ULTRASTONE™

presented by Bella Citta®

ULTRASTONE™ PEEL & STICK STONE VENEER PANEL INSTALLATION GUIDE AND WARRANTY
BEFORE YOU START, READ THESE OWNER/PURCHASER/INSTALLER RESPONSIBILITIES:

IMPORTANT NOTE: Correct surface preparation is critical to a successful project. Surfaces that are inadequately prepared, dusty, dirty, greasy or otherwise surface contaminated may result in panels not adhering properly and will void the product warranty. Walls must be flat, smooth, primed and dry.

- **Before starting installation,** it is important you read all instructions and warnings information. By starting installation of this product you are agreeing that you have read and understand all owner/purchaser/installer requirements and responsibilities, and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty.
- **No product acclimation is required prior to installation** as long as the product has been stored indoors and is between the temperature of 65° to 100°F (18° to 38°C) prior to installation. Note that warmer temperatures improve the adhesion of this product when it is being installed.
- **Stone veneers are a natural product** and may vary in colour and character from display models and literature. Note that panels may differ from each other in colour and character from box to box and different lot #'s. Verify colour and character before installation. Before you start the installation, open all packages and evenly distribute the colour variances to avoid clusters of panels of a similar colour tone. Once the panels are installed, they are deemed to have been inspected, approved and accepted.
- **It is the sole responsibility of the owner/purchaser/installer**, prior to installation, to certify that:
- The area/environment planned for installation is suitable for this product and meets local building codes.
- All wall surfaces are primed, dry, sound and meet all the recommendations listed herein.
- The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job area and wall substrate requirements.
- **The owner/purchaser/installer assumes full responsibility** for the final inspection of this product. Inspection should be done prior to installation and should include: colour, finish, milling and grade. If the product is damaged or not acceptable, do not install it, contact your supplier immediately for assistance.
- ULTRASTONE™ is a natural stone product which allows for a natural or manufacturing defect tolerance of 5%; therefore, the owner/purchaser/installer must use reasonable selectivity and allow for defects accordingly. Panels with noticeable flaws or extreme colour or thickness variance should be used for cuts or less-visible areas.

TOOL AND ACCESSORY REQUIREMENTS:
Before starting to install your panels, ensure you have all the necessary and correct tools, equipment and accessories, including:
- Chalk-line & chalk (string-line)
- Carpenter's square
- Straight-edge or long ruler
- Pencil & fine tip Sharpie® marker
- Tape measure
- Tin snips or large scissors
- Flat file
- Sharp wood chisel (1/2" to 1" wide)
- Caulking gun and tube(s) of approved construction adhesive (if required per info noted herein)
- Clean cloth
- Mineral spirits (only required if using construction adhesive for clean-up)

CALCULATING SQUARE FOOTAGE REQUIREMENTS:
Allow a minimum of an additional 10% to 20% for cuts, waste, grading and defects. If installing a diagonal or other special pattern, or irregular shaped areas, allow for a minimum of 30% additional materials.

INSTALLATION PATTERN:
For best appearance and easiest installation, panels should be installed in a random pattern as shown below. Over-lap the ends of panels a minimum of 4" (100mm).

INSTALLATION TEMPERATURE:
Make sure the panels and wall surfaces are between: 65° to 100°F (18° to 38°C). To optimize the bond strength of the peel and stick adhesive, panels and wall surfaces should be as warm as is practical, panels can be warmed with a heat-gun or hair-dryer quickly and easily.

ULTRASTONE™ PANELS MAY BE INSTALLED FOLLOWING EITHER OF THE FOLLOWING 2 INSTALLATION METHODS:

#1: INSTALLING WITHOUT A SUPPLIMENTAL ADHESIVE:
- Acceptable wall surface substrates include: primed plaster, primed drywall or smooth glazed porcelain/ceramic tiles that are not rough, textured or porous.
- Walls must be flat, smooth primed, dry and be free of damage, as well as be free of grease, dust, dirt, food residues, soap or other contaminants.
- Check wall flatness before starting installation. Use a 2' or 4' long level or rigid straight-edge to check the wall for flatness. If there are low areas deeper than

3mm (1/8") over a 24" (60 cm) long area, they should be repaired and filled with a drywall compound, sanded flat and sealed-primed as noted herein. It is especially important to flatten out any bumps or high areas by sanding them down and seal-prime them as noted herein.
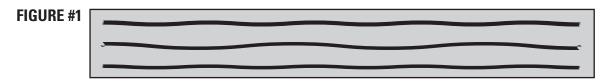
• With the exception of smooth glazed porcelain/ceramic tile, all other wall surfaces must be freshly primed (painted) with a latex or oil based primer-sealer. **DO NOT use** all-in-one "paint & primer" type products, their surface is not compatible with this product and panels will not properly adhere to panels, causing them to detach over time.

