

SNAPSTONE FREQUENTLY ASKED QUESTIONS

Product Specs

Q. How thick is SnapStone?

A. 9/16"

Q: What sizes are available?

A: 12"x12" and 6"x6" sizes

Q. How much does each SnapStone tile weigh?

A. A 12"x12" tile weighs 4.5 lbs. A 6"x6" tile weighs just over 1 lb.

Q. How much does a carton of SnapStone tile weigh?

A: A carton of 12"x12" tile weighs 22.5 lbs. A carton of 6"x6" tile weighs 13 lbs.

Q. How many square feet per carton?

A. A 12"x12" carton has 5 square feet and 5 pieces. A 6"x6" carton has 3 square feet and 12 pieces.

Q. How thick are the grout joints?

A. 1/4"

Applications

Q. Can SnapStone 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, as long as the floor is within tolerance 1/4" in 10' or 1/8" in 6'.

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: 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: Yes

Q: Can SnapStone be installed over particle board?

A: Yes.

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' or 1/8" in 6'. Additionally, any loose or broken tiles must be removed and patched with a portland cement based patching compound. Consideration must also be given to the height at the transitions and door casings.

Q: Can SnapStone be installed as a countertop?

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

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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. No, however, SnapStone can be installed in 3-season rooms.

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

A. No.

Q: Can SnapStone be installed on stairs?

A: Yes, but it must be fully adhered using a high quality construction adhesive. Additionally, a stair nose should be used at the edge.

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

A. No.

Q. Can SnapStone be installed in a large area flowing through my kitchen, laundry room and bathroom?

A. Yes.

Q. Can SnapStone be installed on the wall?

A. No. It is recommended you purchase raw tile for wall applications.

Floor Preparation

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. How thick must the sub-floor be in order to install the SnapStone?

A. 5/8" installed over 16" on center

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

A. Within a tolerance of 1/4" in 10' or 1/8" in 6'. 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 type of sub-floors can SnapStone tile be installed?

A. SnapStone can be installed on flat, solid surfaces. This includes vinyl, plywood, OSB, particle board, concrete, and ceramic. 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. Cement based patching compounds works best. Avoid gypsum patching compounds in wet areas since they may support mold growth.

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. 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

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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: 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 SnapStone?

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 squeaking persists, a carpenter should be consulted.

Q: My previous floor left an adhesive residue on the sub-floor. Can I install SnapStone directly over this surface?

A: If the old adhesive residue is completely dry, then yes. However, if the residue is sticky, it is recommended to first install a thin underlayment (1/8") over the floor. This will provide a smooth surface for installing your floor.

Q: Is there an alternative to leveling the floor with a patching compound?

A: Yes. 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 good option if you do not have experience patching floors.

Q: Do I need to remove my vinyl floor before installing 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: Yes. 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: 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, structurally sound floors such as vinyl, wood, concrete, or ceramic. It should not be installed over carpet.

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: Do I need to remove the paint from the concrete floor before installing SnapStone?

A: No.

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: No, as long as the floor is within a tolerance of 1/4" in 10' or 1/8" in 6'.

Q: Are there any deflection requirements for SnapStone?

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

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A: No, it is not required. However, you will still need to allow ¼" expansion at the jambs. Undercutting of the jambs is used to cover the cut edges while still providing this needed expansion.

Q: What is the best way to undercut the door lambs 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 number of door jambs and casings, a power jamb saw is recommended.

Installation/Assembly

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

A. The following items are recommended to install SnapStone: Safetly goggles, ear protection, rubber mallet*, tapping block*, pull bar*, tape measure, speed square, straight edge, wet saw, undercut saw, utility knife, rubber gloves, margin trowel*, hard rubber-edged grout float*, 5-gallon bucket of water, sponge*.

*Included in SnapStone Installation Toolkit

Q. How do I assemble SnapStone?

A. SnapStone can be installed using a white-headed rubber mallet and tapping block. Be sure to place the tapping block squarely against the tile, never against the plastic tray.

