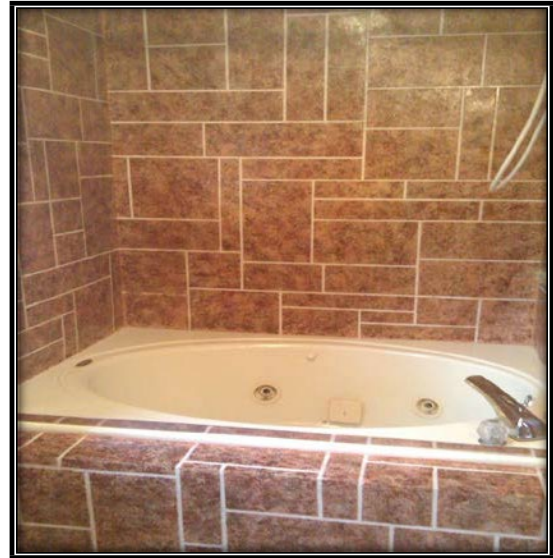


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GRANICRETE INTERNATIONAL



SHOWER AND WALLS

What's In Your Portfolio?



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Installation:

The Granicrete Shower and Walls System

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NOTE: Safety Data Sheets (SDS) and Product Spec-Use Sheet are online.

INTRODUCTION

1. Advantages of the Shower and Walls System:

For the installer...

The installer can easily learn how to create high-end looks that are sought out by the consumer. Creating “Affordably Elegant Surfaces” places the installer in demand and a prosperous income can be gained from the well appreciated transformations that are created.

For the consumer...

Achieving the high-end look without the high-end price makes perfect sense to the sensible consumer. Granicrete presents significant value allowing them to stretch their home improvement dollar even further.

Another key benefit of our Shower and Walls system can be the ease of cleaning and maintaining.

As with all Granicrete systems, we are committed to continuous improvement of our products so as to stay in step with advances in innovation and technology. Refer to Granicrete U and your distributor for updates to this system.

2. Tools Lists (Includes tools for Flooring & Countertop Installations)

Tools marked in the Starter, S, column are needed to start a Granicrete installation business while tools in the Pro “P” column are tools to be added as you grow your skills and business.

Power Equipment (Starter = S ... Pro = P)

	APPLICATION	S	P
TABLE SAW	Fabrication		X
PORTABLE AIR COMPRESSOR	Fabrication		X
SHOP VAC	Clean Up and Fabrication	X	
DE-HUMIDIFIER	During Epoxy in humid conditions	X	

HOPPER GUN	Shooting texture to vertical surface		X
PEDESTAL FANS	Drying Texture		X
SPACE HEATER	Drying Texture, Maintain Room Temp	X	
CHOP/MITER SAW	Fabrication		X

Power Tools

	APPLICATION	S	P
SKILL SAW	Fabrication		X
4" GRINDER	Counter repair	X	
JIG SAW	Sink Cut		X
PALM SANDER	Counter repair / Post Epoxy Finish	X	
BISCUIT SAW	Fabrication		X
PLUNGE ROUTER	Sink Cut / Machined Wood Edges		X
BRAD NAILER	Fabrication		X
ROTOZIP	Removing Backsplashes		X
SAWSALL	Removing Backsplashes		X
½" DRILL	Mixing Texture		X

Tool Fittings

	APPLICATION	S	P
Diamond Blade	For 4" Grinder		X
Turbo Wheel	For 4" Grinder		X
Saw Blades	For Jig Saw (Cut wood and Formica)	X	
½" Inverted Bit	For Router		X
½" Straight Bit	For Router		X
#20 Biscuits	For Biscuit Saw Cut		X
1 ¼" Brad Nails	For Brad Nail Gun		X
400/1200/2000 Grit	Dry Sandpaper for Palm Sander	X	
Drill Bits	For Drill	X	
Screw Bits (Magnetic)	For Drill	X	
Roto Saw Blade	For horizontal cut of backsplashes		X

Hand Tools

	APPLICATION	S	P
Hammer		X	
Pipe Wrench		X	
Crescent Wrench		X	
Socket Wrench Set		X	
Screwdrivers		X	
Mixing Paddle		X	
Tape Measure		X	

