

# FREQUENTLY ASKED QUESTIONS

## HOW ARE THE CAST METAL TILES, LINERS AND BATH ACCESSORIES MADE?

Made in the USA, the Cast Metal tiles and bath accessories are “Cast in Questech”, a proprietary composite of metal, resin and ceramic. The surface is real premium metal. Each tile and bath accessory comes from an original hand carved design.

## HOW ARE THE CAST STONE TILES, LINERS AND BATH ACCESSORIES MADE?

Made in the USA, the Cast Stone tiles and bath accessories are “Cast in Questech”, a proprietary composite of crushed marble and resin. Each tile and bath accessory comes from an original hand carved design.

## ARE THERE VARIATIONS IN TONE AND COLOR?

The Questech product will vary naturally from piece to piece. However, they do not vary from lot to lot like ceramic tile, and will always coordinate beautifully together.

## WHERE CAN I USE THE TILES & LINERS?

They can be used on any interior wall, including wet areas. The tiles can also be used as a counter edge molding. Designated floor products may be used on both interior walls and residential/light commercial floors. Tiles are not suitable for counter top surfaces or exterior installations.

## HOW DO I INSTALL THE TILES & LINERS?

Tiles that are “Cast in Questech” can be installed using standard tile setting methods (polymer fortified thin-set, epoxy and mastic). They cut easily with a wet saw or a spiral saw and can be drilled with a high-speed drill. Do not score and snap.

## ARE THERE SPECIAL INSTALLATION SITUATIONS FOR TILE & LINERS?

To ensure proper bond, high temperature installations might require epoxy adhesive and grout. Examples where epoxy is recommended includes behind some kitchen cook-tops, fireplace surrounds and steam showers. See installation instructions for more information.

## HOW DO I INSTALL THE FLAT BACK BATH ACCESSORIES?

Our Flat back bath accessories are designed for easy no cut installations over new & existing shower walls. They complement any ceramic, porcelain, metal and stone tile. Our Easy as 1, 2, 3 Installation instructions are included in every product box. Adhesive is sold separately; use either a Polyurethane Construction Adhesive or GEL Epoxy. See installation instructions for more information.

## WHAT IS Q-SEAL™?

Questech tiles are protected by Q-Seal, a factory-applied, permanent sealer that is guaranteed to be water and stain resistant for as long as you own your home. The sealer also provides abrasion resistance and includes an anti-bacterial ingredient – Ultra-Fresh®, that inhibits the growth of mold and mildew.

## WHAT HAPPENS IF I ACCIDENTALLY GET STONE OR GROUT SEALER ON THE QUESTECH PRODUCT?

Sealers cannot penetrate or adversely affect Q-Seal. Simply wipe excess sealer off the piece.

## HOW DO I CLEAN THE TILES, LINERS AND BATH ACCESSORIES?

The surface can be cleaned with any ordinary household cleaner. Harsh chemicals like bleach should be wiped away shortly after application. Do not use abrasive implements for cleaning, for example, scouring pads and steel wool are not recommended.