


8. COMMON COMPLAINTS

To achieve good stone tiling, designers and site supervisors should understand the common complaints related to stone installation and how to prevent them. Workers should be skilled and they should take pride in their craftsmanship. The following are common complaints from owners.

Common Complaints	Possible Causes	Recommendations
1. Jointing		
1.1. Out of alignment 	a) Inconsistent dimensions of stone tiles. b) Poor workmanship i.e. tiles not properly aligned during installation.	<ul style="list-style-type: none"> ▪ Select suitable stone. ▪ Use skilled workers.
2. Finishing		
2.1. Efflorescence 	a) Salts within stone and/or bedding material. b) Moisture getting into adhesive from under the floor or through tile joints.	<ul style="list-style-type: none"> ▪ Avoid excessive wetting. ▪ Use proper waterproofing.
2.2. Inconsistent tonality 	a) Choice of materials with excessive colour variations. b) Lack of pre-laying to ensure colour variation is acceptable. c) Prolonged dampness due to water ingress.	<ul style="list-style-type: none"> ▪ Select suitable stone. ▪ Carry out pre-lay. ▪ Use proper waterproofing.
2.3. Pinholes 	a) Use of porous marble without proper care. b) Inherent characteristics in stone.	<ul style="list-style-type: none"> ▪ Patching marble in factory. ▪ Inherent.
2.4. Splotches or dull areas in polished surfaces 	a) Spillage and left-over of food and cosmetic products. b) Cleaning solution such as acidic and strong alkaline cleaners. c) Alkalinity of cement based grouts. d) Efflorescence. e) Excessive direct sunlight. f) Inherent characteristics in stone.	<ul style="list-style-type: none"> ▪ Avoid spillage/ quick cleaning. ▪ Use suitable cleaning solution. ▪ Use suitable grout. ▪ Avoid excessive wetting. ▪ Minimise exposure to sunlight. ▪ Inherent.

Common Complaints	Possible Causes	Recommendations
3. Evenness		
<p>3.1. Uneven surface or lippage</p> 	<p>a) Warped stone tiles. b) Varied stone tile thickness. c) Uneven substrate or cement/ sand screed. d) Incorrect bedding thickness. e) Lack of consideration for curing of bedding material. f) Insufficient levelling of each individual tile. g) Insufficient tapping of the tiles into position. h) Premature loading onto freshly completed stone.</p>	<ul style="list-style-type: none"> ▪ Proper dimensional stability. ▪ Correct tile thickness. ▪ Proper surface preparation. ▪ Use proper tools. ▪ Enough time to be allowed for curing. ▪ Ensure stones are even and level using spirit level. ▪ Ensure stones are uniformly tapped into place. ▪ Proper protection.
4. Cracks & Damages		
<p>4.1. Cracks</p> 	<p>a) Inadequate expansion or control joints. b) Tiles laid over crack. c) Cutting and poor handling. d) Direct impact. e) Damage by other trade after laying if unprotected. f) Inherent characteristics of stones such as natural veins for e.g. stylolites. g) Excessive external vibration.</p>	<ul style="list-style-type: none"> ▪ Allow movement joints. ▪ Need special treatment. ▪ Use proper tools. ▪ Proper protection. ▪ Proper protection. ▪ Inherent. ▪ No butt joint. ▪ Allow movement joint.
<p>4.2. Chipping / jagged edges</p> 	<p>a) Direct impact. b) Damage by other trade after laying if unprotected. c) Poor cutting and handling. d) Butt joint / not sufficient movement joint.</p>	<ul style="list-style-type: none"> ▪ Proper protection. ▪ Proper protection. ▪ Use proper tools. ▪ No butt joint. ▪ Allow movement joint.

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Common Complaints	Possible Causes	Recommendations
4. Cracks & Damages		
<p>4.3. Adhesion failure</p> 	<ul style="list-style-type: none"> a) Inadequate provision of expansion or control joints. b) Incompatible stone and bedding material. c) Concrete or cement/ sand screed not properly cured and drying shrinkage cracks occur after stone installation. d) Substrate not properly cleaned and prepared. e) Contamination of the back of stone tiles by dust and dirt deposited. f) Incorrect installation of stone tiles e. g. insufficient tapping of tiles into position or tiles were applied onto the adhesive layer after the "open time" had lapsed. g) Incompatible resin used to secure the nylon reinforcement. h) Inadequate provision of mechanical key in tiles. i) Incompatible sealer used. 	<ul style="list-style-type: none"> ▪ Allow movement joints. ▪ Use suitable materials. ▪ Allow sufficient curing. ▪ Proper surface preparation. ▪ Clean back of tiles before installation. ▪ Installed stone according to Chapter 6. ▪ Check compatibility of resin used. ▪ Allow adequate mechanical key or use appropriate adhesive. ▪ Check compatibility of sealer used.
5. Hollowness		
<p>5.1. "Hollow" sound</p> 	<ul style="list-style-type: none"> a) Stone set on a concrete slab over a large open area. b) Air entrapped or void in either the setting bed or slab, causing one part of the floor to sound differently than another. c) Separation or waterproofing membranes installed between a slab and the bedding materia. d) Elevation of subsurface is irregular, causing one part of the floor to sound differently than another. e) The back surface of the stone unit may be irregular rather than flat, causing one part of the floor to sound differently than another. f) There may be voids within the stone. 	<ul style="list-style-type: none"> ▪ Acoustical effect rather than bonding problems. ▪ Stone to be properly laid. ▪ Acoustical effect rather than bonding problems. ▪ Stone to be properly laid. ▪ Stone to be solidly bedded. ▪ Select suitable stone.