4' Level		X	
T-Square			X
Right Angle		X	
Extension Cords		X	
Razor Knife		X	
Scissors		X	
Caulking Gun		X	
Margin Trowel		X	
Pool Trowel		X	
Decagonal Trowel		X	
Rubbing Stone		X	
Wood Clamps			X
Propane Torch		X	
Moving Blankets		X	
Sawhorses			X
Protective Goggles		X	
Particles Mask		X	
Bench Brush		X	
Dustpan		X	
Broom		X	
Flashlight		X	
Headlight		X	
Deck Brush		X	

Supplies – Disposables

	APPLICATION	S	P
Wood Glue			X
Loctite			X
Mirror Glue			X
Clear Silicone Caulk			X
Small Propane		X	
Disposable Gloves		X	
Formula 409		X	
Windex		X	
Scouring Pad		X	
Cleaning Alcohol		X	
5-gallon mixing pail		X	
Quart Measurers		X	
5 Qt. Measurers		X	
2 Gallon Pails		X	
Paint Stir Sticks		X	
10-20 Spray Bottles		X	
3" Chip Brushes		X	

3" Foam Brushes		X	
Tile Sponges		X	
Sea Foam Sponges		X	
0000 Steel Wool		X	
Marking Pencil		X	
2" Painters Tape		X	
1/2 "Grout Tape		X	
3/4" Grout Tape		X	
36" Craft Resin Paper		X	
Roll 2 mil Plastic		X	
13" Masking Paper		X	
18" Masking Paper		X	
3m Polishing Compound		X	
3m Rubbing Compound		X	
Paper Towels		X	
Rags		X	
Contractors Hand Soap		X	

Installation: General Knowledge

1. Considerations for Project Estimation

Estimating a Granicrete Shower and Walls installation can be completed in many ways, but there are a few key factors that need to be considered in order to have a successful and profitable project.

Before beginning the estimation process, make sure the customer understands the time frame that it will take to complete the project. **Don't jump at every project. Some projects are worth passing up. If the customer and the installer do not agree on what can and cannot be done within the specification of the material, then the project is not worth accepting. The installer needs to control the estimation process. Do not let yourself into a situation where you will feel you will be working outside the stated parameters of Granicrete products. Once you have analyzed the situation and determined that the project is worth accepting, only then is it time to proceed.**

WHAT IS THE FINAL SIZE, FUNCTIONALITY, AND LOOK DESIRED?

Are you modifying from a shower/tub to a full shower?

Is a bench seat desired?

Will you have shelving (built in or extended out)?

Will there be alterations for plumbing (multiple shower heads, etc.)

What does the customer want for shower doors or curtains?

WHAT IS THE CONDITION AND SUITABILITY OF THE EXISTING SUBSTRATES?

Molded fiberglass shower and shower-tubs are not recommended as a substrate. Removal and disposal of all fiberglass elements will be necessary.

Existing tile showers have the same general concerns as identified in the Granicrete Countertop Surfacing manual. If the grout used was latex based and not cement, Granicrete texture blends will have difficulty bonding.

Is the existing green-board or cement board solid, without water damage, and adhering soundly to the wall or studs?

Remember that Granicrete surfacing products are only as good as the substrate they are applied to. RULE #1 CLEAN AND SOUND!

ARE YOU DOING ANOTHER PROJECT IN THE SAME ROOM OR A DIFFERENT ROOM WHILE YOU ARE ON SITE?

If the only renovation you are doing is the shower, you will have down time as materials are drying through the installation process. If the renovation includes other on-site items, then you will be able to alternate between processes and work efficiently through the whole time you are there. By selling additional projects to the customer, the customer will receive a greater value in having made a larger investment rather than paying higher costs by doing the projects separately. By selling additional projects, you will maximize the profit opportunity for the time you will spend on site doing just the smaller project alone.

