

# FAQ

**What is porcelain?**

Porcelain tile is made from a refined mixture of clay, feldspars, and other high-performing minerals. This mixture is pressed into tile-shaped molds, glazed and then fired in a kiln under extremely high temperatures. This process creates a tile that is durable, water-resistant and very easy to clean and maintain, making porcelain tile a great choice for a range of applications around the home.

**Does Wood and Stone provide a design service?**

Our showrooms have consultants who are trained and experienced with the products we carry and are happy to help decide which products best complement each other for your particular project.

**Should I be concerned about radon in granite?**

No. Scientific studies have found that granite countertops pose no significant radon or radiation risk. While it's true that some types of granite do emit radon gas, the studies have shown that even the most active test samples of granite most commonly used in US countertops contribute emissions that are below the levels requiring EPA-recommended remediation. And most fall below what the EPA would consider "background levels" of radon.

**Should I buy extra material? How much?**

Depending on future needs, keeping an extra box or two on-hand could be beneficial. Always refer to your installer when determining quantities.

**What do some of the terms on your site mean, such as honed, rectified, listelle, etc.?** For definitions to various terms, please visit our [Glossary of Terms](#).

**What is California Proposition 65?**

California's Proposition 65 entitles California consumers to special warnings for certain products that contain chemicals above certain threshold levels. The general Proposition 65 notice is as follows:

**WARNING:** Some porcelain products, as noted on the pertinent product pages within this website, contain Lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm.

**WARNING:** Granite, Marble, Quartzite and Quartz products, as noted on those product pages within this website, contain Crystalline Silica, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm.

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**What is your return policy?**

Product can be returned within 30 days with a 25% restocking fee. Only full box quantities may be returned, no loose or single tiles will be accepted. Custom/special order materials require a 50% deposit upon order and are non-refundable.

**Are your locations open to the public?**

Yes, we are open to the public. Our showrooms are a great place to collect ideas for your project and our informative staff is happy to assist in your selections. Please contact our showroom staff for hours of operation.

**How can I make a payment/pay for my products?**

Please see the link at the bottom of our website to [Make A Payment](#)(open link on new tab).

**What is ceramic?**

Ceramic tile begins as a clay mixture that is then formed into a mold, glazed and finally baked in a kiln. The firing process involves extremely high temperatures that dry and harden the ceramic tile, for a final product with a range of uses in interior spaces. Ceramic is generally not recommended for outdoor use due to its porosity. Learn more about how you can use ceramic in your home or business.

**Does Flame Spread Testing apply to porcelain and ceramic tile?**

Due to the production method used to manufacture porcelain and ceramic tiles, these products belong to class A1fl – A1 or fireproof, non-combustible materials. For more information, please refer to this article from the Tile Council of North America (TCNA)([open link on new tab](#)) that highlights tile's inherent health and safety attributes.

**Does Flame Spread Testing apply to glass tile?**

The NFPA (National Fire Protection Association) rating for glass tile is 0 (will not burn).

**Does Light Reflective Value (LRV) apply to tile, natural stone and quartz?**

In architecture, light reflectance value (LRV), is a measure of visible and usable light that is reflected from a surface when illuminated by a light source. The measurement is most commonly used by design professionals, such as architectural color consultants, architects, environmental graphic designers and interior designers. LRVs are frequently reported on paint chips/paint samples or other products that are a solid color. The values are used by lighting designers to determine the number and type of light fixtures needed to provide proper lighting for interior spaces.

For tile, stone and quartz products, it is very difficult to provide an accurate LRV due to the fact that these products are not solid colors. Different sections of these products would produce different values, therefore providing one data point is extremely complicated

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## **What does “Red List Free” mean and does Arizona Tile have any products that meet this criteria?**

You can learn more about the Red List at this website([open link on new tab](#)). The Safety Data Sheets (SDS) that are on our website include information about our products being Red List Free.

## **Do porcelain or ceramic tile emit VOCs (volatile organic compounds)?**

Because porcelain and ceramic tiles are kiln-fired at very high temperatures they do NOT emit any volatile organic compounds (VOCs) into the indoor air of a building. VOCs can lead to several different types of health problems and are commonly linked to “sick building syndrome([open link on new tab](#)).”

