



Tanzite

STONEDECKS

The Rainier Collection

INDOOR Installation Manual and Warranty

Tip for DIY and pro installers: Read this manual **BEFORE** you begin to install it!

Rainier is also perfect for outdoor use. Refer to: The Rainier Collection **OUTDOOR** Installation Manual.

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Rainier is also perfect for outdoor use:

- New and old plywood decks, vinyl and timber decks.
- Roof terraces.
- Balconies.
- Patios, walkways.
- Straight on to ground, or covering old concrete or paving.

Please refer to:

The Rainer Collection
OUTDOOR Installation Manual

Disclaimer

This installation manual is provided for informational purposes only. The information contained herein is intended to provide general guidelines to simplify your project.

Tools, products, materials, techniques, building codes, and other regulations continually change, so Tanzite assumes no responsibility for the accuracy of the information contained herein and disclaims any liability for omissions, errors, or the outcome of any project.

Diagrams are approximations, not drawn to scale.

It is the responsibility of the installer or user to ensure compliance with all applicable laws, rules, codes and regulations, and manufacturers specifications, in relation to their project.

The installer or user must take appropriate safety precautions to minimize the risk of harm to themselves or anybody else.

It is the responsibility of the homeowner to properly maintain and insure their project.

If there is any doubt regarding any element of a project, you should consult a licensed professional.





The Rainier Collection

Tanzite

STONEDECKS

Tanzite's Rainier Collection is:

- An easy-install grout-free durable INDOOR STONE FLOOR finish.
- A low-maintenance water-resistant STONE DECKING finish for plywood deck structures.

The stone flooring blocks are held in place using discreet rubber lateral gaskets and end gaskets, so there is no grout (for indoor use) and no visible screws (for decking). Therefore, it is incredibly easy to install, adjust, or even take with you to your next home.

Rainier stone flooring blocks are precision manufactured using extreme pressure and heat. The dimensions are precise and consistent, so it's easy to install to a high standard.

The underlay adds thermal insulation to ground floor and basement installations, and acoustic separation when installed on upper floors. Compared to tiles, it'll feel warmer underfoot, and be reduce noise for people downstairs.

Easy to install. Durable. Beautiful. Seamless connection from indoors to outdoors. Minimal wastage.

Great for covering all types of floors...

Great for covering basement floors...

Great for covering tiled floors, EVEN if there are missing or broken tiles...

(The underlay will absorb the difference)

Rainier stone as an interior floor finish:

Easy and adhesive-free installation

Lifetime warranty*

Low-maintenance

Scratch-proof

Fade-free

Water-resistant: Mold or mildew won't damage it

Easy to clean

Made sustainably without plastics or harmful chemicals

Cleaning chemical resistance

Stain-proof

Melt-proof from dropped kitchen pan etc

Easily dismantle to use elsewhere, or take to your new home

High mass helps to stabilise home temperature

Covers any existing decking or concrete surface

Can add creative inlay designs, including curves

Easy to repair

Fireproof

Underlay improves thermal and acoustic performance

What's Included in Rainier Flooring Kit? **Tanzite** STONEDECKS

Rainier kits for interior flooring generally include the following parts (unless you specify otherwise):

- Rainier stone flooring blocks
- Lateral gaskets
- End gaskets

General carpentry tools for preparing floor and also skirting installation:

- Dust mask, ear protections, gloves, safety glasses and boots
- Level, pencil, tape measure
- Saw: miter saw, circular saw, hand saw etc
- Drill
- Hammer

Additional tools for Tanzite installation:

- Tile/wet saw, miter saw or circular saw with a **diamond blade**
- Builders knife for cutting gaskets
- Drill bit for glass/tile, and/ or a diamond hole saw, for creating any u-shaped spaces for any pipes such as radiator, risers, or at UFH manifolds.

For installation outdoors refer to:

The Rainer Collection
OUTDOOR Installation
Manual



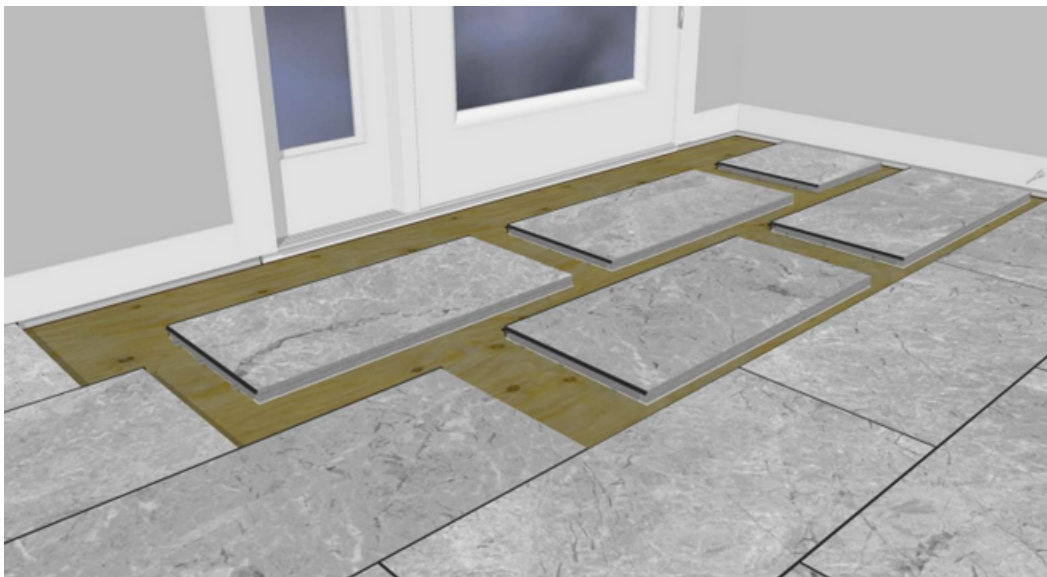
We strongly recommend reading the manual from start to finish BEFORE starting work, to ensure optimal efficiency and enjoyment.