MEASURING THE SHOWER AND CALCULATING SQUARE FOOTAGE

Measuring a shower to calculate square footage and provide an accurate bid is simple and quick. A standard size shower will have three wall panels and a shower pan. If the pan is made from concrete or existing tile that is not cracked or popping loose it can be coated. Measure the height and width of the three panels and the length and width of the floor. Using the formula below calculate the total square footage of the shower. If you are tearing out the existing substrate and constructing new wall panels and a new pan additional square footage can be added by extending the wall panels all the way to the ceiling. Even a few feet added to the top of the existing wall panels can increase square footage, which increases the amount of profit on the job.

Square Footage Calculation:
Total Inches of Width x Total Inches of Length
Divide this Total by 144 to get square feet.

WORKING WITHIN THE FRAMEWORK OF PROVEN SUCCESS

Granicrete has spent significant time developing the Shower and Walls system. Through all the research and development, we have identified what should be done and should not be done. Your success as a certified installer depends on your ability to follow our system fully and completely without variations.

Stretching the application processes outside the scope of our testing and experience is not recommended as it will most likely cost you additional time and products to correct your errors.

INSTALLER CONFIDENCE - PROJECTS YOU WANT TO BE DOING

As with anything that is new, there is a learning curve. We recommend that you start small and enlarge the scope of your installation work with each successful project. Begin your first project by “playing” with the products in your garage or by doing an installation at your own home or at a friend’s. Experience is crucial in helping you gain the confidence to engage in more challenging projects.

From years of training Granicrete installers, we have determined that this is how your confidence grows in the Granicrete installation process as you take each step toward your success:

ACHIEVING INSTALLER CONFIDENCE

Read this Training Guide AT LEAST TWICE.

Practice at Home using the applicable tools for the project(s) you will be doing.

Complete 1st Contracted Project and have manual with you.

Complete 2nd Contracted Project and have manual with you.

INSTALLER CONFIDENCE – WORK YOU WANT TO AVOID

The customer and work you wish to avoid is that which infers or demands of you to replicate the look of manufactured [man-made] tile or stone. Although you may incorporate similar colors of these man-made products into your work, it is virtually impossible to replicate these products by hand. Some consumers want uniformity in their look. Such customers should be avoided as your work is custom and will have variations throughout the project which would be expected of stone-like finishes.

2. Identifying the entire scope of work to factor into your proposal.

When starting a shower with just a frame or a remodel, the first rule is to make sure that the frame is sound. Checking for water and termite damage, assessing the frame and determining what needs to be repaired. If there is structural damage to the framework of the shower it is best to have a licensed contractor to perform the repairs.

Once you know that you have a good frame in place, inspect the plumbing.

Make sure it is not leaking. If you see signs of calcium buildup, this is a good sign that the plumbing is probably leaking. Granicrete recommends that you have a licensed plumber fix or repair any bad plumbing.

VERTICAL SURFACE COVERAGE:

For wet applications (showers) if anything is done over sheetrock or drywall, then a coat of Hydro Barrier Membrane is needed so that the moisture from the Texture Mix is not absorbed into the substrate.

For dry applications (other internal rooms/walls) if the sheetrock or drywall has been primer or previously painted, Hydro Barrier is not needed but Granicrete's Versa Primer is our recommended primer for excellent cross-linking adhesion.



Vertical application can be done by hopper gun using second to largest orifice at 7-11 psi at the nozzle head. Then trowel over texture as desired. Working as a team is better than alone when using a hopper process so that as one sprays the other can trowel. Base Blend is not recommended on a vertical surface. HOPPER IS FASTER!!!

INSPECTING A SHOWER FOR WATER DAMAGE

Before proceeding with the project, it is extremely important to inspect surrounding areas for water damage i.e. (swollen, soft or spongy walls or floors). If water damage is found it is advisable that you contact a licensed plumber to first fix the problem and a licensed contractor to repair the necessary damage. Since pre-existing water damage might not be discovered until you have already started the work on the shower, a clause in your contract should read: If water damage is discovered during the shower remodeling process the homeowner is responsible for the added cost to repair and/or replace what is necessary to provide a sound substrate.

