



Conditions of

SALE

The terms and conditions contained herein shall be incorporated in all agreements between the Supplier (Norstone) and its Customers (the Purchaser).

General Conditions:

1. Colour variations are inherent in natural stone and are considered part of their natural characteristics. Norstone shall not be bound to consider any claim unless made in writing to the Supplier within 7 days after receipt of the goods by the buyer.
2. Please examine the product on receipt of goods, and at no instance shall any claim be greater in amount than the actual invoice value of the goods claimed to be faulty when delivered by the supplier or by another party on behalf of the supplier.
3. Norstone accepts no responsibility in respect to minor or reasonably accepted variations between samples shown to the buyer and actual stone products supplied.
4. The customer shall not be entitled to make any claim against the supplier after the natural stone material has been cut, marked, damaged or fixed.
5. Natural Stone products must be sealed at all times and depending on the site conditions, they may need to be pre-sealed as well in order to help prevent staining, salt attack, leaching and other types of contamination. With any Sealant use, We strongly recommend the Sealant to be applied to a small sample of the Stone, to determine it's suitability before applying it to the completed Project.
6. Norstone Ochre Rock Panel is a 100% natural stone, sedimentary slate, which consists of multiple layers of slate which have formed over the centuries. Mild delamination may sometimes occur, but this phenomenon will cease after mild shedding.
A professional drainage control system must be properly designed and implemented to prevent excessive exposure of moisture on the stone. Poor moisture management techniques (i.e. lack of properly installed flashing and inadequate drainage) will damage the Ochre stone that is exposed to the elements causing excessive amounts of moisture to build up and penetrate the stone leading to spalling and crumbling of the strips of stone.
Please refer to Laticrete Warranty Installation / Adhesives, this procedure is so critical to prevent small cavities forming behind the rock panels that will capture and hold water.
Failure to follow this procedure will lead to delamination of the individual stone pieces due to excessive buildup of water in the small cavities behind the rock panels and occasionally will cause the rock panels to "pop off" the wall.
Norstone Natural Stone products must be sealed when used in wet areas or exposed to the elements, and depending on the site conditions they may need to be pre-sealed as a precautionary measure in order to help prevent staining, salt attack, leaching and other types of contamination.
Only use recommended sealers and carefully read all the instructions before applying. Ensure that the stone is thoroughly cleaned with a neutral cleaner, removing any loose pieces of stone and wait until the stone is completely dry before applying the sealer.
With any Sealant use, we strongly recommend that the Sealant should be applied to a small sample of the Stone, to determine its suitability before applying it to the completed Project.
7. The supplier shall not be liable in any respect for advice provided herein regarding the fixing, grouting, cleaning or sealing of the tiles nor shall the supplier be liable for any damages or loss incurred by the supplier as a result of any delay in delivery of the materials or otherwise. We would recommend sealing the Basalt IL Tile with Norseal H20 Penetrating Sealant prior to grouting. After Grouting, immediately use "Wash Boy Sponge" to remove

excess grout. This process may reduce the pitting effect of a lighter colour grout on the Basalt Tile.

8. No returns allowable unless specifically negotiated with Norstone UK Ltd. Any returns must be returned in perfect condition with no torn cardboard packaging, watermarks or soiling. The ultimate responsibility of the acceptance of the return stock lies with warehouse and its staff who are responsible for the Norstone stocking logistics.
9. All purchases must be paid into Norstone UK Ltd Bank Account, either by cash, BAC'S, OR Electronic Transfer. No Goods shall be delivered until full receipt of funds or if otherwise agreed.
- 10a. Title to and property of the delivered goods shall remain with Norstone until all the moneys have been collected or when all the funds have been cleared.
- 10b. When Payment is required to secure an Order and the Order is later cancelled by the Customer, it is at Norstone`s discretion of what % of the payment is repayable.