## **NATURAL STONE**

### **What are quartz countertops made of?**

Quartz countertops are made primarily out of crystals of quartz, a common and extremely hard mineral. The quartz is crushed and blended together with technologically advanced polymers. Find our entire line of Quartz for your new kitchen countertops.

### **What color is quartz?**

Quartz is engineered in a variety of colors and patterns, including styles that closely mimic marble, granite and other natural stones. White is the most popular quartz color, but other hues include grey, beige, brown, cream and black. Find our entire line of Quartz in a variety of colors and shades.

### **What does granite look like?**

Granite’s appearance is characterized by coarse, visible crystals of the minerals it contains. Most granite features grains and flecks of various sizes and colors, with common colorations including grey, brown, white, black and even blue or green. Some varieties have a veined pattern, similar to quartzite or marble. Like all natural stone, every slab of granite is inherently unique. Find our entire line of Granite.

### **What does marble look like?**

Marble has a uniquely soft, creamy and smooth appearance, usually with veining that ranges from delicate to dramatic. Most varieties, including the popular Calacatta and Carrara marbles of Italy, are white in color with light grey veins. However, marble can also be grey, black, beige or brown, and many types of marble have warm undertones of cream or gold. Every slab is naturally one-of-a-kind. Peruse our entire line of marble in a variety of looks and styles.

### **What is granite?**

Granite is a popular natural stone with a timeless style, durable composition and range of uses in the home. Some granites have a coarse-grained appearance and can have a variety of colors, including grey, brown, black, white and more, while others have dramatic veins and movement. Granite is a very dense stone, and one of the strongest and hardest in nature, making it a good choice for countertops that will stand the test of time. Like marble, quartzite and other natural stones, each slab of granite is one-of-a-kind. Learn more about the different styles of Granite we offer.

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## What is granite made of?

Granite is a very common type of igneous rock that forms when magma slowly crystallizes under the Earth's surface. It is made primarily of quartz and feldspar, as well as other minerals including mica. Each of these minerals appear as visible grains in the surface of granite, creating many different colors and patterns in the stone. Have a look at the different styles of Granite we offer.

## What is honed marble?

Traditionally, marble slabs are polished to create a glossy reflective surface. Honed marble, however, is smoothed down on the surface but skips the polishing process. This gives the surface a softer, matte appearance that reflects less light than traditional polished material.

The smooth matte finish of honed marble gives it a beautiful "raw" quality, and its satin-like finish makes it appear lighter in color than a marble with a polished finish.

Because honed marble has not been polished, the pores of the slabs are open leaving it more susceptible to staining; therefore, honed marble will require more frequent maintenance and sealing.

## What is marble made of?

Marble is formed when limestone metamorphosizes under intense heat and pressure in the earth. Marble is composed of a variety of layers of different minerals and sediment, including calcite, silt, sand, feldspar, iron oxide and pyrite. These layers are what give marble its color range and create the one-of-a-kind veining patterns marble is known for.

## What is marble used for?

Marble has been used for thousands of years in homes and buildings around the world. This versatile stone has a range of uses in the home, mostly commonly including countertops, floors and tiles. Often used in the bathroom or kitchen, marble can also be installed in other rooms to add timeless style and a sense of luxury.

## What is more expensive quartz or granite?

As a general rule of thumb, most quartz products are around the same price point as a mid-range granite. Since granite is a natural stone, the cost of a specific variety has to do with factors including the availability of the stone, the consistency of its pattern and the minerals present in the slab. With this in mind, there are granite varieties that are less expensive than quartz, and other granite varieties that are more expensive than quartz.

## What to use to clean quartz countertops?

To clean up spills and messes on your quartz countertops, simply use a soft cloth or non-abrasive sponge dampened with mild dish soap and water. Gently wipe the surface clean. A gentle surface cleaner (free of bleach or acidic ingredients) can be used to tackle tougher or dried-on messes. It's best to avoid harsh cleaners and abrasives

on quartz, including bleach, nail polish remover, oven cleaner, drain cleaner, natural stone polish, and all types of scouring pads.