Ensure existing floor is sound and even. This MAY include:

- The removal of previous floor coverings, though if they are sound and even, Rainier stone can be installed on top of them.
- The preparation or levelling of an existing floor cover, removing any high points or filling any dips.
- The installation of insulating board, or sub-floor insulation, particularly if you are installing underfloor heating under your Rainier stone floor.
- The pouring of a self-levelling compound or screed to create a level floor.
- The installation of plywood or other rigid board.
- The removal of skirting or other obstacles if the new floor surface will be higher than the previous.

Rainier stone flooring blocks:

- Rainier stone flooring blocks come with 2mm underlayer and lateral gasket attached. Once the floor is prepared, simply follow your design, one row at a time, placing a lateral gasket along each grooved edge of the row, and end gaskets as you proceed along the row.
- When you reach the end of a row, cut the stone flooring block and lateral gaskets, keeping the offcuts for the next row. Leave 1/4"(6mm) from any wall or other obstacle.
- The stone for the final row can be ripped (cut lengthways) creating a new groove into which you will place the final lateral gasket that will nearly touch the wall.
- Fit/reinstall your skirting, and transition pieces for thresholds to cover the edge of the floor.
- That's it! Done!



There is no need for an expansion gap:

Unlike timber and laminate floors there is no need to include expansion gaps as Tanzite does not expand and contract.

However, a timber substructure and other materials DO expand and contract, so you **MUST** leave at least a 1/4" (6mm) expansion gap where the stone floor meets the wall, door thresholds or other materials.

This gap can then be filled with caulk or left dry if it is covered by skirting or a transition piece.



Transitions from stone to other flooring finishes:

Rainier is a perfect flooring material for the entire house, providing a beautiful, comfortable and durable surface throughout your kitchen, lounge and hallway.

However, if you are installing Rainier in one room only to begin with, you can use aluminum or rubber transition pieces where the stone floor meets another floors, for example at a door threshold with carpet on the other side.

Expanding a Rainier floor into the next room (or the remainder of a room):

If you install Rainier in one room, you may well decide (either immediately during installation or at a later date) that you then wish to expand the stone floor into other rooms.

To do this, simply:

1. Remove the transition piece
2. Lift out any cut stone flooring blocks
3. Replace them with full ones
4. Continue the original pattern across the additional floor space.

Bear in mind that between different batches of product there may be very slight color variation, and we can't guarantee that the color you chose previously will still be available or in production.



Rainier stone on the stairs:

Rainier stone makes a durable and luxurious finish for stairs.

Use a nosing piece to complete each step, adjusting the height to match the depth of the stone.

The bottom step often involves a curved edge—simply make a series of straight cuts to provide the desired curve shape, and fit a nose piece that covers the 1/4"(6mm) or so gap. The gap can be filled with caulking.

End and lateral gaskets can be used to provide connection between the stone and the nosing piece. To use a lateral gasket in this way, push the gasket into the groove of the stone and then run a knife along it to remove the unwanted wing, and a bead of caulk to provide a neat finish. For an end gasket, push the gasket into the stone, then use side cutters to snip off the unwanted protrusions.

Rainier stone flooring block dimensions INCLUDING 1/6" (4mm) lateral gasket:
1' x 2' x 3/4" (305mm x 610mm x 19mm)

The Tanzite Rainier Collection system utilizes just one size of stone flooring blocks for efficient and enjoyable installation.

Rainier stone flooring blocks come with the lateral gasket fitted, and cushioning material glued to the underside. They are connected to neighbouring flooring blocks using lateral gaskets and end gaskets.