Quartz, Marble, Basalt, Granite and other Natural stone Tiles:

11. To the extent permitted by the trade practices act, the suppliers' responsibilities limited to the replacement of materials supplied only and the supplier shall not be liable for any loss or damage incurred by the customer whether caused by defective materials or otherwise.
12. Due to the fact that Quartz, Marble, Basalt, Granite and other stones are natural products, reasonable variations in colour and veining must be expected and the supplier shall not be liable for any such natural variations as they may occur in materials supplied.
13. Any products sold by Norstone can only be guaranteed if installed by a professional Skilled Tyler with proven experience in fixing stone and tiles. The supplier takes no responsibility for the fixing of the materials. Also, Quartz, Marble, Basalt, Granite tiles should not be cleaned with abrasive chemicals, acid wash or industrial cleaner.
14. Norstone Products are all Natural Stone. Natural Stone may contain small traces of Iron Oxide. Sometimes Iron oxide reacts with Moisture and Staining may occur. Norstone UK Ltd, not accept claims caused by this. While oxidation process occurs in nature, it occurs over many years sometimes Millennia, and is actually responsible for the brilliant colours that are found in our Products Today.

Delivery:

15. Cost of delivery will be charged as a separate amount and will vary According to distance, site conditions and number of pallets'/crates Supplied.
16. In the event of goods not being received owing to the customer's Absence at the stated address any additional delivery charges will be Charged to the customer's account.
17. A delivery docket is to be signed by the customer or their agent upon receipt of the goods to acknowledge that the quantities and selected product delivered are correct and also to acknowledge that the goods arrived in good condition. Customer is to inspect and accept that the materials are in good condition and confirm quantities are correct prior to unloading and signing the delivery docket. If any damage is visible on Delivery, either do not accept the Delivery or note the damage on the Delivery Document when signing. No claims of Damage after 14 days of Delivery will be accepted.
18. Delivery of goods - All unloading by crane truck (when available) to kerbside or nature strip only.
19. If stone has been ordered and supply dates agreed, and if delivery is delayed/deferred, through no fault of norstone, then a charge of £50.00per week per pallet, will be additionally charged, for the amount of time the stock has been stored from the original agreed supply dates.

Quotations:

20. Any quotation provided by Norstone shall be considered invalid if not accepted by the customer within 30 days.

Storage of Norstone Supplied products on site:

21. When products that have been supplied by norstone, they must be stored in a weather proofed environment and not to be at risk to damage while in store. If cardboard boxes are exposed to water, this then may deteriorate and may mean handling of the norstone product may cause damage. Norstone will not reimburse any monies, which causes this damage.

Penetrating Sealants:

22. Norstone strongly recommends that all stone, whether it be installed internally or externally should be sealed with a penetrating sealant immediately after installation has occurred preferably it should be applied when the stone is dry. This will protect and assist in cleaning the stone.
23. Norstone, as a supplier, cannot be held responsible for health and safety issues related to any project. This is strictly a matter for the architects and their consultants to determine whether a product complies with the appropriate health and safety requirements when selecting a product.
24. Norstone can only supply samples, technical information, references etc. as requested by the architect or client. Based on that information (assuming it is requested), the final decision regarding whether the product complies with the local building codes and is suitable for the application is the sole responsibility of the architect and their consultants. This is accepted practice in the construction industry.
25. Basalt should not be installed in Salt Filtration Pools.

WARNING

DO NOT DO ANY OF THE FOLLOWING.....

Acid wash

High pressure wash the stone (directly or indirectly)

Use any sharp objects, such as a steal scraper, knife, or screw driver, to remove stubborn deposits from the face of the stone. This can result in damage to the natural texture of the product.

26. When installing Norstone Basalt, we strongly recommend using laticrete Adhesives MVIS (Hi bond Masonry Veneer Mortar) and Permacolour Grout as Laticrete tests show there is no staining. Please see our technical Library for further details.
27. To avoid slight pitting effect when grouting, we recommend using Laticrete Permacolour which best matches the colour of the Norstone basalt IL Colour.