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## **What type of rock is granite?**

Granite is an igneous rock—a type of rock that is formed in the earth when magma slowly cools and hardens over time. Granite is one of the most common stones found on earth, and has a very dense and coarse-grained composition. It features grains and flecks of a range of different minerals, including quartz, mica and feldspar.

## **Where does marble come from?**

Marble is a naturally occurring stone resulting from the metamorphism of sedimentary carbonate rocks. It is quarried along naturally occurring marble seams, most commonly found in Italy, China, India, Spain, and the US. Classic varieties like Calacatta and Carrara marble come from those respective cities in Southern Italy!

## **Do you sell white quartz countertops?**

White quartz countertops are available with a range of patterns and undertones to complement any kitchen or bathroom design. In our line of Della Terra® Quartz, we offer everything from pure white quartz slab to marble-look varieties and other styles.

## **What is filled? Unfilled?**

These terms refer to travertine stone. Travertine has holes naturally. The holes will either be filled at the factory or filled when the stone is installed. Filled vs. unfilled products provide a very different look, therefore it is important to view both materials in an installed setting to determine the look most preferred.

## **Why can't some natural stones be used outside?**

A list of Recommended Uses is provided for every product on our website. If "exterior" is not included for a specific product, it is because it is not considered suitable for exterior use due to the use of resin in the processing. Many resins may be altered over time after extended periods of UV exposure, extreme temperature change, and other environmental components. Some stones that contain iron oxides may also rust when installed in exterior applications, which is another reason a product may not be recommended for an exterior installation.

## **INSTALLING PRODUCTS**

### **How big of a grout joint should be expected for tile/stone?**

The standard grout joint is 3/16". Many factors determine the size of a grout joint, therefore it is important to discuss this with your installer. For more information, please refer to The Tile Council of North America's website([open link on new tab](#)).

### **If I install glass tile in my pool, will the pool chemicals, such as chlorine and acid, cause any problems?**

No, pool chemicals, such as chlorine and acid, will not harm the glass tile. Glass is acid-proof. Chemicals and the water can cause calcium deposits on the tile waterline, but can be cleaned off using a pumice stone and tile cleaner. However, the grout used in the installation, and every other aspect of installation needs to be chosen carefully and done correctly by your installer.

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**What about seams and placement of slabs—who determines that?**

Please refer to your builder or fabricator for this information.

**Will setting tile on a diagonal require more material?**

Yes, typically more material is required when tile is set on a diagonal versus a straight-set. Please refer to your installer when determining how much more material is needed.

**SELECTING PRODUCTS****Can I get samples of your products?**

Yes, we understand the importance of coordinating all the elements for your home and are happy to provide samples during your selection process.

**Can porcelain tile be used outdoors?**

Yes, porcelain is a very durable product and can be used outdoors. The specific application will determine which tile and which surface are best for your installation.

We recommend using our R11 Anti-Slip Finish for exterior floors.

**Can I install porcelain tile on my patio?**

If your patio is covered or screened in, porcelain is a great product to install outdoors where it is not subject to the harsher elements of weather. When porcelain tile is exposed and can have fine dust settle on it, or become wet because it is near a pool or sprinklers, it is important to select a porcelain tile that is appropriate for this use. In this type of application, Wood and Stone recommends installing our R11 Anti-Slip Finish. No surface is “slip-proof”, but the R11 Anti-Slip Finish is specifically designed for outdoor, exposed areas as well as wet applications, including shower floors. To be certified as R11 Anti-Slip, a tile must pass internationally-recognized testing.

**If a tile passes the DCOF (dynamic coefficient of friction) requirements of 0.42, which measures slip resistance, doesn't that mean it's safe to use anywhere?**

The DCOF is part of the ANSI (American National Standards Institute) standard specifications for tile and measures a tile's frictional resistance in an interior setting, not exterior. The DCOF measurement is not a true measurement of the flooring, but rather a measurement of the interaction between the flooring and what is being placed on it. It can be a useful comparison of tile surfaces, but it cannot predict the likelihood a person will or will not slip on a tile surface. Because many variables affect the risk of a slip occurring, the DCOF test results should not be the only factor in determining the appropriateness of a tile for a particular application.

