



Frequently Asked Questions

1. Efflorescence

- a. Efflorescence is a water soluble salt that appears on the face of all types of masonry products. It is caused from water that has penetrated the wall, and is evaporating back through the face. Rocky Mountain Stone Products has very little problem with efflorescence. But, if it does occur, it can be removed easily after the stone is dry. Using clean water and a scrub brush, (never use a wire brush on veneer stone) scrub vigorously, and then rinse with clean water. If this does not remove all of it, try mixing 1 part white vinegar to 4 parts water, scrub and rinse again. If this doesn't work, see your local distributor. Remember that anytime you are using anything other than water to clean, to wet the wall first.

2. Cracking

- a. Cracking sometimes occurs in veneer stone. This is usually caused from settling. Settling does not always mean that the foundation is sinking, but just the wood framing itself. Quite often the stone is installed on buildings as soon as they are framed, before the roofing and sheetrocking is completed. As these things are completed the added weight will sometimes cause the framing to settle a little which can cause the stone to crack. This occurs more often when OSB is used so we recommend that these be completed before the stone is installed. Also, make sure that you follow the manufacturer's installation instructions of the stone. Cracking occurs most often on corners when they are not double wrapped.



3. Color Problems

- a. Occasionally you may have stone that does not look the same as the sample when you are installing it. Most of the time it is because the sample board is cured completely and the stone is still curing it takes about 30 days for the stone to cure if the weather is good, up to 120 days if the weather is damp or cold. Stone color will vary; selecting and blending stones from different boxes throughout the installation process will ensure a natural balance of color and size.

4. Scuffing

- a. Scuffing occurs on all natural stone. Occasionally some scuffing will occur on the surface of Rocky Mountain Stone Products. This can enhance the natural appearance of your Rocky Mountain Stone Products manufactured stone veneer. Some scuff marks can be removed by cleaning.

5. Stone Not Sticking To The Wall

- a. If you are having problems with the stone not sticking to the wall it is normally because your mortar is too dry. Try wetting the mortar a little more. If the stone wants to slide down when you take your hands away the mortar is too wet. If you are dry-stacking the stone we recommend you add a bonding agent to your mortar.

6. Grout Drying Too Fast Or Too Slow

- a. If the grout is drying too fast you may need to add more water to the mix, grout a smaller area, or dampen the wall a little. If the grout is drying too slowly you may need to put a heater in front of the area, enclose the area with tarps, or add something like fast set to make it dry quicker. Ask your local distributor for their recommendation.



7. Installing Stone Under Arches Or Beams

- a. If you are having problems getting stone to stick when you are applying them upside-down, make your scratch coast in that area smoother, then only apply mortar to the outside edge of the stone leaving a hole in the middles. This will create as suction and should help. Again, this only applies to stone you are installing upside-down. For all other applications follow the regular installation instructions.

8. Salt and De-Icing Chemicals

- a. Because all concrete and masonry are vulnerable to damage by salt, Rocky Mountain Stone Products are not warranted against damage incurred from salt or other chemicals used to remove snow or ice. Do not use de-icing chemicals on areas immediately adjacent to a Rocky Mountain Stone Products manufactured stone veneer application.

9. Use of Rocky Mountain Stone Products Below Water Levels

- a. Rocky Mountain Stone Products concrete and many natural stone materials are subject to potential damage from adverse freeze thaw conditions. Water should be drained below susceptible materials prior to freezing temperatures. Pressure and abrasion from constant fast flowing water may cause some surface deterioration as it would on other concrete materials. Rocky Mountain Stone Products should not be considered a waterproof material.

10. Proper Water Diversion

- a. A rigid, corrosion-resistant flashing should be installed at all wall penetrations. Flashing types and locations should be in accordance with the requirements of the applicable building code. The incorrect installation or absence of flashing, cant strips, gutters and downspouts



may result in diversion of water run-off onto finished surface areas. Masonry and other building products subjected to these conditions may develop staining, and when combined with severe freeze-thaw conditions, may eventually cause damage. The application of ROCKY MOUNTAIN STONE PRODUCTS® under these conditions is not recommended and will void any warranty issued by ROCKY MOUNTAIN STONE PRODUCTS ®.