Cutting Rainier Stone Flooring Blocks

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CUT AND DRILL OUTSIDE OR IN A WELL VENTILATED AREA

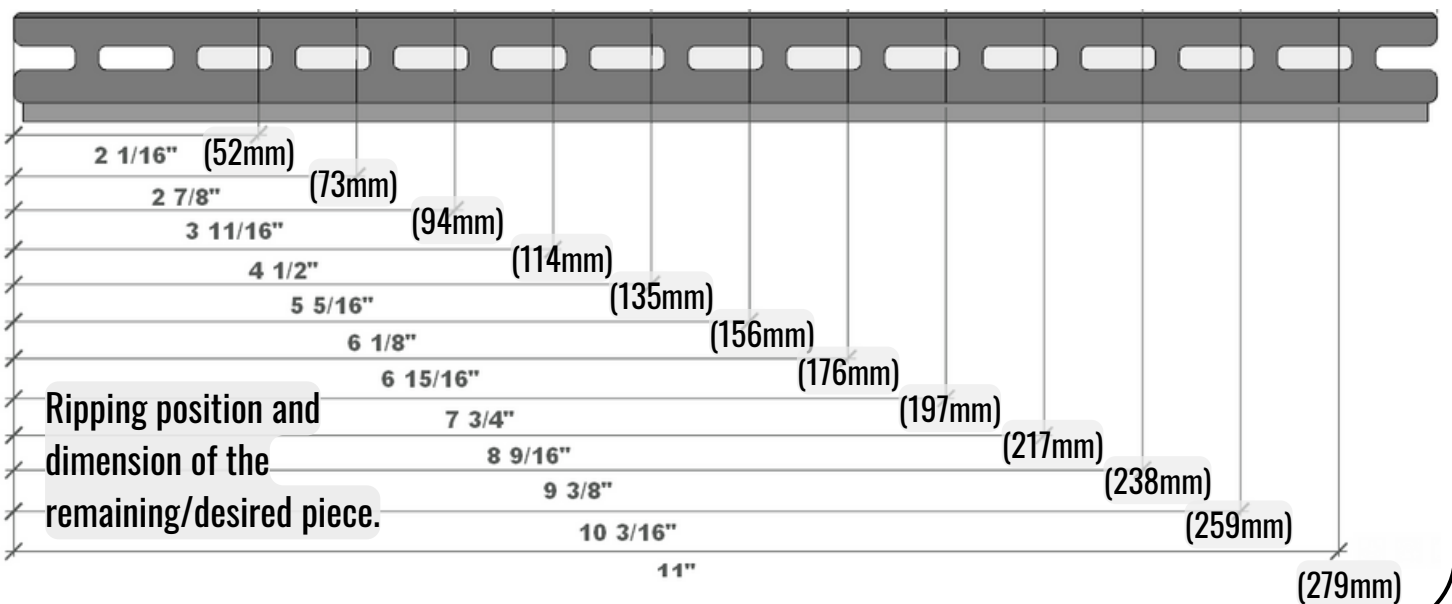
With every cut you produce **TWO** useable pieces of stone.

- Tanzite can be cut with a regular saw using a diamond blade.
- Using a continuous thin-rim diamond blade will make a cleaner cut, ideally a glass/ tile/ porcelain blade.
- A hand-held grinder (angle grinder) with a diamond blade works well for detailed cuts, such as fitting a piece around a gas pipe.
- If you're making a lot of cuts, use a wet tile saw.
- After making each cut, round the edge using a diamond sanding pad.

- ✓ Reduce airborne dust with water and adequate ventilation.
- ✓ Always use appropriate personal protective equipment including respiratory, eye, sound and vibration protection.
- ✓ If dry-cutting, wear an approved dust mask or respirator.

Ripping (lengthways cut)

The stone is specifically designed so that when you rip it as shown, you create a new edge groove. Depending on the width that you require, you may be able to rip various pieces from just one stone flooring block. Another efficiency saving.



Rainier Stone Colors

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Each stone color is supplied with gaskets which are colored to reduce their visibility and further enhance the appearance of the stone.

Aged Teak



Brown gaskets



Travertine



Warm grey gaskets



American Walnut



Brown gaskets



Canyon Brown



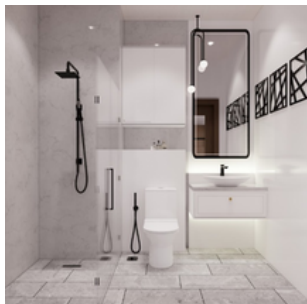
Brown gaskets



Sierra Grey



Cool grey gaskets



Slate Black



Black gaskets



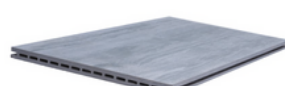
Carrara Marble



White gaskets



Driftwood



Cool grey gaskets



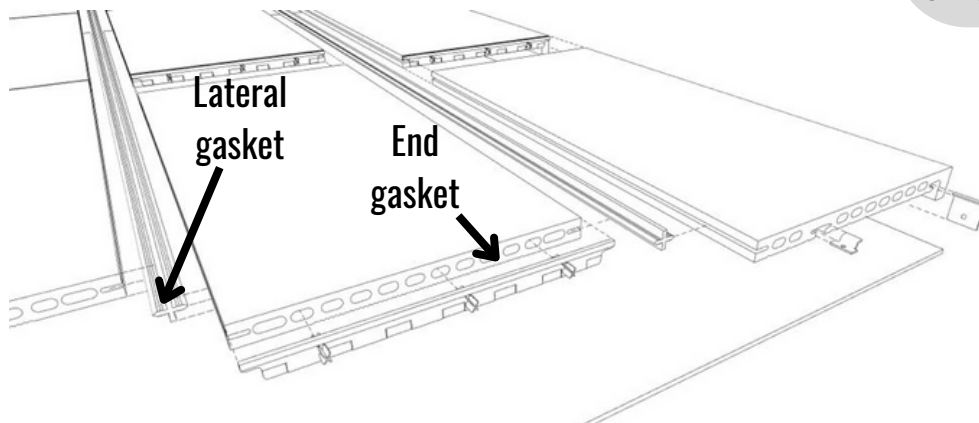
Rubber Lateral Gasket & End Gasket

Tanzite

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Lateral gaskets simply push into the grooves of adjacent rows of stone flooring blocks, and end gaskets slot easily into the ends of the stone flooring blocks that form a row.

Gaskets come in five colors. We automatically supply the color that enhances your selected stone color.



Lateral gaskets look like a cross in profile, with a ribbed arm that goes into the groove of the neighbouring stone flooring blocks, and a 4mm wide upward and downward fin that provides flexible and cushioned spacing between them.



It is simply pushed into place and holds without any need for adhesive.