• Remove the protective backing film, position the panel into position following the starting line and apply firm pressure to all surfaces of the panel following all steps noted in the section **GETTING STARTED:**

#2: INSTALLING WITH A SUPPLIMENTAL ADHESIVE:

• This method is for installations where the wall surface will not be primed prior to installation of the panels or for wall substrate surfaces which do not meet the requirements for **OPTION #1**.

• Acceptable wall surface substrates include: primed or painted plaster or drywall, glazed or unglazed porcelain/ceramic tiles, wood, plywood, OSB and concrete.

• Walls must be flat, smooth, dry and be free of damage, as well as be free of grease, dust, dirt, food residues, soap or other contaminants.

• Check wall flatness before starting installation. Use a 2' or 4' long level or rigid straight-edge to check the wall for flatness. If there are low areas deeper then 6mm (1/4") over a 24" (60 cm) long area, they should be repaired and filled with a drywall compound, sanded flat and sealed-primed as noted herein. It is especially important to flatten out any bumps or high areas by sanding them down and seal-prime them as noted herein.

• **To prepare the panel for installation, following these steps:**
• If the panel requires cutting or trimming do so first.
• Remove the protective backing film.
• Apply 3 continuous 3/16" (4mm) thick beads of construction adhesive to the top, middle and bottom of the backside of the panels (with peel away backing removed) as shown. To avoid bleed-through of the adhesive between seams, ensure no adhesive beads are closer than 1" (25mm) of sides or ends of the panels.
Refer to figure 1 below:
• Carefully position and press the backside of the panel to the wall to secure into position.
• Use only one of the following approved polyurethane construction adhesives: LePages® PL Premium, LePages® PL Premium Fast Grab, LePages® or PL Heavy Duty 9000. Always follow all of the instructions, recommendations and precautions of the adhesive manufacturer. The use of any other adhesive will void the product warranty.

FIGURE #1

GETTING STARTED:
The most common area of installation for this product is kitchen and bathroom backsplash areas; this install guide is based on this. **ULTRASTONE™ panels** may also be installed on virtually any wall surface in your home following all of the same installation recommendations herein. For large wall areas, depending on your wall layout, you will need to decide if you wish to start installation at the top of the wall along the ceiling and work downwards, or at the bottom of the wall and work upwards. The deciding factors for large wall installations are:
• Whether you want the last trimmed row at the top or bottom of the wall.
• If your ceiling is cathedral or other sloped, we recommend starting at the bottom of the wall.

INSTALLATION STEPS FOR ALL METHODS AND WALL AREAS:
• Note that mosaic style panels have different widths of pieces in them, for best appearance; be certain that you orient them all in the same way so that the rows of mosaics are aligned with the same size in the next piece.
• Your countertop surface may or may not be flat/straight and should be checked before you start installation of the panels. Measure 150mm from the countertop surface at each end of the area to be installed and snap a chalk line (starting line) from these 2 points.
• Measure down from the chalk line every 150mm (5-7/8") and check if the distance varies or not and confirm the widest width. If the width exceeds 150mm (5-7/8"), the starting line must be moved down so that no area is wider than the 150mm (5-7/8") width of the panels. If necessary, move the starting line down as required.
• Select the panels that will form the starting row and number them on their backside with a marker, also marking their top edge.
• Using tin snips or (large scissors), trim the bottom of any panels as necessary to fit their position so that they exactly follow the starting line and also follow the counter surface closely.
• Note that it is very important that your starting row follow the starting line exactly; any deviation from this line will cause gaps to form between subsequent rows.
• Note that the adhesive on the panels is very powerful and once it sticks to the wall, it will not release; ***use care when aligning panels into position to not let the panel accidentally touch the wall.***
• If your countertop is perfectly straight, you may use the countertop surface as your guide; if not, follow the guideline as mentioned above.
• Install the first row of panels as follows:
• Installing the first panel: Based on working from left to right, position the lower left corner by having the panel approach the wall at a 20° angle so only the corner touches the wall first.
• Keeping the panel at a 20° angle, let the bottom of the panel follow the countertop surface and position the panel into place, or alternatively carefully align the top edge of the panel to exactly follow and adhere along the guideline.
• Next rotate the panel to make full contact with the wall, pressing the panel firmly on all surfaces to ensure a full bond of the adhesive.
• Installing the second and subsequent panels: Position the left edge of the 2nd panel to exactly align with the end of the 1st panel, keeping the panel at a 20° degree so only the edge of the backing is touching the wall.