Reimbursement of Defective Product

28. If during the warranty period, the Norstone product, proves to be defective, Norstone UK Ltd, shall provide a replacement product or reimburse the Purchase Price.
The replacement or reimbursement, does not cover damage or defects resulting or in any way attributable to, Improper storage, Shipping, Handling or Installation of the product, which must be installed according to the instructions attached to the Issued Invoice. Or Improper maintenance , using unfit accessories, neglect, abuse, misuse, repair or alteration, acts of God, Including Floods, Fires, severe Weather, Impact of foreign Objects, growth of mould, Mildew Fungi or any other organism, lack of proper Maintenance defects in, or damage to the structure to what the product was applied. Nor will there be any refund or payment, if the natural elements within the natural stone Supplied by Norstone are evident during the natural life cycle of the stone. For example, spalling or Iron Oxide, which may occur when using 100% natural stone.

Affixing Above 3 Linear Meters:

29. When affixing above 3 linear meters, whether it be internally or externally, appropriate safety measures must be employed around the area where the tiles are being affixed during curing process. The measures would be Barriers of at least 6 meters from the envelope at the Building or if not possible restricting any possible movement near the area of installation with the use of Barriers during the Curing Process. All installers must consult with the local Building Codes and these must be followed for installation above 3 linear meters.
30. We would additionally strongly recommend that a suitable Mechanical fixing system should be installed above 3LM. An Architect/Engineer can advise as to the system, taking into account the weight of Norstone which is approx. 65 kg per m². Any installation above 3LM, we would strongly advise for health and safety reasons, that mechanical fixing should be employed.

Norstone advises strongly Goods must be checked before signing:

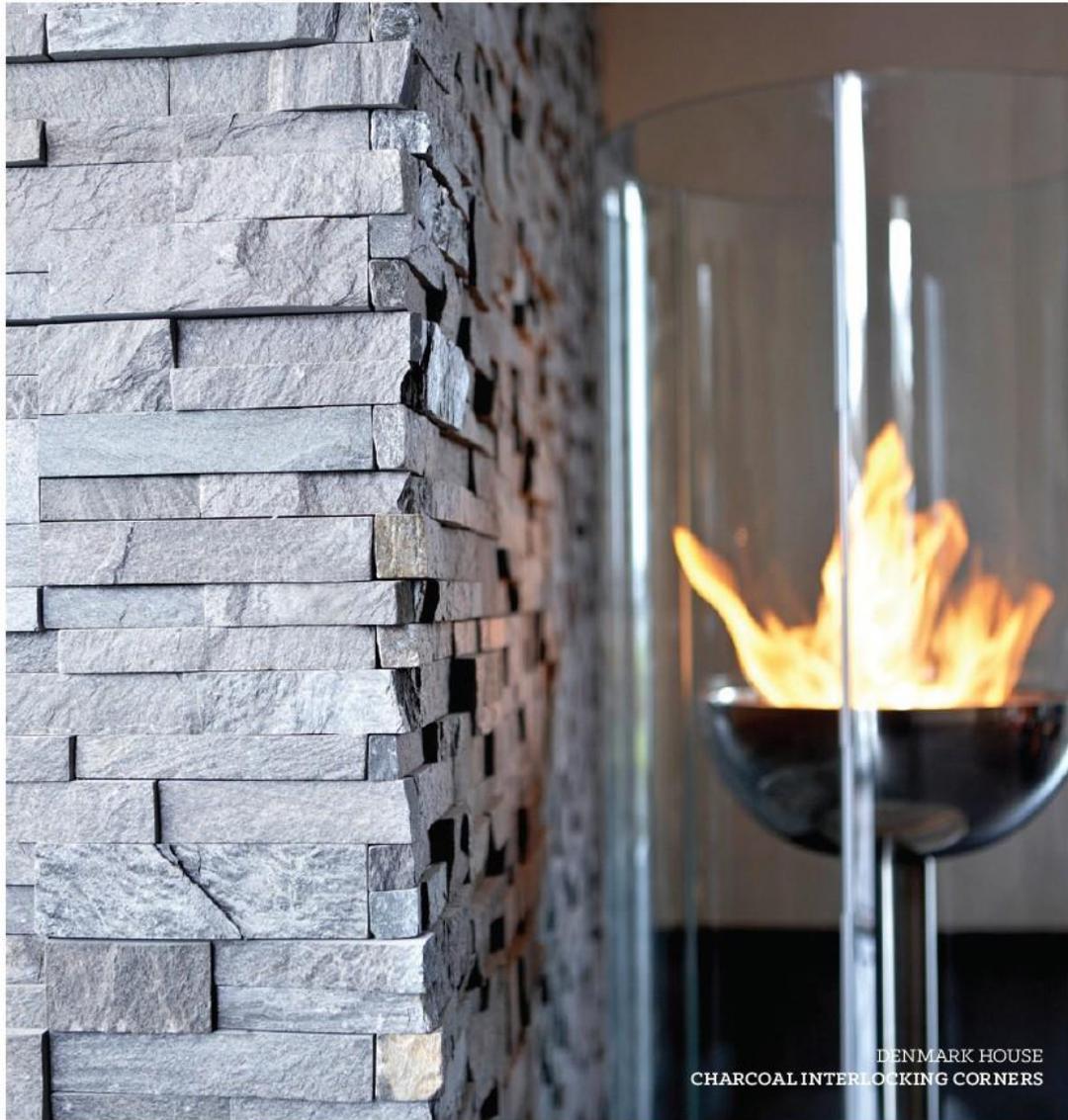
- 31 The Customer or Representative must inspect the goods before signing the Proof of Delivery (POD) The receiver has 20 minutes to inspect and is part of the contract with the Haulier. NOT inspecting and signing the POD without any comments RE damage will restrict possible later damage claims. Insurance claims, with signed POD without any comments will have excess amount of £150 applied to any future claim. If unable to check, note this on the POD when signing.