**What can I use in a pool or fountain? A steam shower?**

In fountains and pools the material used most commonly at the water line is porcelain tile. Other products that also work well are glass tiles and granite. If the tile isn't continually submerged under water, there are many other decorative products that may be used as well. For a steam shower, granite, porcelain and glass tile are the most durable products.

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## **What is the difference between natural stone tile vs. ceramic/porcelain tile?**

Both materials are of excellent quality and durability. Ceramic/porcelain tile is a man-made product and natural stone is quarried from the earth. Natural stone is varied in color and no two pieces ever look the same. It is unique and timeless. Many ceramic/porcelain tiles are made to mimic some type of stone. They are a bit more controlled in range and variation, however many people have difficulty distinguishing between natural stone and ceramic/porcelain tile due to the advanced technology used today. Natural stone requires periodic maintenance vs. ceramic/porcelain, which requires no extended upkeep and is virtually maintenance-free.

## **What trim pieces are available?**

The availability of trim pieces varies based on the product selected. Please refer to the products section for more information.

## **What are tile "faces" and many faces does a tile series have?**

A tile "face" refers to the number of patterns that are on each tile, when a tile is manufactured. The number of faces varies from series to series, but within a series the smaller sizes (such as 12" x 24") will have more faces than the larger sizes (such as 24" x 48"). It is recommended to mix tiles from several boxes at a time during installation to achieve the best range of faces and colors.

## **CLEANING AND MAINTENANCE**

### **Can I use a steam cleaner to clean my tile and grout?**

A steam cleaner can be used to clean grout and porcelain or ceramic tile. It should not be used to clean natural stone. Some of the more decorative marbles and granites have soft veins. The force of the water vapor from the steam cleaner might deteriorate the stone.

### **Can the holes in travertine be filled?**

Yes, and it is recommended to fill the holes. When the installer sets your floor, he/she will fill the voids with the grout color of your choice.

### **Do I need to seal my granite countertops?**

Yes, granite countertops should be sealed periodically. In a new installation, ask your installer if the countertop has been sealed and what product was used. If it has not been sealed, then use a penetrating sealer made for granite. Sealers, cleaners and other products can be purchased at your nearest location. Sealing granite will provide a barrier that will give you time to clean up a spill before it penetrates into the stone.

### **How do I keep the grout clean?**

Grout cleaners are available for stubborn stains. Otherwise, use a ceramic/porcelain tile cleaner with clean water for regular cleanings.

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**How do I repair cracked tile/cracked grout?**

Cracked tile will need to be replaced. Cracked grout can be removed with a grout saw and then re-grouted.

**How often do I need to seal my countertops, stone floors, marble vanity tops, etc.?**

The frequency in which you need to seal your stone surface depends on the area in which the stone is installed. On average, it should be sealed every one to three years. Higher traffic areas may need to be sealed more often. There are several variables that affect this timeframe:

The type of stone and its porosity

The traffic in your business or home

How often you clean your floor

The type of sealer that has been used previously

If you are going to work with a company to have your stone sealed, they may be able to create a recommended schedule for resealing based on these variables.

**Should I seal my grout?**

Sealing the grout will add a barrier that will give you time to clean up a spill. Please refer to manufacturer information for more details.

**What is the best way to maintain my granite/marble/stone/tile?**

For everyday cleaning, simply use a Ph-balanced natural stone cleaner to care for your stone. Natural stone needs to be sealed after installation. There are many sealers on the market that are made specifically for natural stone as well as companies that specialize in sealing and maintaining natural stone.

**What is the difference between sealing and enhancing?**

Sealing adds a barrier to the stone that will give you time to clean up spills that may potentially discolor the stone. Enhancing a stone brings out the natural colors of some stones.

**Will germs collect on my granite?**

Granite is like any other surface. If exposed to germs, the germs will sit on the surface until cleaned. There are stone cleaners available that are safe to use in most areas of the home, which will help eliminate germs.