



Frequently Asked Questions (FAQ)

❓ What are the benefits of natural thin stone versus manufactured stone?

Natural thin stone veneer offers many of the same benefits of manufactured stone veneer (lightweight, easy to install, no footer required) with the added benefit of being a natural product. Because natural stone products tend to be more durable than manufactured stone products, they will generally maintain their beauty much longer than manufactured stone. While all products exposed to sunlight will fade to varying degrees over time, natural stone tends to be more resistant to fading than manufactured stone. The depth and variation of color in natural stone is often much greater than its manufactured counterpart. Additionally, natural stone maintains its color throughout the piece, making it much more resilient against cutting, chipping, and breaking.

❓ Where is Old World Stone Veneer quarried?

Old World Stone Veneer is quarried from select locations around the world. If you would like more information about where a specific stone is quarried, please contact your local dealer.

❓ How should Old World Stone Veneer be installed?

Old World Stone Veneer is installed following the same basic procedures that are used for manufactured stone veneer. We recommend following the NCMA MSV guidelines for all preparatory steps; however, we strongly recommend the use of a modified thinset mortar to adhere natural stone thin veneer. These mortars adhere better to the smooth backs of sawn thin veneer than traditional Type S Mortar. Mortars should comply with the requirements of ANSI Standards A118.4 or A118.15. Contact your local dealer for additional installation information.

❓ What is the difference between a dry-stacked style application and a mortar joint/grouted application?

For either type of application, the surface preparation is the same (follow NCMA MSV guidelines), and the same mortar is used to adhere the stone to the wall. The difference between the two application styles only relates to the fitting of the stones and whether a mortar joint is used between the stones.

For a dry-stacked style application, pieces should generally be fitted together as tightly as possible with minimal gaps, which gives the pieces the appearance of being dry-stacked. Additional cutting and fitting may be required to achieve a tight fit. Mortar is used to adhere the stones to the wall, but no mortar joint is added between the stones after they are installed.

For a mortar joint/grouted application, the stones should be installed with a small space between each piece. The typical space is $\frac{1}{4}$ " to $\frac{1}{2}$ ", but a larger space can be used if a larger mortar joint is desired. After the stones are installed on the wall, mortar is added to the space between the stones (typically using a grout bag). The mortar joint is usually tooled and brushed to create a smooth, finished appearance.

❓ How much cutting and fitting is required during installation?

While every effort has been made to choose quality products that install with ease, cutting and fitting will be required during installation. All samples and photos required cutting and fitting to create the finished product. Some stone types may require more cutting and fitting than others. It is recommended that cutting and fitting be done with a wet or dustless saw to reduce dust and potentially harmful airborne contaminants that may be present in natural stone.

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❓ Should natural stone veneer be sealed?

Many factors contribute to determining whether your job should be sealed. In most cases, it is not necessary to seal natural thin stone. Certain more porous stones do benefit from a coat of sealer in high exposure areas. If sealing is required or desired, the use of a breathable sealer is required. Before applying any sealer, the sealer manufacturer should be consulted to verify compatibility and applicability for your project.

❓ Are color variations and/or mineral deposits present in the stone?

Because Old World Stone Veneer is a product of nature, color variations should be expected. While every effort has been made to create photos, brochures, and samples that accurately depict the color range, due to limitations on printing and photographic technology, as well as limited amount of space on sample boards, variations should be expected. Most stone types will have a larger color and size range than can be displayed in photos and samples. Additionally, changes within the quarries themselves can lead to variations over time as raw material changes in different areas in the quarries. Mineral deposits may be present in some stones and not others. These mineral deposits lend to the beauty of the stone, but they can also lead to greater color variations, rust, or other discolorations over time. Old World Stone Veneer and its dealers cannot be responsible for natural variations or mineral deposits within the stone.

❓ How can natural stone be cleaned?

Old World Stone Veneer can be cleaned using a mild detergent and water with a stiff bristle brush. It can also be gently pressure washed; however, care must be taken to ensure that the surface of the stone is not damaged. Surrounding building fixtures should be protected when cleaning the stone surface. Acids, solvents, and harsh cleaners should not be used on natural stone products. Acids can react with the minerals in the stone and cause oxidation and discoloration. There are several cleaners that can be used to remove rust spots and oxidation. When cleaning, always test the cleaner on a small section before using it on your entire project.

❓ Can natural stone be used around salt water pools or areas frequently exposed to de-icing agents?

We recommend against using natural stone near areas where it will be directly exposed to salt. While not every stone reacts badly to salt, it can cause many undesirable effects. Additionally, salt can corrode the mortar which is used to install the stone. When de-icing areas near Old World Stone Veneer, it is important to make sure that the salt does not contact the stone directly.

❓ Does Old World Stone Veneer have a warranty?

Please see our statement of warranty for more information.

Important Note

Old World Stone Veneer products are grouped into general styles such as Rustic Ashlar or LedgeStone for easy reference, but it is important to remember that products in the same style group may not have identical shape, size, and texture characteristics. Since products are naturally created, each individual stone type will have its own unique characteristics. Additionally, all sizes are approximate and may vary depending on availability of raw material. Visit our website to obtain specification sheets for each individual stone type.

www.oldworldstoneveneer.com