

# GRANITE TILE F.A.Q.

## What is granite?

Granite is composed of several minerals including feldspar, quartz and mica, giving it a grainy composition and coarse natural texture. The interlocking of crystals, exposure to intense heat and the pressure underground during formation make granite an incredibly strong, durable and heat resistant natural material.

## What does the finished surface of granite look like?

There are numerous finishes of granite tile. The most popular finishes are polished (shiny), honed (matte) and flamed (textured rough surface). A different type of finish of the same stone can alter the color. A polished surface is shiny, sometimes reflective and typically gives the stone a darker tone compared to a flamed finish.

## Where would I use granite tile?

Granite is an incredibly durable stone and can be used in high or low traffic areas of residential and commercial spaces. Granite tile can be used for indoor and outdoor applications, on the floor and wall. Different granite finishes are suitable for different applications.

- Polished surface: high/low traffic indoor flooring, wall cladding, counter tops, vanity tops & decorative items
- Honed surface: high traffic indoor/outdoor commercial flooring, wash rooms, side-walks.
- Flamed or Brushed surface: external flooring, decks, pavements, side-walks, curb stones, garden benches

## What should I consider before choosing granite tile?

Granite is a natural stone product. Consider the finish of the granite tile for the location. A polished granite stone can be slippery when wet. Can granite tile be butted or do I need to leave a grout line?

A. Granite tile floors appear the best when the tiles are butted. However, it is important to make sure the tiles are matched before setting. Please review installation materials and instructions if you are installing the product yourself.

## Does granite tile stain? How do I prevent it?

Granite is a highly dense material and somewhat porous so it can stain if a spill is not cleaned quickly. Sealing the surface with a water-based sealant is therefore recommended to protect the granite from water patches and stains. Sealing can be done once a year or once every two years depending on the usage of the surface.

## Is any BuildDirect granite Kerosene cut?

No. BuildDirect ensures that all granites are cut with a water coolant.

*In the industry some manufacturers use petroleum by-products as their coolant to aid the cutting process and reduce processing costs. When they do this the granite is later soaked in water and washed to remove the chemical smell but the damage is done the moment the chemical comes into contact with the ferric content in the stone. Within a couple of years, rust marks will appear on this product.*

## How do I obtain samples?

If sample are available for the product you are interested in, you can request samples online. We will send you up to five stone samples for free. Sample pieces are typically 4 inches by 4 inches.

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## How do I know the granite is high quality?

BuildDirect supplies only first quality material. The quality of the material is determined by measuring different parameters of granite product through the entire production process:

- Mining: BuildDirect's granites are mined utilizing modern methods
- Cutting: BuildDirect's granites are cut using water as coolant to ensure a lifetime guarantee on the quality of the product
- Calibration: Product dimensions are controlled within the stipulated limits in ASTM standards. Tiles are calibrated to ensure their thickness is uniform. Gauging is done to ensure the tiles are square. Beveling is done to produce a smooth edge on the tiles
- Inspection: Inspection is done at different stages of the manufacturing process and the products are segregated for unusual patches, major color variation, cracks, dimensions, surface finish, and other quality issues.

## How different will my order be than the sample I received?

Depending on the stone, granite can be highly variable in colour and appearance (spots, some veining, etc.). BuildDirect makes every attempt to keep samples consistent with the product for shipment but variability is to be expected. If you have concerns about a particular stone, please discuss with your sales representative.

## What volumes can BuildDirect ship?

BuildDirect ships natural stone tile by box, pallet or container. Please see the minimum order quantities for the specific tile you are interested in. Boxes and pallets are shipped from warehouses in North America. Container volumes ship directly from the supplier. Natural stone is very heavy and you will require proper equipment or labour to accept goods on delivery. Please check the weight of your goods before they are delivered so that you are prepared.

## What natural stone products can I order by container from BuildDirect?

We take custom orders on granite products for your specific requirements. Custom container orders (large volume) can be made for products such as granite tile flooring, granite counter tops, vanity tops, stair treads and risers, fire place surrounds, and columns. A minimum container quantity/order value applies to all custom products. Please inquire with BuildDirect's product specialists.

## What can I do if I need a smaller amount of tile than your minimum order quantities?

Our minimum order quantities vary and are not consistent across different stones or tiles. Please consider looking through our other offerings to find a product with a lower minimum quantity.

## I would like to see the pallets before I buy them. Is this possible?

Unfortunately, we are unable to show you the product before you purchase it. The product in the warehouses are in sealed crates. We suggest always ordering a sample, reviewing the graphics on the website and discussing with a sales representative if you have any concerns.

## How much breakage should I expect with an order?

It is not unusual to have 2% - 3% of the tile broken to some degree (i.e. chipped edges). Any amount up to 10% is still considered acceptable. The damaged tiles can be used for the cuts you will need to make. If breakage is above 10%, we would ask you to have it noted on the logistics receiving document and take pictures. Please make a claim within 10 days of receiving your order.