Installation of Knauf Aqua Exterior Boarding or Internal Knauf Boarding:

32. When installing the Knauf Aqua Exterior or interior Boarding, the Installation methods must be strictly adhered to for the Knauf Guarantee and Laticrete 15 year Warranty to apply when affixing Norstone. Drawings/plans of intended installation methods must be sent to Mr Richard Lord, Technical Development Manager of Knauf for his approval. His email address is rlord@knauf.co.uk Any technical questions regarding the installation of Knauf Aqua exterior Panel or interior Boarding, must be sent stating the installation required to allow Norstone to be affixed to Knauf.
Written approval or amendments must be incorporated within the design in order for the system warranty to exist.
For the Knauf Guarantee and the 15 year Laticrete warranty to be in place, The Knauf Aqua Exterior Boarding and internal Boarding, must be purchased through Norstone UK ltd.

Installing Norstone Lynia Tiles

33. When installing Lynia Tiles the following installation is recommended.
Apply the Lavastone Sealant using a Lint free cloth to the Lavastone Tile before installing. Once Dried it is ready for installing. Screed the Substrate with a 6mm notched Trowel, This thickness of trowel will avoid the adhesive slipping through the gaps and preventing effective grouting. Using a grout Float, pat down to ensure full contact. Once Dried, apply the grouting as you would any normal natural stone Products.



Installing Norstone rock panels	2
Tools and materials needed	3
Preparing your substrate for installation	3
Installing over open stud walls	3
Installing over block, brick or concrete	3
Special note on moisture rich environments and freeze thaw climates	4
Post-installation guidelines	4
Cleaning	4
Sealing	4
Ongoing maintenance	5
Warning - please do not....	5
Installing with Laticrete	5-6

NORSTONE MASTERGUIDE

The Norstone rock panel range provides the look and feel of stacked natural stone combined with a fast, fully warranted installation process.

Norstone rock panels strictly adhere to the following physical properties:

Classification: Quartzite-based sedimentary stone

Colour: Ochre Blend, Charcoal, White, Ivory, Sahara, Aztec, Sliver Grey Size:

152mm tall by 610mm long. Thickness varies between 15-35mm. Weight: approx.