- Next, keeping the end secure and tight to the previous panel, align the upper edge of the panel to exactly follow and adhere along the guide line or countertop surface.
- With the upper edge perfectly aligned to the guideline, press the panel down to make full contact with the wall, press the panel firmly on all surfaces to ensure a full bond of the adhesive.
- Continue to install the 3rd and remaining panels in the same manner as noted above.
- When installing the last piece, measure and trim it to fit the remaining space exactly with the backing film attached. Test fit with the backing film on; once it is cut to fit, then remove the backing and install it in the same manner as above.
- Keep the remaining portion of the last panel to use as a starting piece for the next row. Be sure that you mark the backside to indicate the top.
- Install the second and subsequent rows of panels as follows:
- Following your pattern, decide if you will use the waste section from the previous row or trim a new panel to start each row. For best visual results, avoid having the ends of panels closer than 4" (100mm) from each other.
- Keeping the backing on the panel, put it into position to see if the left edge fits or needs to be trimmed to fit tightly, trim it as needed to fit.
- Remove the backing, keeping the panel at a 20° angle; align the lower edge along the top edge of the previous row so the end of the panel is flush with the starting point.
- Once perfectly in position, press the panel firmly on all surfaces to ensure a full bond of the adhesive.
- Install the 2nd and subsequent panels keeping the panels at a 20° angle; align the lower edge along the top edge of the previous row and the lower left positioned tightly to the end of the previous panel.
- Next align the left end of the panel with the end of the previously installed panel so the end joint is tight. Once perfectly in position, press the panel firmly on all surfaces to ensure a full bond of the adhesive.
- Continue to install the 3rd and remaining panels in the same manner as noted above.
- Install the remaining rows in the same manner, keeping your end joints in line with your desired pattern.
- Install the last row of panels as follows:
- Carefully measure the remaining space at the ends and in several places mid-panel, keeping in mind that the height may vary along the length.
- Keep the backing on the panel, carefully trim it to fit. Place it into position to see if fits correctly
- Once trimmed to fit, remove the backing and follow the same steps as noted above.

CONGRATULATIONS ON YOUR ULTRASTONE™ INSTALLATION!
WE TRUST THAT YOU ENJOYED THE EXPERIENCE AND WISH YOU MANY YEARS OF SATISFACTION WITH OUR PRODUCT.

HELPFUL HINTS & RECOMMENDATIONS:

- Avoid bending the panels excessively which can damage or crack them, or cause the stone veneer to separate from the self-adhesive backing.
- Measure twice & cut once!!! Double check all measurements and panel orientation when marking your cuts to avoid trimming errors.
- Panels may be cut and trimmed using any of the following tools: Tin snips, large scissors, table saw or a miter saw. Long straight cuts are best made with a table saw.
- When you have to make cut-outs for electrical outlets, light switches, light fixtures or other or wall features, use a hammer and carpenter's chisel to notch and cut out the area in the panel. All measuring and cutting should be done with the backing on the panel. Test fit the panel before removing the backing to ensure a perfect fit.
- If panels have any rough edges on any cuts, use a flat file (metal type) to smooth the edge as needed. File along the length of the cut, keeping the file square to the panel. Do not file at an angle.
- Small sections of panels less than 4" (100mm) long should be installed with a few beads of approved adhesive to ensure they are adequately bonded to the wall for long-term adhesion. Apply and use one of the approved adhesives previously discussed in section: **#2: INSTALLING WITH A SUPPLEMENTAL ADHESIVE:**
- The removal of an installed panel is very difficult; the adhesive on the panels is designed to be permanent and not release. If you need to remove a panel, note the following:
- Removal of a tile is at the sole risk of the installer, doing so may result in the tile breaking or being damaged, as well as damage to the wall's surface.
- To make the removal of a panel easier, heat the surface of the tile with a heat gun or hair dryer to get the panel as warm as possible, this will weaken the bond of the adhesive.
- Use a putty knife or similar tool to slowly pry the panel from the wall.
- If you plan to reuse the panel, the original adhesive will no longer provide an adequate bond, reinstalled panels must be installed with one of the approved adhesives previously discussed in section: #2: INSTALLING WITH A SUPPLEMENTAL ADHESIVE:
- Optional but recommended: The lower edge of the panels should be sealed to the countertop with a 1/8" (2.5mm) wide bead of clear silicone caulking to prevent spills from seeping in behind the panels and potentially damaging the wall. The caulking will also hide and fill any minor gaps if present.
- Natural stone is resistant to staining from most food products; if you wish to give your wall additional stain protection, you may do so using a natural stone type impregnator or sealer:
- Stone impregnators have a minimal effect on changing the colour of the stone. It will improve the wall's resistance to stains and food materials adhering to the stone surface in the event of spilled and splashed foods during meal preparation. We recommend that you test the look of the stone impregnator on an uninstalled piece of stone to test its finish before treating your entire wall. Always follow all of the instructions, recommendations and precautions of the manufacturer.
- Stone sealers may also be used if you wish to give your wall a "wet look" and higher sheen level. Stone sealers will provide a higher level of stain protection than stone impregnators. Note that the use of a stone sealer will permanently and significantly darken the colour of the stone. We recommend that you test and see the look of the sealer on an uninstalled piece of stone to test its finish before treating your entire wall. Always follow all of the instructions, recommendations and precautions of the manufacturer. DO NOT apply any other type of sealer or other coating to the stone other than the types previously noted. The use of stone impregnators, stone sealers or any other type of coating is at the sole risk of the installer.