If you need to make an adjustment, or lift flooring blocks for any reason, the lateral gasket is easily pulled out, with no need to damage it in the process, so that it can easily slot back in.

Lateral gasket(white)



End gaskets fit into the flooring block ends, located with three pegs for each connecting flooring block.

Lateral gaskets and end gaskets are easy to cut to the length required, using only a builders knife.

Packets of additional gaskets can be ordered in any of the five gasket colors. In each packet there is:

- 5 x End Gasket AND 5 x Lateral Gasket

PRO-TIP: To install the lateral gasket, run it through a wet sponge - the water lubricates the gasket so that it glides more easily along the groove of the stone flooring blocks.

Rubber Lateral Gasket & End Gasket

Tanzite
STONEDECKS

Gaskets come in five colors.
We automatically supply the color that enhances your selected stone color.

White



Warm Grey



Cool Grey



Brown



Black



Packets of additional gaskets can be ordered in any of the five gasket colors. In each packet there is:

- 5 x End Gasket AND 5 x Lateral Gasket

PRO-TIP: To install the lateral gasket, run it through a wet sponge - the water lubricates the gasket so that it glides more easily along the groove of the stone flooring blocks.

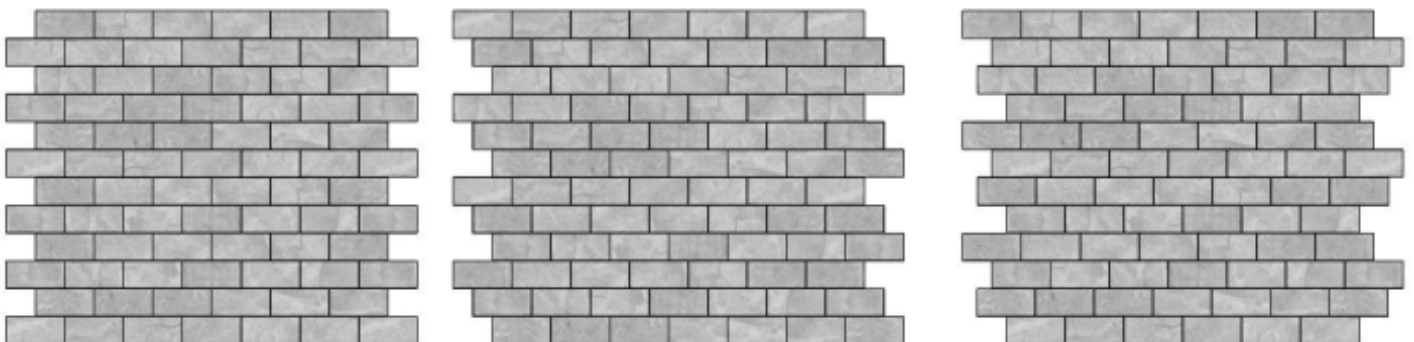
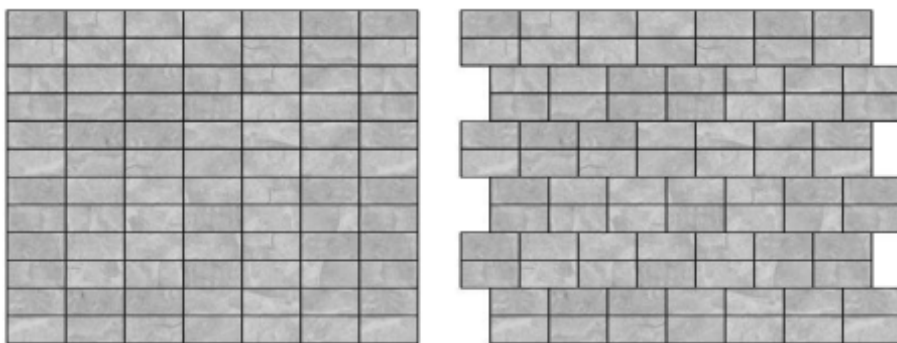
Simply, choose your pattern, choose your starting corner, and let them fall into place. Cut a stone flooring block when you reach the end of a row, keeping the offcut for use on the next row, or later on.

Whichever pattern you use, you can also incorporate a border/ 'picture frame' by first laying a full row of stone all the way around the floor edge. You can use either mitered corners or a butt joint at the corners. Once you've laid your border you then 'fill it in' row after row, following whichever pattern you choose.

Get creative- easily introduce different colors and patterns. The gasket system makes it very easy to lay stone out in a dry-run. Just remove the gaskets and place them to one side, whilst you carefully lay out/ try out different patterns.

You can also use our free design service to see how different patterns will look, and how much stone you will need to order.

Here are some classic patterns to get you started:



General Advice for Installing, Maintaining and Repairing Tanzite

Tanzite
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Cleaning rust stains

Rust stains can be cleaned using a non-acid rust remover. We suggest using Evapo-Rust cleaner.

<https://www.evapo-rust.com/evapo-rust-remover/>

Sanding Tanzite

Edges and corners, especially after making a cut, should be sanded smooth using a diamond sanding pad. We supply diamond sanding pads on our website.

Drilling Tanzite

Tanzite can be drilled with a regular drill (do not use a hammer drill or masonry bit) and a diamond hole saw. Holes must be drilled to be at least 1/12" (2mm) larger than the screw, so that the screw will not touch the Tanzite. The Tanzite acts as a spacer. Ensure Tanzite is flat and fully supported on timber blocking whilst drilling, and when installed to prevent Tanzite breakage. Tanzite has abundant compressive strength, but should not be subjected to torsion (eg installed or drilled on uneven base).

