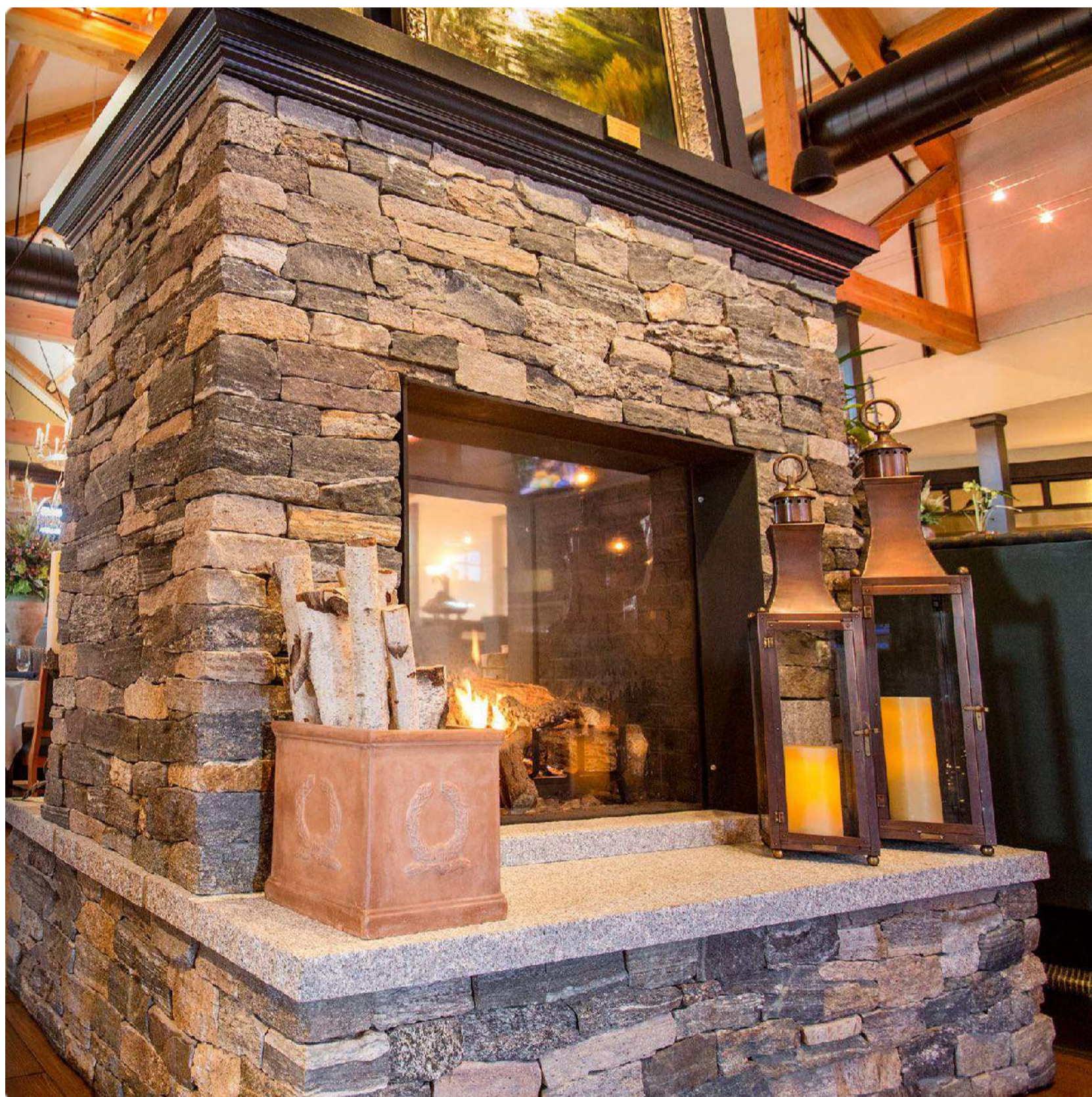


11 Questions to Ask Your Mason Contractor

Stoneyard® has worked with mason contractors for 30 years, installing more than 5 million square feet of Stoneyard® Thin Veneer, pavers and landscaping stone. Plan to ask your stone contractor these important questions prior to starting your natural stone project.





1. Can I see photos of your finished projects?

Stonemasons are like artists

Each stone contractor has their own unique style and are able to replicate a variety of stone installations. Ask your stone contractor to provide his/her completed project photos to ensure that the installation style you desire can be achieved.

Request examples and images of previous stone veneer projects:

- Examine the stonemason's portfolio to gauge their skill and craftsmanship.
- Look for diversity in project types, including residential and commercial applications.



2. How many times have you done this type of job?

Shaping Stone and Blending Colors

Thin stone veneer requires detailed attention to each stone. In order to ensure that your final project is balanced and consistent throughout, customizing the shape (tight fit) and stone selection (color and grain) is critical. Working with brick or tile is very different than working with natural stone. Be sure to inspect project photos carefully for evidence that your contractor knows how to shape stone, especially if you desire tight joints between stones.