WHEN TO COAT OVER EXISTING SURFACE / WHEN TO BUILD NEW

Tiled showers can be coated as long as the tile is clean & sound. Fiberglass shells and showers that show signs of water damage or mold will need to be removed and rebuilt with Hardie-Panel. Mold spots will likely require mold remediation procedures by a licensed professional. Do not apply Granicrete products over mold. Hiding the mold does not make it go away and will lead to serious health problems if not removed correctly.

CAN SHOWER WALL PANELS BE DONE OFF SITE?

Yes, shower wall panels can be done off site and installed. This process does negate one of the biggest selling points for Granicrete's Shower System which is creating a seamless shower. If the customer wants Granicrete's Countertop System on their shower wall panels, it must be done horizontal. This is the main reason for building wall panels off site. When doing so the panels must be constructed of MDX, Hardiebacker, or PVC foam board. Also check with local codes before assembling the wall panels. Once the panels are in place all the seams

must be properly sealed with silicone or caulk to prevent any moisture penetration.

Granicrete Crystal Top Epoxy can be used on wall panels but is not recommended for sealing the floor. Because of the high gloss factor of the Epoxy water spots will form if the shower is not cleaned after use. If used for wall panels, such panels should be done horizontally and then mounted vertically when completed and should be well silicone.

WORKING WITH TILE AS THE SHOWER SUBSTRATE

Granicrete is often requested to go over existing tile showers. In doing so, it is important to inspect the substrate the tile rests on, the type of grout used, and the overall depth of the grout lines.

Obviously on a shower it is going to be difficult to look at the substrate behind the tile and inspect for water damage. Inspect around the shower for soft or spongy floors and drywall. Inspect the tile in the shower for cracks and/or popping grout.

If the depths of the grout lines are more than 1/8", you will have to float extra material over them to reach a level surface. As our goal is to keep our material very thin, such added thickness can affect the finished look of Granicrete in a couple ways:

- (1) After coloring and sealing, you may see shadows of the grout lines appear over time. This is particularly so if the coloring process provides for the colorant to have extended drying times. The thicker material absorbs more of the colorant and may hold the color differently thus showing the grout lines. This can be prevented by priming the surface after you have applied one coat of texture before proceeding on to taping or your finish texture coat.
- (2) The added moisture trapped in a thicker coat of texture can affect the properties of the shower sealer. Make sure that each coat is completely dry before proceeding on. Remember that two thin coats are always better than one thick coat.

Success has been achieved in overcoming these challenges by taking a couple extra steps when going over tiled surfaces. Consider the following:

Apply Versa Primer followed by one or two coats of Hydro-Barrier Membrane. Then do one thin trowel coat or brush coat of Granicrete Authentic Finish Blend or Countertop Blend making sure to cover the surface completely and float to desired flat surface. Be sure to tint this texture coat integrally to the desired grout line color. Allow this coat to dry thoroughly.

Then prime the surface with a 2:1 mixture of water to Super Concentrated Polymer or Poly Low Odor using a roller or brush. Allow to completely dry. You are now at a stage to be able to tape texture.

Integrally color a trowel coat of Granicrete's Texture Blend or Countertop Blend. Allow to set and begin to dry as you pull the tape accordingly.

Be aware of these variables and precautions, additional time, and material costs for going over tile surfaces and determine if removal of tile including the substrate is the better option.

Installation: Shower and Walls System

1. Cleaning a Tile Shower:

Once the shower has been properly inspected as stated previously and a sound substrate is obtained, the shower must be cleaned and masked off.

Remembering that Granicrete's number one rule is clean and sound, spend the extra time needed to clean the shower properly. To ensure a proper bond, removing all soap scum build-up as well as any other contaminants on the surface is necessary for the strongest bond to be achieved. Using a steam cleaner as well as 409, Fantastic or an equivalent all-purpose cleaner will ensure that the shower has been properly cleaned.