Drill bit life can be extended by using water. 'Glass and tile' drill bits work well. We suggest Bosch Glass & Tile. <https://www.boschtools.com/us/en/boschtools-ocs/glass-and-tile-bits-39422-c/>

If you are drilling more than a few holes we suggest using a drill press to drill faster and extend the life of drill bits because the drill press allows you to put sufficient pressure and water on the bit without fatiguing.

We suggest using a small portable drill press like the 10" Ryobi.

<https://www.ryobitools.com/products/details/33287163342>

**CUT AND DRILL OUTSIDE OR
IN A WELL VENTILATED AREA**

Cutting Tanzite Stone ****If dry cutting wear an approved dust mask or respirator****

Tanzite can be cut with a regular saw using a diamond blade. Using a continuous thin-rim diamond blade will make a cleaner cut. We suggest using a glass/ tile/ porcelain blade. A hand-held grinder (angle grinder) with a diamond blade works well for detailed cuts, such as fitting stone around a gas pipe.

If you're making a lot of cuts, we suggest using a wet tile saw. After making each cut, round the edge using a diamond sanding pad.

Caution when cutting Tanzite as it may produce silica dust

Airborne dust during cutting can be reduced with water and adequate ventilation, but you should always consider appropriate personal protective equipment including respiratory, eye, sound and vibration protection.

General Advice for Installing, Maintaining and Repairing Tanzite

Tanzite
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Color enhancement sealer

Sealing Tanzite can make the color brighter and more vibrant, similar to how it looks when wet. We suggest Enrich'N'Seal™ from Aqua-Mix.

<https://aquamix.com.au/products/sealers/enhancing-sealers/enrichnseal/>

Regular cleaning

Simply wash down the Tanzite as needed, preferably with eco-friendly cleaning products.

Cleaning grease stains

Wash the grease stain using a concentrated solution of detergent; we suggest Dawn Platinum. If the stain persists, use an engine oil degreaser. We suggest Purple Power Industrial Strength Cleaner/Degreaser.

<https://www.clean-rite.com/industrial>

Cleaning paint splatter

Use a paint splatter remover to clean off the paint. If the paint has dried, use a graffiti remover. We suggest Goof Off Graffiti Remover.

<https://gooffproducts.com/graffiti-remover-non-nmp/>

Chip repair

If you get a small chip in the stone, it can be colored to visually hide the chip. We suggest using a Sakura Pen-Touch paint marker.

<https://www.sakuraofamerica.com/product/pen-touch/>

Problem	Solution
<p>Tanzite cracked when I stepped on it.</p>	<p>This is rare, but one way or another, the stone has been subjected to strain that it is not designed for, despite the provision of fixed underlay and gaskets system which gives the system a significant degree of flexibility.</p> <p>A Rainier stone floor must be installed onto an even surface with no protruding timber, screws, nails, or any other cause of unevenness.</p> <p>A breakage may be a sign that there is a dip or a raised bit in the floor surface, that a bit of debris fell under during installation, or perhaps even that the subfloor is deteriorating.</p> <p>To establish the cause of the problem, simply strip back the stone to have a look beneath.</p> <p>Another rare though possible cause of cracking, is the overtightening of a screw through the Tanzite, thereby applying point pressure. For example, a floor-fitted door stopper, or a transition piece, or squeezing down a piece of skirting. Avoid putting point pressure on the Tanzite.</p> <p>Finally, apply whatever you found to check the rest of the floor, reducing the risk of any other breakage.</p>

Problem	Solution
Concrete, Cement, stucco	Avoid getting concrete, cement or stucco dust on the Tanzite by covering it with board and sheets when working nearby with concrete, cement or stucco. However, accidents happen, and you can use a concrete disolver and scraper to remove concrete, cement and stucco from the surface of Tanzite. Avoid any harsh chemical or acidic products.
Paint splatter	The same applies to paint- it's just easier to cover it properly, than clean off mess and risk damage afterwards. Use a paint splatter remover to clean off the paint. If the paint has dried, use a graffiti remover. We suggest Goof Off Graffiti Remover. https://gooffproducts.com/graffiti-remover-non-nmp/
Rust stains	Rust stains can be cleaned using a non-acid rust remover. We suggest using Evapo-Rust cleaner. https://www.evapo-rust.com/evapo-rust-remover/
Chipped edges	Score Tanzite before cutting it. Use a fine and thin, continuous-rim diamond blade on a wet saw to reduce chipping to a minimum. Sand the edge to smooth it. Most chips can be removed by sanding a bevel into the cut edge. If needed, use a paint touch-up pen to reduce visual impact. Where possible, install any chipped edges in places where they are less visible.

At Tanzite, we are committed to preserving and protecting our beautiful world for future generations. We believe that by working together, we can make a significant impact on the environment. As part of this commitment, we continuously monitor opportunities to improve our manufacturing processes, logistics operations, and administrative procedures.

As investors in both people and the planet, we prioritize sustainable practices throughout our entire business. Our goal is not only to create exceptional products but also to minimize our ecological footprint. Tanzite is proud to offer a range of products that are naturally durable and reusable. By utilizing sustainable materials and implementing efficient production methods, we ensure that every Tanzite product is designed with longevity in mind. This approach not only reduces waste but also encourages the reuse of materials wherever possible.