Inquire about the stonemason's experience with stone veneer installations

- How long have they been working with stone veneer?
- Have they completed similar projects in terms of scale and complexity?
- Request details about their experience, expertise, and any relevant certifications.



3. Is this stone the right type for this project?

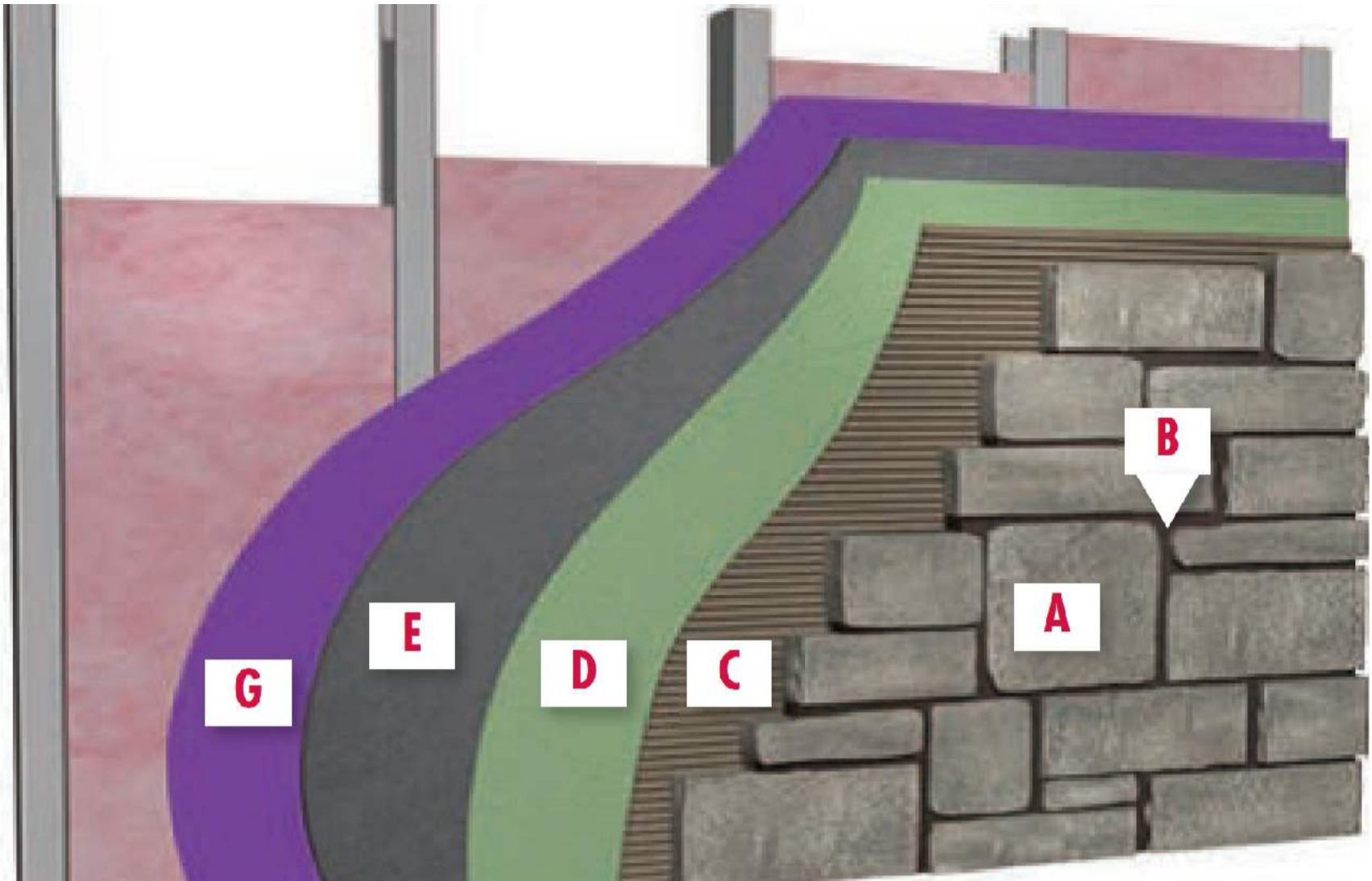
Climate Matters

Experienced stone contractors will take into consideration the location and environment when recommending stone choices and mortar. Problem-free exterior projects use natural stone that is quartz-based and metamorphic, such as the stone found in New England. It is formed with exceedingly hard layers that hold up to freezes, thaws and harsh weather without being affected.

In this example, the homeowner chose Stoneyard® Newport Mist Thin Veneer in the Square & Rectangular shape because it is quartz-based, not sandstone, so it is Harsh Climate Approved™ and will withstand humidity, rain, and storms.