ULTRASTONE™ STONE VENEER WALL PANEL WARRANTY:

This product carries a limited 5 year residential structural warranty that is subject to the general information, terms, conditions, procedures, recommendations, limitations, disclaimers, exclusions, requirements noted in the installation guide, care and maintenance guide warranty sections of this document.

• This stone veneer wall panel product carries a limited 5 year residential warranty, when installed in a residential situation against manufacturer and workmanship defects when used under normal conditions and installed in accordance with the Manufacturer's installation instructions to the original purchaser/ owner of the wall panel product, as long as they continually own the home where the wall panel product is installed for the period of the warranty.

• This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the stone veneer wall panel product and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the stone veneer wall panels at the sole option of the manufacturer. The warranty does not include labour, installation or other incidental costs. Claim compensation (if approved and/or authorized by Bella Citta is limited to the specific area which Bella Citta deems to be valid under the claim.

• This warranty does not cover and specifically excludes such damages as: indentations, scratches, stains, normal wear and tear, sheen loss, erosion from cleaning, inadequate protection, mould, mildew, bacteria, lack of maintenance, fire, water, natural disasters, excessive heat, accidents, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects, failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance.

• Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.

• This warranty does not cover adhesive bond failure and separation of panels from the wall substrate regardless of the cause.

• This warranty excludes changes to gloss and sheen levels.

• This warranty excludes claims due to differences in the colour and character from display models and literature, as well as differences in colour and character from wall panel to wall panel.

• This warranty explicitly excludes products sold "as is", on clearance or as seconds.

• The original purchaser is responsible for correct installation, maintenance and cleaning of the wall panel in accordance with the included instructions. It is important to note that natural stone veneer wall panels can have colour variations, grain variations and natural flaws. The manufacturer cannot guarantee exact colour matches from one wall panel to the next or one box to the next. Colour, grain variations and natural flaws are not considered as manufacturer's defects under this warranty. Manufacturing flaws up to 5% are not considered as manufacturer's defects under this warranty as per common industry standard.

• This warranty specifically excludes damages to stone veneer wall panels caused by: water, steam, stoves, ovens, fireplaces, wood stoves, heating systems, heating ducts, heat sources and heating system components of all types.

• This warranty specifically excludes colour variances from the same lot # or different lot #'s.

• In all cases, installed areas must not be subject to wet conditions. Wet conditions will void the product's warranty.

• Bella Citta warrants to the original user that its products, when in their original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects during the warranty period when installed and used under normal intended use in accordance with the terms, installation instructions, limitations and conditions herein.

• Should your stone veneer wall panels fail to live up to the provisions of this warranty, Bella Citta will provide replacement panels of the quantity of panels covering the area it deems to be defective under the warranty at no cost to the original purchaser/home owner with the same or similar product. If the repair or replacement by a same or similar product cannot provide a reasonable and satisfactory claim resolution, Bella Citta, at its sole option may elect to provide to the original purchaser/homeowner a refund of the original price of the stone veneer wall panel materials only for the area Bella Citta deems to qualify under the warranty claim. Labour costs and incidental costs are not covered by this warranty.

• This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, Bella Citta assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights; in addition, you may also have other rights that vary from state to state or from province to province.

• To file a warranty claim, first contact the original supplier where the stone veneer wall panels were purchased. If the supplier cannot resolve the problem or claim to your satisfaction, submit your warranty claim in writing within the warranty period as noted below.

• Note that Bella Citta reserves the right to visit or have its appointed agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis.

• Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

• All warranty claims must be made in writing to Bella Citta and must include a complete copy of the original purchase receipt, installation documentation, photographs and/or other information that may be requested by Bella Citta including this warranty. Claims are to be forwarded to: Bella Citta, 2655 Dawin Rd. N. Jacksonville, FL 32207

• For customer service and additional information, contact us at: www.bellacittafloors.com