2. Masking:

- Begin masking around the entire shower using 2" blue masking tape and 18" Kraft masking paper. The blue tape should be taped right up to the edge of the existing tile or new shower walls to prevent any material from getting on the wall or unwanted area.
- Once the shower has been bordered with masking tape and paper, use ¾" Granicrete Tough Tape on top of the blue masking tape, right up against the tile or new shower walls. The ¾" Granicrete Tough Tape is needed to pull up any Authentic Finish Blend or Base Blend that extends beyond the desired area to be coated.
- The last step for proper shower prep is masking off the bathroom floor.
 - First, completely cover the bathroom floor with resin paper and secure it in place with masking tape. Be sure to tape the full length of any edge of the paper that overlaps another layer of paper so that it is not kicked up and torn during the installation process.
 - Then lay down a path of resin paper from the bathroom door to the nearest exit in the house. You do this so you and your helpers do not track any texture, colors or sealer through the customer's house.

3. Building the Basin – New Shower Only

When you start a new shower, the next step after the inspection process is building a basin. The finished shower walls will come down and rest on the top of the basin, allowing the water that runs down the walls during a shower to hit the basin and find its way to the drain. If you build the walls first and build them to the floor, there is a chance that the water will creep in between the walls and the basin, even though you will waterproof both of them. Check local codes and practices to ensure that your drain is properly placed and built. Many building codes require a plastic sleeve that needs to be fitted on the drain before you build the basin.

Before proceeding to build the basin determine what type of shower door is going to be used. This will be extremely important in the construction of the basin and the size and shape of the curb.

The basin can be constructed using numerous types of materials. Contact a local plumber or general contractor for the proper procedure. Granicrete recommends a local licensed contractor is hired to construct the basin under the direct supervision of the Granicrete Installer. A concrete basin is the ideal substrate for the Granicrete's Shower and Walls system. Some pre-cast tile ready pans can be used as the basin if they eliminate flex and do not hold moisture. Fiberglass shower pans CANNOT be coated and are NOT an approved substrate. A full cure on the concrete pan must be achieved before applying any coatings. **Do not coat over foam-based substrates designed as a substrate for going under tile.**

After the basin has dried, it is important to waterproof the edges that have walls sitting on them. This will ensure that if water gets in between the wall and the basin that it does not saturate the frame or the basin. Waterproofing of the walls and floor will be completed after the first texture coat.

4. Building the Walls – New Shower Only

There are many materials that you can use: Hardiebacker and JetBacker are both excellent products that have been treated for moisture resistance. With changes to quality in cement board we do not recommend it due to latent cracking that cement board has become problematic.

If you want the shower wall to look like large slabs of stone, then you will have to install your wall panels onto the wall frame and then put up a second layer of wall panels on top of the first layer. This will give the walls strength so they will not flex and it will give the walls the appearance of stone. Use ½" or thicker material to get the best look.

If you would like to add soap dishes or shelving you can either buy molds and attach them or you can build them yourself. These items can be built out of the same material you use to construct the walls.

Shower seating can also be created by use of cinder block or by building it with 2x4s and Hardie-Backer.

Granicrete recommends the use of a licensed contractor to construct the new shower walls where such is required by local statute.

You will need to drill holes in the material large enough for the plumbing of the shower head and the handles to pass through. If you are using Hardie- Backer, you can try drilling several small holes and punching through the board rather than trying to cut it out.

Attach the material to the walls using stainless steel or galvanized screws so that they will not rust. Fill all the seams between sheets and all screw holes with the appropriate seam filler. Using fast drying seam filler will help speed up the installation process.

5. Waterproofing with Hydro-Barrier & Priming (New Shower)

Once the filler is dry, you need to seal the entire surface. Apply two coats of the Hydro-Barrier Membrane over the entire surface of the shower, walls and basin. For best results, roll on the first coat and brush on the second coat. Make sure that you get a very good seal around the drain, corners, and around the plumbing outlet holes. Let the membrane cure thoroughly.

Now you are ready to crosslink from the Hydro-Barrier to texture. This can be done with a Versa Primer coat. Then when it dries follow with a thin-moderate coat of Granicrete Texture or Countertop Blend integrally colored on the basin and walls. This becomes your base for taping.

You may be ready to follow with tape, texture coat, and seal.

The handy hopper gun... Shooting texture and knocking down with a trowel is easier and faster. Setting the hopper to be 7-11psi at the gun head and using the 2nd to largest orifice is a common practice.

