.

Q: Is a trim piece needed at the edge of SnapStone tile where it meets carpet?
A: No. The carpet can be tucked between the tackstrip and the edge of the SnapStone tile. Or, if necessary, shimming may be used to transition from one surface to the next.

Q: My SnapStone floor is butting up to my wood floor. What is the best way to transition between these floors?
A: If the floors are similar in height, a T-molding can easily be used.

Q: I'm installing SnapStone tile in my kitchen over my vinyl floor, but not in my laundry room. What do I do at the edge of the tile?
A: A beveled hard surface reducer made of wood, vinyl or metal will serve as an easy transition between the two floors.

Q: After leaving a ¼" gap along the perimeter, what can be used to fill this space?
A: This ¼" space along a perimeter or barrier can be filled in using a flexible caulk or covered using quarter round. In areas exposed to moisture, it is strongly recommended that a quality silicon sealant is used to fill in the gap along the perimeter.

Q: Can SnapStone be installed on stairs?
A: Yes, but it will need to be fully adhered using a high quality construction adhesive and a stair nosing at the edge.

Q: I have vinyl on the toe kicks of my cabinets. Can I install SnapStone in its place?

A: Yes. SnapStone tile can be fastened to a toe kick using a quality construction adhesive.

Q: Can I use SnapStone tile as a baseboard?
A: Yes. Simply cut the tile to the desired height and install it after the floor installation is complete. The tray will be exposed on the top cut edge, and will need to be covered using grout, caulk or a molding.

Q: Can I butt my SnapStone floor directly against my wood floor of equal height?
A: Yes. If your wood floor is the same height as SnapStone, butting directly to the two floors will work well. SnapStone and wood flooring expand and contract at different rates, so a bead of flexible caulk should be placed in the space between the two floors.
If the wood floor is a different height, then a reducer molding will need to be installed to transition the two floors.

Q: Can SnapStone Flexible Grout be installed in the ¼" gaps along the perimeter or at a threshold?
A: It is recommended that a flexible caulk be used to fill the ¼" gap along the perimeter or at a threshold.

FURNITURE & APPLIANCES

Q: I am installing SnapStone in my bathroom. Do I need to remove the toilet or can I cut around it?
A: The toilet will need to be removed before installing SnapStone. It is important to leave an expansion and fill the area around the flange with sealant before resetting the toilet.

Q: I want to install SnapStone in my game room. Will my slate top pool table be too heavy for SnapStone?
A: No. When installed properly, SnapStone will perform well when installed under heavy objects such as a pool table.

Q: Can I install my SnapStone floor before the cabinets are installed?
A: No. All permanently installed cabinets should be in place prior to installation of SnapStone.

Q: Do I need felt protectors on my chairs like my old vinyl floor?
A: It is always a good idea with any hard surface floor to have protective glides on the bottom of the chairs. SnapStone is very durable, however, marks may occur from unprotected metal chair legs. Additionally, SnapStone may cause excessive wear on wood legged chairs.

Q: Do I need to remove my dish washer before I install my SnapStone floor?
A: No, just remove the bottom panel on your dishwasher and make sure there is enough adjustability in the treaded leveling legs for SnapStone.

Q: I'm installing SnapStone in a basement utility room. Is it okay to install SnapStone next to my furnace?
A: It is usually safe to install SnapStone next to gas and electric furnaces. However, it is a good idea to check with your heating and cooling technician to ensure the floor will not be exposed to temperatures of over 115 degrees F.

Q: I have a new front loading washing machine that spins at a very high rpm and vibrates quite a bit. Will the constant vibration cause my SnapStone to move since it's a floating floor?
A: No. The rubberized grid on the bottom of the SnapStone tiles will keep the floor from shifting. Additionally, filling the ¼" gap along the perimeter of the room with a silicon sealant will make the floor stable, and help prevent the surface from moving.

Q: I'm installing SnapStone in my bathroom. Do I need to fill in the ¼" gap along the perimeter?
A: Yes. Since a bathroom is a higher moisture area, the perimeter should be filled with a quality silicon sealant to guard against water getting under the floor.

Q: Can I move my refrigerator back into place immediately after grouting my floor?
A: Yes. You can move the appliance back into place while the grout is still wet, though you might need to touch-up the grout if the wheels disrupt the groutline. The key is you don't want continuous traffic/movement on the floor for the first 24 hours.

CARE AND MAINTENANCE

Q: Do I need to seal my SnapStone tile or flexible grout?

A: No, SnapStone tile and flexible does not require sealing.

Q: How do I clean my SnapStone floor?

A: Regular sweeping or vacuuming of the floor and promptly cleaning up spills will ensure your SnapStone floor looks its best. For deep cleaning, a mild detergent type cleaner designed for cleaning porcelain tile should be used.

Q: Should SnapStone be cleaned using an enzyme cleaner?

A: No. In certain situations (primarily when coming into contact with edible oils or animal fats), enzyme cleaners can breakdown SnapStone Flexible Grout.

Q: When applying grout in vet offices, or areas where urine will "stand" for a period of time before cleaning, should grout be sealed?

A: While SnapStone Flexible Grout responds well when exposed to urine for a short amount of time, it may be beneficial to seal your floor in environments where it may "stand" for a longer period of time.

Q: How long should I wait before allowing pets on the SnapStone floor?

A: SnapStone Flexible Grout is most vulnerable to stain while in the curing stage. It is recommended that pet traffic is minimized within the first week of grout application.

Q: What type of cleaner can be used for cleaning stubborn stains (tomato paste, wine, mustard, etc) on SnapStone Flexible Grout?

A: We recommend using a cleaning product like Soft Scrub with Bleach Cleaner. It is important to clean these substances as quickly as possible after spill occurs.

REPAIR AND REPLACING TILE

Q: Can I reinstall my SnapStone floor in another location?

A: Yes. SnapStone can be disassembled and reinstalled in another location. Before reinstalling, the old grout will need to be removed using a utility knife.

Q: I dropped a cast iron pan on my SnapStone floor, and a tile chipped. How do I replace it?

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.

SnapStone is constructed using top-quality, heavy-duty porcelain tile which is nominally 75% thicker than the tile used in some other products.

SnapStone is adhered to a waterproof plastic substrate. Some modular tile products are adhered to a high-density particle board substrate which, as you can imagine, is not dimensionally stable when exposed to moisture.

SnapStone has connecting mechanisms on all four sides of the tile. Other systems are coupled on only two sides.