We firmly believe that it is our responsibility to contribute positively to the world around us. Through ongoing innovation and a steadfast commitment to sustainability, Tanzite strives to set an example for other companies within our industry.

PRODUCT

- Non-destructive installation easy to reuse.
- Does not contain plastic or PFAs or other chemicals.
- Made using sustainable materials.
- Durable long life.
- High-quality low replacement.
- Easy to replace breakages.
- No chemicals required for maintenance.
- Designed to reduce construction waste.

LOGISTICS

- Our factory is close to the raw materials to reduce transport-associated emissions.
- We reduce packaging to a minimum.
- Our packaging is made of recycled material.
- Our logistics providers our selected using sustainability criteria.
- We promote low-carbon shipping options.

MANUFACTURING

- Material suppliers selected using sustainability criteria.
- Manufacturing process optimized to reduce energy and material use.
- Site operational policy for energy saving and carbon reduction in buildings.
- Tanzite does NOT contribute to deforestation.

SUSTAINABLE BUSINESS

- An industry leader with a sustainability mindset.
- Sustainability in all aspects of our business.
- Investors in people and planet.
- Responsible purchasing.

On-site/ Handover Checklist



Checklist

The purpose of this checklist is to support easy installation, reducing mishaps and increasing satisfaction for installer and customer. Its use is recommended, but it does not affect the warranty and it is not submitted to Tanzite.

- We recommend that the installer and homeowner fill in this document together, or that you use it as a site inspection tool.

Signature on completion with date (Installer):

Signature on completion with date (Homeowner):

NOTE: THIS CHECKLIST IS <u>NOT</u> EXHAUSTIVE	Relevant page in manual	Check off during installation	Final check before handover
Subfloor is EVEN, CLEAN and DRY prior to stone floor installation.			
The Rainier stone floor will be able to flow freely to the walls, leaving a gap of 1/4"(6mm). ie any skirting, transition pieces or doors have been removed or prepared as necessary.			
Any chipped edges or other visually compromised pieces have been installed in inconspicuous places where they will have less visual impact.			
Any spare stone, decent-sized offcuts, clips or other parts have been stored together on-site, and the owner is aware of their whereabouts, in case they need to use them in future.			

EXCLUSIONS FROM WARRANTY COVERAGE AND LIMITING OF LIABILITY:

Product installation:

The Product must be installed in accordance with industry standards and the Manufacturer's written specifications for installations including but not limited to industry standards, such as, but not limited to waterproofing, crack isolation, substrate requirements, movement, and expansion joints. This also includes requirements such as checking before installation that the Product has no defects, the Product is fit for purpose, checking for sufficient quantities of the Product of the same batch are supplied, the proper blending of the variation of colors of the Product supplied, and compliance with the Manufacturer's written specifications and industry standards for installation, maintenance, and repair. If a defect is identified in the Product before installation, the Product shall not be installed, as installation of the Product with a defect identifiable before installation or visual defects or nonconformities apparent prior to installation voids this warranty. Once the Product has been installed, the Manufacturer is not liable for color matching or blending or for the replacement of tiles with obvious visual faults. Water, ice, oil, grease, and other substances create slippery conditions, and the Manufacturer is not responsible for and makes no express or implied warranty respecting the suitability or fitness for any purposes including but not limited to floor applications in or with slippery conditions. Damage during or after installation and installation defects are not covered by this warranty, and this warranty does not apply when deterioration results from the Product not being suitable for the intended use, a design or installation not complying with applicable codes, standards and recognized work procedures, or if the installation the Manufacturer's written specifications have not been followed. Damage or cracking due to structural movement, collapse or settling of the ground or supporting structure, excessive deflection or other failure in the substrate, normal wear and tear, damage or defects caused by incorrect installation, lack of proper maintenance, accidents, abuse or misuse are excluded from coverage under this warranty. Defective installation such as, but not limited to, any substrate repair material or any accessory products such as third part fasteners; weak concrete and masonry substrates, substrate or sub-floor irregularities; substrate or subfloor deterioration; natural color variations; freight, material and labor costs.

Lippage:

Lippage refers to differences in elevation between edges of adjacent boards. The perception of height variances is influenced by a number of factors, including allowable warpage of tiles, warpage of the deck structure, the angle of light creating shadows and highly reflective surfaces accentuating otherwise acceptable variance in modules. After installation when lippage is present it should be corrected by the installer. To eliminate or address lippage, the proper preparation of the base and installation of the Product is required by skilled professionals. Lippage is an installation defect and not covered by this warranty.

EXCLUSIONS FROM WARRANTY COVERAGE AND LIMITING OF LIABILITY:

Variations:

Variation in veining, fissures, pits, texture, color and shade are inherent characteristics of all stone, and will vary from piece to piece as well as from lot to lot. The Manufacturer does not warrant the Product for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on the Product. An inherent characteristic of the Product, is that tiles will bow, wedge and warp to a certain degree and may slightly vary in size from batch to batch. These variations in size and color are due to changes in moisture and thermal loads which can alter the boards during production. Batches of board are identified and separated into lots by specific shade and caliber. Product samples are representative only and may not be an exact match to supplied materials due to variations in manufacturing and the natural raw materials making the Product. Photographic color images may not be an exact product match to the supplied Product as the supplied Product may have slight differences in color, shade, and/or surface appearance. The Manufacturer's website, marketing literature and promotional materials may not represent the true nature of the Product.