Texturing without a hopper gun ... Start from the bottom and work your way up the walls (unless you have a texture spray hopper gun). It will help to pour the texture material from a cup onto the angled trowel as pressed on the wall then trowel up the wall. Use the texture that drips on the basin floor to coat the basin last. Do not let those drips set up on the basin. Cover with plastic if needed until you are ready.

6. Taping and Texture

After that coat dries you can put tape on the walls in any pattern you like. You can simulate tiles or create artistic patterns. This is your opportunity to get creative. Use your imagination to come up with new and exciting patterns.



You are now ready to apply the final coat of texture. Apply the final coat just as you did with the previous coat. Again, this is an opportunity to be creative with textures. Use your imagination to produce new and exciting textures along with logos, emblems, and stencils.

7. Coloring (Also refer to Granicrete's Floor Overlays Training Manual)

Coloring Types:

Granicrete offers distinct types of coloring products. With these four coloring products you can literally recreate almost any look of granite, stone or marble. Coloring techniques used on Granicrete Alternative Flooring System are also used in the Shower and Walls System. Here is a brief explanation of the types of colors and how they are used:

Dispersion colors - These colors are liquefied pigments but they do contain dispersion or suspension agents to keep them mixed uniformly in the water. There are over thirty standard Dispersion Colors available. They come in 16oz bottles and can be used in a variety of ways.

Acryli-Shades - Although paints are not used on Granicrete, these colors are very paint like in appearance. They are pigmented acrylic stains that are diluted and used in a variety of techniques to create some very interesting colors. These colors are available in 16 oz. bottles.

Accents - Accents are powdered pigments used to add a slight change to the floor or shower. They come in 1 lb. jars and are used extensively in showers.

Acrylic Concrete Stains – Available in 32oz and 1-gallon containers. Developed to replicate acid stain finishes without the acid. These stains provide natural variation over existing concrete or over Granicrete's Floor Overlays System.

Note: When applying over vertical surface, be sure to have sponges and towels to blot colors and keep them from running. existing concrete follow the directions on the product information sheet.

8. Coloring Techniques

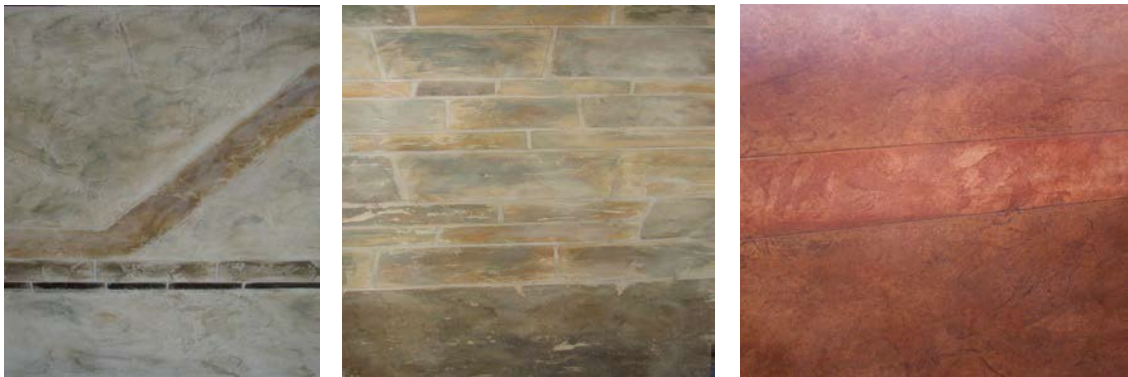
The techniques used to color a shower most resemble the techniques used to color a floor. The one significant difference between the floor and shower is the vertical surface and not having the ability to flood or puddle on colors. When coloring a shower use sponges as the best way to prevent paint streaks or color runs.

Color the walls according to the pattern you have chosen and the customer's liking. Likely you will need to apply a first coat of color that will be sprayed or sponged on. Be careful when spraying colors onto a vertical surface, too much color will cause it to run. You should apply multiple coats of color because the material will soak up the initial dose of color. Subsequent layers of color may have to be sponged on to keep them from running down the vertical surfaces.