Q. What if I have trouble snapping two tiles together?

A. If tiles are difficult to snap together, mix water and dish soap in a spray bottle, and moisten tabs.

Q. Should an expansion gap be left along the perimeter of the installtion?

A. Yes. A ¼" 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 of the time, tiles used around the perimeter will be cut, and tabs will already be removed.

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?

A: No. The tabs of a SnapStone tile will interlock with another tile from any side.

Q. What if an interlocking tab is damaged?

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 along the perimeter?

A. Leaving a ¼" gap along the perimeter, a coated pull bar should be used to gently apply pressure until tabs interlock completely.

Layouts/Patterns

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Q: Where in the room should I start my SnapStone installation?

A: It is typically best to start in the center of the room or at a perimeter. It is important to determine where your cuts will be in order to avoid using small pieces along the edge. You may also want to consider starting in the area with the most undercuts as installing these pieces at the end of your installation can be challenging.

Q: What pattern options do I have?

A: SnapStone can easily be installed using straight, staggered, or diagonal patterns. 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: Yes. 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.

Marking/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: 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. 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" in the middle of the tile.

Grouting

Q: When I opened the bucket of SnapStone flexible grout, there was some liquid at the top. Is this normal?

A: Yes. Liquid may be present on the surface of the grout when opened. This is from 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: Does SnapStone Flexible Grout require mixing like traditional cement-based grouts?

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

A. Wait 24 hours for light foot traffic, 72 hours for heavy traffic, and 7 days before cleaning.

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?

A. Yes. SnapStone Flexible Grout is specially formulated for use with SnapStone tiles. Other grouts are not sufficiently flexible to handle the movement associated with a floating floor, and will fail.

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. The grout left a residue on the tile. What can I use to remove this?

A. Use Krud Kutter Original to cleanup any grout haze that remains on the tile surface after drying.

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. 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: How do I clean SnapStone Flexible Grout during the grouting process?

A. Remove grout residue as you work using a sponge and water. If working alone, never grout more than 10 square feet 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. How do I correct imperfections in the grout?

A. Repair any low spots by adding additional grout. SnapStone Flexible Grout adheres to itself.

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.

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 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 the two floors?

A: If the floors are similar in height, a T-molding can easily be used.

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Q: What do I use to transition from SnapStone to a floor of a different height?

A: Use a beveled hard surface reducer made of wood, vinyl or metal.

Q: After leaving a ¼" gap along the perimeter, what can be used to fill this space?

A: This ¼" space along a perimeter 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: 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. No. It is recommended that a flexible caulk be used to fill the ¼" gap along the perimeter or at a threshold.

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 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: Can SnapStone be cleaned using a vinegar cleaner?

A: No.

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

A. We recommend using Soft Scrub with Bleach and a soft, bristled brush. It is important to clean these substances as quickly as possible after spill occurs.

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Moisture

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 you address your moisture problem before installing any floor in this area.

Q: Can I install SnapStone over a sub-floor that has experienced water damage?

A: Yes. However, it is important to repair or replace any water damaged boards, and ensure the floor is dry and structurally sound before installing SnapStone.

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 over mold?

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 the floor is completely dry before installing SnapStone.

Bathrooms

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: 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: 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: I'm installing SnapStone in my bathroom. Do I need to fill in the 1/4" 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.

Furniture and Appliances

Q: I want to install SnapStone in my game room. Will my slate top pool table be too heavy for SnapStone?

A: When installed properly, SnapStone will perform well when installed under heavy objects such as a pool table.

Q: Can I install SnapStone 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.

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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. 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 grout line. The key is you do not want continuous traffic/movement on the floor for the first 24 hours.

Repair and Replacement

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 steps:

- 1: Remove grout from perimeter of broken tile
- 2: Cut the tabs at 3 of the 4 surrounding sides of the broken tile
- 3: Remove broken tile
- 4: Cut the upward tabs of the new tile on 3 of 4 sides
- 5: Apply a layer of premium construction adhesive to the back of the new tile
- 6: Place the new tile into position, interlocking the side with remaining tabs
- 7: Apply pressure to ensure full adhesion
- 8: Once adhesive cures, apply flexible grout