Maintenance and cleaning:

The Product must be properly maintained and cleaned in accordance with the Manufacturer's Tanzite Owner's Manual, and Manufacturer's written specifications and industry standards. Failure to regularly and properly clean and maintain the Product will void this warranty. The Product contains abrasives creating a rough surface, and cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to assure contaminants are removed promptly. For clarity the Product should not be in contact with any toxic substances, acids, bases, or other substances that will damage its surfaces.

Normal wear and tear:

This warranty does not cover normal wear and tear and any other problems that are caused by conditions, malfunctions, or damage not resulting from defects at the time of purchase, in the manufacturing of the Products, in accordance with ANSI A137-1-2017 standards.

Impacts and abrasions:

The warranty does not apply to normal wear and tear, spalling or other breakage or damage that may be caused by impact, abrasion or inappropriate or inadequate live loads. Never allow hard, sharp-edged, or heavy, objects to fall or otherwise causing an inappropriate load on the Product as any resulting such damage, chipping, or cracking, to the surface of the Product is not covered by this warranty.

EXCLUSIONS FROM WARRANTY COVERAGE AND LIMITING OF LIABILITY:

Misuse of the Product:

The misuse including but not limited to accidents, negligence, physical or chemical abuse or other damage to the Products that may result from deliberate act or negligence on the part of the customer, buyer, owner of the property where the Product is installed, installer or any third party is not covered by this warranty. The improper handling, storage, abuse or neglect of Product on the part of the customer, buyer, owner of the property where the Product is installed, installer or any third party is not covered by this warranty.

Acts of God, Ordinary Wear and Tear, Intentional or Negligent Acts:

This warranty does not apply to any damage resulting from or related to an act of God [including but not limited to flooding, tornado, strong winds, storms, fire, lightning, earthquake etc.]; environmental conditions and atmospheric conditions [air borne pollutants and contaminants]; staining from foreign substances [acids, bases]; normal weathering including but not limited to exposure to sunlight, wind, rain, weather, environmental conditions and atmospheric conditions; fire; vandalism; ordinary wear and tear; improper handling, storage, abuse or neglect of the Product or other damage to the Products that may result from deliberate act or negligence on the part of the customer, buyer, owner of the property where the Product is installed, installer or any third party.

Applicable Building Codes:

Applicable building codes and laws may dictate minimum the Product performance specifications, and the Manufacturer does not warrant the Product where the use, or installation, of the Product violates applicable building codes and laws.

Limiting of Liability:

At the time of manufacturing, the Product achieves the necessary values for the ANSI A137.1-2017 standards. Tests are performed on random samples of the Product by an independent testing laboratory and are believed to be representative of the general quality of the Product. To the fullest extent permitted under the law, under no circumstances will the Manufacturer be liable for incidental or consequential damages, whether such damages are sought in contract, in tort (including but not limited to negligence and strict liability) or otherwise, and the Product liability for non-personal injury claims with respect to products shall in no event exceed the replacement of such defective products or refund as set forth herein. Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.

MAKING A WARRANTY CLAIM AND LIMITS ON LIABILITY:

To make a claim under this limited warranty, you must notify the Manufacturer in writing within fifteen (15) days of the discovery of the alleged manufacturing defect to the following address: **warranty@tanzite.com**

As a condition of this warranty, the following must be provided to the Manufacturer with written notice of a claim, failing which this warranty is voided and the Manufacturer released from any and all liability for the defect or the claim:

1. Provide satisfactory evidence of defects in the Product purchased, including but not limited to a description and photographs of the affected area of the Product.
2. Proof of purchase or assignment from the original end-user purchaser.
3. Proof of identity showing current address.

As a condition of this warranty proof of use, installation and maintenance, and care pursuant to the Manufacturer's Tanzite Owner's Manual, and Manufacturer's written specifications and industry standards must be provided to the Manufacturer upon its request, failing which this warranty is voided and the Manufacturer released from any and all liability for the defect or the claim. If a claim relating to a manufacturing defect and the improper staining of the Product, in addition to the foregoing, the following must be complied with prior to providing written notice of a claim to the Manufacturer, failing which this warranty is voided and the Manufacturer released from any and all liability for the defect or the claim:

- i. The affected area of the Product must be cleaned in accordance with the Manufacturer's written specifications.
- ii. If the affected area remains reasonably unsatisfactory after the affected area of the Product has been cleaned as set forth above, then the affected area of the Product must be professionally cleaned at the sole expense of the party making the claim or contemplating a claim.
- iii. If the affected area remains reasonably unsatisfactory after the professional cleaning, a claim may be made under this warranty, within fifteen (15) days of the professional cleaning.

If a valid warranty is made, it is at the Manufacturer's complete discretion which of the following will be provided:

1. Replacement of a portion of defective Product with same or equivalent product [with the cost for freight, labor, materials and costs for installation, maintenance or replacement not being covered by this warranty] as calculated below.
2. Repair or re-polish of the defective Product.
3. Refund a prorated portion of the original purchase price paid for such defective Product [but not including the cost for freight, labor, materials and costs for installation, maintenance or replacement of the Product] as calculated below.
4. Combination of the above provided that the Manufacturer's obligations are limited only to Product or parts of the Product that are proven to be defective pursuant to the terms of this warranty and the Manufacturer.