How to use each colorant type...How colorants interact with each other.

Dispersion colors are designed for use in creating base colors and layers of depth. They tend to diffuse as they absorb into the texture. Dispersion colors are the only liquid colorant within the Granicrete system that can be mixed integrally into the Granicrete Texture Blends. Because most of the colors will be sponged onto the surface without the ability to flood on the colors it is recommend that you mix your dispersion colorants darker than normal. Instead of using 3 caps per 24oz of water, use 4-5 caps per 24oz of water.

Acryli-Shade are more "paint like" and are the only liquid colors besides Acid Free Stains that can be applied directly to the surface without being diluted with water. If an area needs to be lightened or a section needs to be drastically changed Acrylic Stains will cover up underlying colors.



Acrylic Concrete Stains are designed to absorb into the texture and while doing so provide varying shading and intensity of the color used. They may be sprayed or rolled on the surface.

Dry accents are typically applied last if used. With a skilled soft hand, these accents can provide for shading and aging for stone finishes. When applied as

the first step, when rubbed into the texture you are able to begin with some base colors that are not prevalent in our liquid colorants.

Encouraging play = greater profits

Although Granicrete provides many coloring formulas to achieve a variety of looks within the flooring manual we do not want to put you in a box of personal creativity. We encourage you to play with the colors and create some incredible looks that people will ask for from you. By playing you will become confident in understanding how colors and color types interact. This understanding will help you to “replicate” similarities in various stone looks that prospects will present to you and ask you to do. With your greater abilities you should be confident in charging more for your custom works.

The beauty of Granicrete’s coloring system is that it yields an absolutely custom look by you as a Certified Installer. By developing your own styles and looks you increase your ability to sell custom looks that cannot be achieved by anyone else or provide a superior surface to natural stone.

When to stop coloring and why

This is often the challenge for most beginners. Here is a good piece of advice. The moment you are not certain to add more, that is the best time to stop. Keep in mind that no stone finish is supposed to look perfect. Once it does, it now looks faux instead of authentic.

9. Sealing

Seal with Granicrete’s WB-P53 3.1 gloss or matte. Use a roller, brush, or spray bottle back rolled to apply the first coat. Roll or brush the second coat. Apply the sealer thick enough that it does not puddle or run down the vertical walls. Once the first coat is tack free (1-2 hours or sooner) the second coat should be applied.

Alipoly 85 or CRU 75 gloss and satin offers a beautiful higher build seal. On vertical surfaces keep it thin and 1-2 coats to win! It has a short dry time permitting a second coat application relatively quickly.

Customers should wait at least 24-48 hours before using their shower.

Granicrete epoxy can be used as wall sealer if applied horizontally then hang the panels vertically. Granicrete’s Crystal Top Epoxy should never be applied vertically or on the shower basin. Explain to your customer that the epoxy will be harder to clean and abrasive cleaners will scratch the surface. Allow epoxy to cure first for 72 hours before installing as wall panels.

10. Maintaining and Repairing

Granicrete’s sealer are designed to help keep a shower clean with little maintenance. A non-abrasive rag with an all-purpose cleaner can be used to

clean the shower. Abrasive chemicals and cleaning tools can shorten the life of the sealer. The recommended re-seal time on a shower is 3-6 years depending on the cleaners used and the amount of abrasives used on the surface.

Granicrete International, Inc.

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Web: www.Granicrete.net

Manufacturer/Distributor Warranty: As neither the manufacturer nor the distributor has control over the actual installation of these products, the manufacturer and distributor disclaim any and all warranties expressed or implied regarding color shade, appearance, and product performance at and after opening product containers. Manufacturer and distributor recommendations and suggestions are made without guarantee. Conditions of installer's and consumer's use of these products are beyond the control of manufacturer and distributor. Manufacturer and distributor disclaim any liability incurred in connection with the use of these products or information contained herein.

Additional Aids:

Field and Customer Management Outline: Check- and- go.

Located on Granicrete's University are product information sheets as well as other helpful tips for a shower installation.