5.5kg per panel.

Packaging: 4 panels per box; 48 boxes per crate = 17.8 m² per crate.

Professional Installation Recommended

We would strongly recommend that a skilled Tiler installs Norstone Products.

Installing Norstone rock panels

Make certain the back of each panel is free of dirt, sand, or loose particles. When necessary, wash them completely. If the back of the panel is dry, dampen it first with a wet sponge but do not saturate. This prevents the panel from pulling the moisture from the adhesive, allowing it to cure naturally and with a stronger bond.

Select a tile adhesive that meets or exceeds local building regulations and mix per the manufacturer's instructions. We strongly recommend Laticrete MVIS and we will only warranty installations using this product.

When laying rock panels it is necessary to start the bottom row on a level line in order to maintain consistent levels in each row as you work up the wall. Always start installing Norstone rock panels at the bottom row, and beginning at an outside corner if one exists. The rock panels should be laid in a random, staggered fashion in an effort to minimise any vertical seams lining up from one course to the next. The panels should not be "stacked" one on top of the other in a single line up the wall, nor laid in a running or brick bond pattern as this increases the likelihood of patterned or vertical seams being visible. It is also important that they rest on a secure base such as a concrete floor or footing to help carry the weight until the thinnest adhesive has fully set.

When fixing the stone panels it is essential that the substrate and all parts of the back of the tile are covered to A COMPRESSED level not exceeding 10mm. It is important to screed the tile adhesive on to the wall as would normally be the application method used for laying tiles. Applying the adhesive to both the back of each panel and the wall ensures the maximum possible adhesion to your wall surface, ensuring the gaps, voids and cracks are filled.

Press each rock panel into the adhesive, rotating slightly, forcing some of the adhesive to squeeze out freely. Any adhesive forced out beyond the finished joint or on the panel surface itself must be removed before the adhesive is allowed to set. Tight joints will provide a neat appearance. Be sure not to allow any adhesive to harden on the face of the panels as this will hinder the cleanup process.

Tools and materials needed

[1] For cutting and modifying Norstone rock panels, a wetsaw with a continuous rim diamond blade is required and should tilt if mitre cuts are necessary; these are usually available for hire on a daily basis from large equipment hire firms in your area.

See our unique interlocking fingerjoint corner units which will save labour time and produce a perfect finish for angles of 65-115 degrees.

[2] An angle grinder may be used to notch the back of the rock panels to fit around small protrusions in the wall such as pipes, steelwork etc.

[3] Notched steel trowel

[4] scraper

[5] stiff wire brush

[6] masonry brush

[7] large sponge

[8] selected Norstone rock panels

Preparing your substrate for installation

Norstone rock panels weigh up to approximately 65kg m² therefore it is critical that they are fixed to an appropriate substrate to ensure a successful installation. Norstone rock panels may be applied over any masonry surface, standard concrete block, brick, cement, etc. Painted surfaces must be sandblasted or otherwise stripped of paint. If a new wall needs to be built of a thinner and lighter substrate then Hardie Backerboard (6 or 12mm) for internal walls, or Knauf Aqua Exterior Boarding for external walls must be used. Warranties are available if used in conjunction with Laticrete MVIS. It is mandatory that local building codes be followed in the installation of Norstone rock panels. Any installation above 3LM, we would strongly advise for health and safety rules that mechanical fixing should be installed.

Norstone Rock Panels and other products can weigh up to 65 KG per m².

Please consult your building authority with any specific questions relating to the local building codes.

Installing over open stud walls

Norstone rock panels can be installed over open stud walls using Hardie Backerboard (see above). Installation details can be found on James Hardie's website

Installing over Standard Concrete block, brick or concrete

First ensure that the surface is clean and free of any foreign agents, including paint that may interfere with the bond between stone and substrate. This may require light sandblasting or waterblasting.

If the substrate is uneven or not plumb, please contact Norstone for specific advice.

