
Frequently Asked Questions Regarding *Durango Stone™*

- 1. Why do people prefer a honed finish rather than a polished finish?**
Lower maintenance! Polished materials require professional refinishing often to keep the polished appearance whereas a honed and filled finish, after sealing, requires extremely low maintenance.
- 2. Does *Durango Stone™* need to be sealed?**
We recommend sealing all natural stone materials. Especially porous stones like travertine and limestone. Check with your sealer supplier for application details. A high quality “impregnating” sealer should be used.
- 3. How often do I re-seal the floor?**
This really depends on the usage and lifestyle of the owner. Typically, under normal conditions, once every 2 to 3 years is adequate. Check with your sealer supplier for their recommendations.
- 4. Are subterranean holes prevalent?**
Durango Stone™ is travertine and has small voids throughout the deposit. Some voids are not seen when the tiles are processed due to a thin membrane of stone covering the subterranean hole. Often, these unknown subterranean holes will be exposed after installation through normal usage, during the first 3 to 6 months of ownership. Providing buyers with a small amount of unsanded grout and a copy of the *Care and Repair Information* will prepare them to repair the holes themselves, and not have to wait for the installer to come out. (*Care and Repair Information* can be found at www.durangostone.com/our_products.html)
- 5. How do you maintain the floor on a daily basis?**
Most owners of *Durango Stone™* floors find that dusting or sweeping is fine most of the time, with spot cleaning. When necessary, use a good quality pH Neutral Cleaning solution, manufactured for travertine or limestone floors is recommended. (*Care and Repair Information* can be found at www.durangostone.com/our_products.html)
- 6. Is *Durango Stone™* consistent in color range from one order to the next?**
Because *Durango Stone™* is natural and quarried from the earth, color variations are a feature of the stone. We always recommend that buyers purchase a few additional tiles for long term storage to cover a repair or replacement of a tile.
- 7. What do I do if the material gets scratched?**
Most minor scratches on honed travertine can be removed by the owner by simply sanding them out with 400-grit wet/dry sand paper, using water and light pressure in circular motions. For scratches that cannot be removed this way, consult a professional in your area.
- 8. What is the typical size of grout joints with *Durango Stone™*?**
In today’s market place, with honed and filled tiles, a 1/8” grout line is typical. Using a grout joint smaller than 1/8” makes it more difficult for the installer to get sanded grout to make contact with the sides of tiles and the substrate. Patterns typically have a 3/16” grout joint.

9. How do I prevent stains?

We know of no sealants that actually make stone stain proof. The best sealers on the market are very good at making the stone, stain resistant - not stain proof. Acidic materials such as wine, citrus juice, vinegar, household cleaners, etc. cause the most staining problems because these items stain by etching the sealer or by actually penetrating the sealer. If the stone has severe stains, consult a professional in your area.

10. Should it be “pre-sealed” before grouting?

This is dependant on several factors. One major consideration is whether or not a pigmented (colored) grout is being used. If grout with color (i.e. gray, browns, reds, greens, etc.), it is highly recommended that a pre-sealing grout application be applied. **Durango Stone™** is pourus and light in color. Therefore, it is highly probable that a richly colored grout will stain tiles that have not been pre-sealed.

Remember when pre-sealing occurs, a chemical coating is now on the stone and it becomes imperative that a latex modified setting material and latex modified grout be used to enhance the bonding.

Typically, light colored grouts similar to the color of the stone are used. If light colored grouts are used, no pre-sealing is required.

11. Is the “fill” popping out of my stone?

No. The fill does not come out of the stone. Although you will hear clients swear to you that it is the fill, it is really just a subterranean hole being exposed. If the client is made aware of the fact that during the first few months after the installation, some number of voids will be exposed...this should not be an issue.

12. What is “run of quarry”?

Occasionally, we get a request for a large number of tiles to be produced within a certain period of time. Due to the nature of the request, and the unknown issues regarding natural stone, it is impossible to "color select" large quantities of stone. Therefore, in order to meet the needs of the customer, we offer to produce the jobs in "run of quarry." This is a common term used to denote that there will be NO color selection from the quarry blocks produced for the job.

"Run of quarry" clearly defined means; whatever we cut is what you get.

13. Are other companies licensed to use our trademarked names?

No. **World Wide Stone Corporation™** has no licensing agreements with any entities, regarding the use of our trademarked names.

***If you have any questions regarding Durango Stone™ products,
Please feel free to contact us.***

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“We Build Partnerships on Foundations of Stone”™