Making sample boards

Sample board can be made very easily. We recommend using 1/2" Hardie-Panel. Hardie-Panel can be found in most home improvement stores. Inquire with each as to their assistance to pre-cut pieces for you so as to make assembly by you much easier and faster.

Making color boards to help customers select.

Creating sample boards is a must for any serious installer. Having a selection of looks and colors to show the prospect is essential to helping you close sales. By having samples to look at, they can be used to help guide your customer through the process of selection.

Plastic Spray Bottle Cleaning

Granicrete's plastic spray bottles are a wise investment and will last for many months if you take care of the spray heads. After a day's use, remove the spray head and tube from the bottle. Spray remaining colorant out until tube clears. Dip tube into warm water and spray water through the tube and sprayer squeezing the trigger several times. Remove tube from warm water and continue spraying until only air remains. Close the nozzle and screw the sprayer back into the bottle until next use. Re-use of colorants already mixed is at your discretion. Adding a glass marble or two will enhance mixing for next use.

Installation Agreement

Granicrete International has provided a downloadable template for an installment agreement at Granicrete U. You are welcome to use it and modify it as you need it for your personal and legal needs.

What you must never say

Obviously complete professionalism during installation is expected. Where we see installers falling into trouble is by telling the customer that they can replicate a tile or natural stone exactly. Granicrete looks are desired by a lot of people, but you are creating a surface that will vary in color and gloss factor. Don't promise an exact color match to a particular tile or stone. Leave room for variation. Do not commit to making anything that is "exact" to a sample board by you or provided to you by your prospect.

Help the customer fully understand you will have shading and variations throughout the project which enhances the authentic look you will be achieving.

Things you do to avoid a dispute.

Have the customer sign off on the coloring you have done before applying the sealer, you are further assured of the customer's approval.

The difference between tech support and crisis management

Tech support comes through questions being asked in advance of the installation. Crisis management occurs when the unasked question comes during the installation when a problem has arisen. When in doubt ask before...not after.

We will do our best to support you in the crisis, but often the concept of demolition and re-doing the process correctly is not music to one's ears.

Granicrete's support system:

Call the Granicrete 24/7 Corporate Tech Line is your second source of support.

Our distributors are knowledgeable but are not expected to know everything. They will tell you if they don't have an answer and they will expedite contacting Granicrete on your behalf to get the answers to your questions.

Continuing your education at Granicrete "U"

The "U" has been designed to support your success. With galleries of ideas, technical articles, trade tips, marketing materials, agreement templates, and product information, the U is your place to go for ongoing support.

The U also has a forum where you can bring questions to experts and monitor the advice and guidance given for many topics.

The U also has a lead board that displays consumer inquiries desiring free design consultations. If you see a lead of interest where you are located, contact Granicrete International for the lead. These leads are a free service.

Your contributions to the "U"

We value your contributions of pictures, coloring formulas, and installation tips. Your contributions will become a part of your on-line gallery for your marketing efforts and may end up on the public side of the web where you can tell the world about your works.

With any pictures you upload, we recommend staging your shots with lighting and using a high-quality digital camera with interchangeable lenses.

Uses and permissions:

Granicrete does not authorize our name for your use in your corporate or trade name or URL.

Granicrete does authorize the use of our logo as long as the entire installation system was composed of Granicrete products. The Granicrete name can never be used if you are using competitor products.

Granicrete does authorize the use of Granicrete pictures for the purpose of installing Granicrete products and as long the installer is in good standing with Granicrete International. Granicrete reserves the right to withdraw the installers use and reference to Granicrete, its logo, its pictures, and its products should the installer lose good standing status with Granicrete International and/or its distributor(s).

CONVERSION CHART

1 SQUARE FOOT	0.093 SQUARE METERS
60 SQUARE FEET	5.57 SQUARE METERS
1 INCH	2.54 CENTIMETERS
1 FOOT	0.305 METERS
1 OUNCE	29.57 MILLILITER
1 PINT	473. 17 MILLILETER
1 QUART	946.35 MILLILITER
1 GALLON	3.78 LITER
75°FAHRENHEIT	23.89 CELSIUS
120° FAHRENHEIT	48.88 CELSIUS