

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

- ✓ **Please ensure that the 'Surface Preparation' guidelines of the Installation Instructions are followed before the material is installed**
- ✓ Inspect all materials carefully for finish, color and defects before installation. The warranty does not cover materials with visible defects once they are installed. If there any doubts about the quality, dimensions or appearance 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.

Please note stone might not be fully cured and colors may be darker than shown on site. Some orders are made to order and are shipped prior to being fully cured. Once stone is fully dry, which it will dry faster once it's out of the box and installed, the colors will appear as they should.

Important Points to Note About Stone Veneer Siding

Be sure you are in compliance with your local building code(s) requirements.

- ✓ Be sure that you have done proper planning (area size, mortar joint size, orientation, exposure to sunlight, height, electric or gas outlets, gutters orientation, storm water flow, stairs and so on). Have plan handy during installation.
- ✓ Keep your hands and your stone siding clean during the installation process.
- ✓ It is important not to allow mortar to dry on the face of the stone. Wet mortar on stone will leave a filmy residue that dulls the appearance of the stone and should be removed immediately before it dries/hardens. Removal can be accomplished using a brush and clean water.
- ✓ Place a protective material on the ground where rain or water can cause mud splash onto your stone.
- ✓ Water infiltration and damaged can be caused from incorrect installation. Stone should be installed at least 3" above the grade level to prevent water from continually saturating behind the back of the stone and causing structural damage.
- ✓ Make sure that you have all material, accessories and tools necessary for installation (mortar, grout, skill saw, masonry hammer etc.)
- ✓ To protect your stone from stains and spills, we recommend sealing the stone surfaces.

• NEVER USE A WIRE BRUSH OR ACID TO CLEAN STONE.

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 customerservice@builddirect.com.