If a valid warranty claim hereunder is made, the percentage of such valid claim which the Manufacturer is required in its complete discretion to refund or replace pursuant to this warranty, shall commence the eleventh (11) year after the original date of purchase of the Product, and be reduced by five (5%) percent each year thereafter, reducing 5% each and every year until ten [10%] percent of the valid claim remains, at which time there shall be no further reduction to the percentage of the valid claims which the Manufacturer is required in its complete discretion to refund or replace pursuant to this warranty. For clarity, in no event shall the Manufacturer be required to refund any more than the prorated portion of the original purchase price or replace more than the prorated portion of the defective Product as calculated herein. In the event that the sole and exclusive remedy described above fails of its essential purpose, the liability of the Manufacturer is limited to the monetary value, on a square-foot (square-meter) basis, of the original purchase price of the Product or portion of the Product required to be replaced pursuant to the terms of this warranty. To the fullest extent permitted under the law, this warranty shall not cover and the Manufacturer shall not be responsible for costs and expenses, including but not limited to labor, costs, and freight, incurred with respect to the installation, maintenance, or removal of the Product or affected Product or the installation of replacement materials. The Manufacturer will not pay for the replacement of any portion of the installation that is not proven to be defective.

To the fullest extent permitted under the law, the costs and expenses incurred with respect to the removal and installation of the defective Product or the installation of replacement materials, including but not limited to freight, labor, and materials costs are excluded from this warranty. Should the Product used in the original installation no longer be readily available, the Manufacturer reserves the right to determine a suitable substitute but will only provide a replacement product for the defective Product and not the entire installation.

The Manufacturer reserves the right to inspect any and all defects prior to any repair, remediation or settlement of such defect. In the event that the Manufacturer within its sole discretion elects to or is otherwise required to participate in the repair, remediation or settlement of any defect, the Manufacturer must be included in all discussions and decisions related to such repair, remediation and/or settlement. In the event that the Manufacturer is not provided notice on a timely basis, or the Manufacturer is not allowed the right of inspection, discussion or decision-making in advance of repair, remediation or settlement of any defect, this warranty is voided and the Manufacturer released from any and all liability for the defect or the claim.

General Terms:

No amendment or variation of the terms, conditions warranties, covenants, agreements and undertakings set forth herein shall be of any force or effect unless the Manufacturer same shall be reduced to writing duly executed by the Manufacturer and the party purchasing the Product from the Manufacturer. Any provision in this warranty which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof or affecting the validity or enforceability of such provision in any other jurisdiction. The division of this warranty into Articles, Sections, Subsections, Schedules and other subdivisions, the inclusion of headings and the provision of a table of contents are for convenience of reference only and shall not affect the construction or interpretation of this warranty. The headings in the warranty are not intended to be full or precise descriptions of the text to which they refer.

We offer a complete returns service. See our returns policy in full on the website at www.tanzite.com/return-policy

In summary:

- You can return any* Tanzite product, for any reason whatsoever, within 90 days of placing your order.
- Any returns need to be in their original bundle/bag/carton and in good sellable condition.
- All returned products are subject to a 15% restocking fee.
- All shipping costs are the responsibility of the customer. They can not be refunded.

*Please note that EPDM membrane is not refundable as it is specifically cut for your project.

Damaged Product

Every Tanzite Stonedecks order has shipping insurance. To take advantage of this:

1. Take a photo of your shipment when it arrives.
2. Inspect it and take additional photos of any damage you find.
3. Notify us within 48 hours.

Tanzite is an extremely strong decking product, and frankly, it's hard to damage once installed. We manage our packaging and logistics very carefully, however there is still a small risk that it arrives with a chip or minor damage on the edge. These damaged stone flooring blocks can generally still be used as cut pieces or in hidden areas so there is minimal waste. If you are unable to make use of the damaged piece, let us know and we'll refund you for the cost of the damaged piece.

Extra Product

Please ensure that you are ordering enough extra product to account for wastage (allow 5-10% wastage depending on the design), late changes in the design/layout, or any slight mismeasurements.

Tanzite pieces aren't light or small, so shipping even just a few extra pieces typically costs more than the product itself, and the timescale for delivery is the same regardless of the quantity. If you need additional pieces, they can be ordered at Tanzite.com/shop-tanzite. Note that Tanzite does not cover the shipping costs if you need extra pieces.

DISCLAIMER:

This installation manual is provided for informational purposes only. The information contained herein is intended to provide general guidelines to simplify your project.

Tools, products, materials, techniques, building codes, and other regulations continually change, so Tanzite assumes no responsibility for the accuracy of the information contained herein and disclaims any liability for omissions, errors, or the outcome of any project.

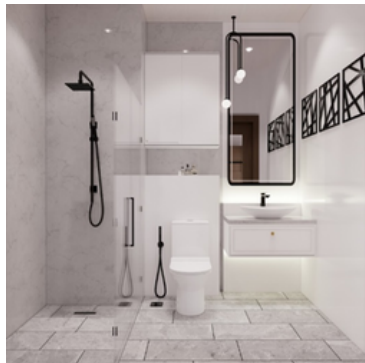
Diagrams are approximations, not drawn to scale.

It is the responsibility of the installer or user to ensure compliance with all applicable laws, rules, codes and regulations, all manufacturers specifications, and Tanzite installation recommendations, in relation to their project.

The installer or user must take appropriate safety precautions to minimize the risk of harm to themselves or anybody else.

It is the responsibility of the homeowner to properly maintain and insure their project.

If there is any doubt regarding any element of a project, you should consult a licensed professional.



Tanzite

STONEDECKS