** Special note for pre-fabricated concrete tilt up construction – all release agents must be removed from concrete surfaces prior to Norstone rock panel installation.

Special note on moisture rich environments and freeze thaw climates

Moisture Rich Environments

It is essential that Laticrete MVIS Air & Water Barrier is applied between the substrate and the Laticrete MVIS Hi Bond adhesive.

This will ensure moisture will not reach the substrate material and potentially degrade its ability to support the Norstone panels.

Freeze / Thaw Climates

Norstone rock panels will not be affected at all by the normal freezing and thawing of the climate they are exposed to. However, the same cannot be said about the substrate to which they are applied.

Norstone Ochre Blend rock panels are 100% natural sedimentary slate and may be subject to some spalling. It is a natural product and this characteristic is one of nature. To minimize this, we recommend an application of Norseal H2O Penetrating Sealant.

Norstone Charcoal rock panels are 100% natural slate and are hard wearing. Some iron oxide may exist naturally within the stone and may leave oxide marks on the stone when exposed to moisture. To minimize this, we recommend an application of Norseal H2O Penetrating Sealant.

Post Installation Guidelines

Cleaning

Excess dirt and film may be removed using clean water and a stiff brush; it is important not to allow adhesive to dry on face of the stone panels. Remove it prior to it hardening.

Acidic cleaning agents must not be used under any circumstances as this will cause unnecessary damage to natural stone and void any warranty.

Sealing

Natural stone may be sealed with Norseal H2O only after thoroughly curing.

Follow the instructions on the application of sealer. Sealed stone is easier to keep clean than unsealed stone and also helps repel stains. However, sealers must be periodically reapplied, especially on exterior applications. Norseal H2O has been specially designed to maintain the integrity and natural colour of the stone.

In common with all tiling projects, we strongly recommend that all tests are carried out on a small sample prior to installation.

Ongoing Maintenance

Though natural stone will last many lifetimes, routine maintenance may be required from time to time. Depending on the application – as with any wall finish - various types of scaling or build-up may occur. Should you experience a need to clean your Norstone rock panels please adhere to the following recommendations:

- Regular dusting for interior applications and hose washing for exterior applications is recommended.
- In the event that cleaning agents are needed, please select a natural detergent that is non-corrosive and non-acidic to remove build-up in problem areas. Test your detergent in an inconspicuous place to verify compatibility and results.
- In some cases, a low grade pressure wash may be used. However, the stone should never be exposed to a direct angle of attack from the nozzle. Note that up-close attack from a pressure washer may corrode the stone, so please stand a minimum of 1.5 metres away when pressure washing.

WARNING - PLEASE DO NOT:

- Acid wash the stone.
- High-pressure wash the stone (directly or indirectly).
- Use any sharp object, such as a steel scraper, knife, or screwdriver to remove stubborn deposits from the face of the stone. This can result in damage to the natural texture of the product

LATICRETE WARRANTIES

Laticrete will warranty their adhesives when installing Norstone, providing the following steps are undertaken:

1. Internal Installations

Norstone products can be installed onto concrete, suitable high density concrete blockwork, brick or Hardie Backerboard. The background must be free from any dust, debris, paint or any other substance that will inhibit the bond of the adhesive. It must be stable and be able to support the load of the selected Norstone product.

If the substrate is not even, a render coat must be applied to create a smooth, flat surface prior to fixing Norstone. Apply Laticrete 3701 Fortified Mortar in accordance with the instructions in our technical library. If applying multiple coats, each coat must be fully cured before the next one is applied. Once the mortar has dried, Norstone panels can be installed in accordance the technical guide. Apply the Laticrete MVIS Hi-Bond Masonry Veneer Mortar Adhesive (known as Laticrete MVIS Adhesive) to the substrate and all parts of the back of the Norstone panel, ensure all the Norstone panel back is 100% covered with adhesive. The maximum total thickness of the adhesive bed is 10mm.

