



## Frequently Asked Questions

### **1. Where Can I Buy Rocky Mountain Stone Products?**

- a. Rocky Mountain Stone Products has many reputable dealers across the Western United States. Check out our website at: [www.rockymountainstoneproducts.com](http://www.rockymountainstoneproducts.com) to see a complete list of our dealers.

### **2. Do I Need To Seal My Stone Veneer?**

- a. Sealing is not required on Rocky Mountain Stone Products, but if you would like to seal your stone, we recommend our Repel 10® Water Repellent. Repel 10® is a water based Silane/Siloxane water repellent, and will help maintain the look and life of your stone. Repel 10® is designed to help most masonry surfaces resist cracking, spalling, staining, and other damages related to water intrusion. Repel 10® will not impair the natural “breathing” characteristics of treated surfaces. All Rocky Mountain Stone Products must be allowed to cure for at least 30 day prior to application of Repel 10®. Applying Repel 10® before the product has had time to cure sufficiently will result in discoloration of the stone and will void any warranty that Rocky Mountain Stone Products has to offer. Always test a small before applying any kind of sealer; sealer may affect the stone color and may cause a glossy or matte finish.

### **3. How Do I Clean My Stone?**

- a. Start out by using a soft bristle brush and potable water. Wet the area completely and gently scrub affected area. If the area is still dirty, try using a granulated mild detergent mixed with water. You could also try a solution of 1 part white vinegar to 5 parts water. After you have cleaned the surface, make sure to rinse the area completely and get rid of any leftover cleaning agents. DO NOT use acid cleaners, power washers, bleach, or paint remover. The use of these items will void any warranty the Rocky Mountain Stone has to offer.

### **4. What is 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 problems 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.

## **5. What Causes Stone Veneer To Crack?**

- 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 sheet-rocking 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.

## **6. Why Does My Stone Look Different Than The Sample Board?**

- 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.

## **7. What Is 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.

## **8. Do I Need A Mason To Install Rocky Mountain Stone Products?**



- a. Overall, Rocky Mountain Stone Products can be installed by almost anyone. However, if you have never installed stone veneer before, you might want to get the help of a trained mason. Be sure to pay careful consideration to things like the type of stone profile and color that is selected, the actual installed stone pattern and the type of grout technique used. Paying close attention to these things will enhance the look and feel of your project. Consider creating a pattern layout with the desired stone pattern before the installation of your product.

### **9. Where Can I Find An Experienced Mason?**

- a. Your local distributor or authorized dealer can help recommend local masons that are familiar with stone veneer installation.

### **10. How Many Square Feet Will A Bag Of Mortar Mix Cover?**

- a. One bag of mortar mix will cover approximately 25 square feet of Rock Mountain Stone Product; this includes the scratch coat and the grout joint.

### **11. What Should I Do About 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.

### **12. What Should I Do About My 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.

### **13. Can I Install 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 coat 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.

#### **14. Can I Install Rocky Mountain Stone Products Below Water Levels?**

- a. Rocky Mountain Stone Products is not recommended for use below the water line in things like pools, water features, or use in below grade applications. 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.

#### **15. What Is 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 ®.

#### **16. Can I Use Salt and De-Icing Chemicals On Or Around My Stone Veneer?**



- 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.