Norstone products can be applied directly onto the Hardie Backerboard using Laticrete MVIS Adhesive. As above, apply the adhesive to the substrate and the back of the Norstone panel to achieve 100% coverage. The boards must be installed in accordance with the manufacturer's guidelines. This installation will be eligible for a 10 year Laticrete System Warranty.

The adhesive should be applied onto the substrate and the back of the Norstone panel within 15 minutes of mixing.

2. External Installations

Norstone products can be installed onto concrete, brick, suitable high density concrete blockwork or Knauf Aqua Exterior Panel. The background must be free from any dust, debris, paint or any other substance that will inhibit the bond of the adhesive. It must be stable and able to support the load of the selected Norstone product.

If the substrate* is not even, it is recommended to apply a render coat to create a smooth, flat surface prior to fixing Norstone, using Laticrete 3701 Fortified Mortar in accordance with the instructions in our technical library.

*NB - The Laticrete 3701 Fortified Mortar cannot be applied to Knauf Exterior Boarding..

After applying the Laticrete 3701 Fortified Mortar, it must be allowed to fully cure before applying two coats of Laticrete MVIS Air and Water Barrier by brush or hairy roller. Ensure the first coat is allowed to dry before applying the second; allow to dry.

The affixing of Norstone must be completed within 30 days of application of the MVIS Air and Water Barrier as it is ultra light and light-sensitive and will degrade if tiling is not installed within 30 days. Using both Laticrete MVIS and Laticrete Air and Water Barrier when affixing Norstone onto concrete, high density blockwork or brick substrates will enable eligibility for the 25 Year Laticrete System Warranty.

The Laticrete MVIS Adhesive should be trowled to the substrate and the back of the panels to ensure 100% coverage and a compressed thickness of no greater than 10mm.

Norstone products can also be fixed to Knauf Exterior Aqua Panel using Laticrete MVIS adhesive. As above, apply the adhesive to the substrate and the back of the Norstone panel to achieve 100% coverage. The boards must be installed in accordance with the manufacturer's guidelines. Please email rlord@knauf.co.uk for fixing details required when using Knauf Aqua Panel when installing Norstone.

The adhesive should be applied onto the substrate and the back of the Norstone panel within approx. 15 minutes of mixing.

When fixing Norstone with Laticrete MVIS Veneer Mortar, ensure that the substrate temperature is +4 degrees C and rising during the installation and immediately afterwards until the curing process is completed. The installation may require protection using frost blankets or hessian sheets to sustain the required temperature throughout the curing process of the adhesive until it has fully cured.

When installing Norstone with Laticrete Air and Water Barrier and Laticrete MVIS Veneer Mortar, ensure that the adhesive is fully cured before applying Norseal H20 Penetrating Sealant.

We would always recommend Norseal penetrating sealer be applied to Norstone products after installation, the sealer does not generally alter the appearance of natural stone - however, we would advise applying a test coat on an off-cut prior to full application onto a completed project. Note: The Laticrete products detailed above must be mixed and applied as per the latest technical data sheets. Technical Information regarding Laticrete, Norstone and Hardie boards can be found at <https://www.norstone.co.uk/technical-library.html>

The information provided in this document is to be used as a guide only and does not constitute a Laticrete Warranty. A project specific Laticrete Warranty is available upon request. All information supplied is subject to the company's terms and conditions of sale, copies of which are available.

Norstone UK Ltd., 20 Mortlake High Street, London SW14 8JN. 0203 178 2810

sales@norstoneuk.com

2017
Norstone®



LATICRETE UK
Speke Hall Industrial
Estate Speke,
Liverpool L24 1YA

Tel. +44 (0) 151 486 6101
Fax. +44 (0) 151 448 1982
Michelle.costigan@laticrete.co.uk
www.laticrete.co.uk

Laticrete Warranty Letter Information

Customer Name:	
Customer Address:	
Project Name:	
Project Address:	
Start Date:	
Project brief details including m ² :	
Background Substrate:	
Norstone products specified:	
Laticrete products specified:	

Globally Proven Construction Solutions