Discuss different types of stone veneer available in the market

- Natural stone veneer: Made from real stone, a genuine and timeless aesthetic.
- Natural stone veneer provides a unique blend of textures, colors, and patterns.



4. What mortar are you using?

My name is Bond. Hi-Bond

Thin Veneer is adhered to a vertical surface. Natural stone will not fail but some masons will cut corners by using inexpensive or the wrong type of mortar. *This is not the place to save \$20 per bag.* If the mortar fails, all of the stone must be removed, It cannot be used again, and the surface it was attached to - cement board or CMU - will need to be replaced. New stone must be ordered and the job completely redone from scratch.

We recommend using [Laticrete MVIS Hi-Bond mortar](#), which offers a warranty of up to 25 years, which includes installation and materials.

DETAIL LEGEND: **A** Thin adhered masonry veneer **D** LATICRETE Air & Water Barrier **G** Exterior rated sheathing **B** LATICRETE® Masonry Pointing Mortar **E** Cement backer-board **C** LATICRETE Masonry Veneer Mortar **F** Concrete or masonry

Discuss any preparation required and the role of the stonemason during installation

- Address the need for site readiness, such as clean surfaces and adequate structural support.



5. Will you build a mockup for approval?

Reality Check

In order to get the full scope of your project on a smaller scale, it is very important to see a mockup of the stone installed to get an idea of the actual stone, joint width and overall look. The mockup should be at least 2' x 3' with enough stone variety to envision the final look. Pay attention to the width of the joints.

Explore customization possibilities for the stone veneer, such as color, texture, and patterns

- Discuss the available options for personalizing the stone veneer to align with your aesthetic vision.
- Inquire about custom design services or unique stone selections.

Discuss design options that align with your vision and architectural style

- Seek guidance from the stonemason on design elements that will complement your space.
- Ensure that the chosen design elements enhance the overall aesthetic appeal of your project.

Replace the front entrance landing and step, replace the side entrance landing and install a new walkway \$ 6,500.00

Stairs procedures:

- ❖ Removal and disposal of the existing stairs
- ❖ Excavate the stairs footprint 18" in depth
- ❖ Mechanic compact the subsoil
- ❖ Delivery and mechanic compact 18" of clean gravel
- ❖ Install flashing where needed
- ❖ Install the provided granite landings and step
- ❖ Install new kick plate for the main front door
- ❖ This includes all labor, base materials, equipment and disposal

Walkway procedures:

- ❖ Removal and disposal of the existing walkway
- ❖ Excavate the new walkway foot print to a depth of 10"
- ❖ Mechanic compact the subsoil
- ❖ Delivery and mechanic compact 8" of dense grade gravel
- ❖ Delivery and mechanic compact 1" of coarse sand to receive the provided 24x36" granite pavers
- ❖ Install edging restrainer to hold the granite pavers in place
- ❖ Sweep polymeric sand into to the granite pavers joints
- ❖ This includes all labor, base materials, equipment and disposal

6. Why is your quote different / more than the others?

Walk me through the project

Clarify the differences in the process, the products used and the expected finished project when comparing quotes. Ask about exactly what materials will be used. Masonry is not an easy job to fix if shortcuts are taken to reduce project time or substandard materials are used. Installation details will be the difference between an adequate job vs a talked-about showpiece.

Inquire about the overall cost and estimates for the **stone veneer installation**

- Understand the pricing structure: square footage, project-based, or hourly rates.
- Ask for a detailed breakdown of costs, including materials, labor, and any additional services.

Discuss any additional expenses or potential cost-saving options

- Explore customization choices and their impact on the overall cost.
- Inquire about cost-saving strategies without compromising quality or aesthetics.



7. What will the worksite look like?

Job Site Protection

Masonry involves chipping and cutting natural stone, using water, extra-loud power saws with diamond blades (outside), and generating significant dust and flying stone chips. How will this affect the job site and surrounding areas? If indoors, will other rooms be sealed off, floors protected? Will the mason clean up at the end of each day?

Understand the expected timeline for the stone veneer installation

- Inquire about the lead time for materials and scheduling considerations.
- Discuss any factors that may influence the project's timeline, such as weather conditions.

Discuss potential delays, scheduling considerations, and project milestones

- Address any time-sensitive requirements or deadlines associated with the project.
- Establish clear communication channels to ensure timely updates and progress reports.



8. How will you keep the temperature above 40 degrees while the mortar is curing?

Cold Weather Curing

Thin stone veneer mortar requires a 40+ degree curing temperature during the 24 hours after application of the thin veneer stone. This is most important for outside winter projects and indoor new construction projects during winter. Stone masons will enclose the project in a temporary shelter and use a heater to keep the stone above 40°.

Gain a comprehensive understanding of the installation process from start to finish

- Inquire about the steps involved, including site preparation, material handling, and installation techniques.
- Understand the importance of proper surface preparation and adhesion for a durable installation.



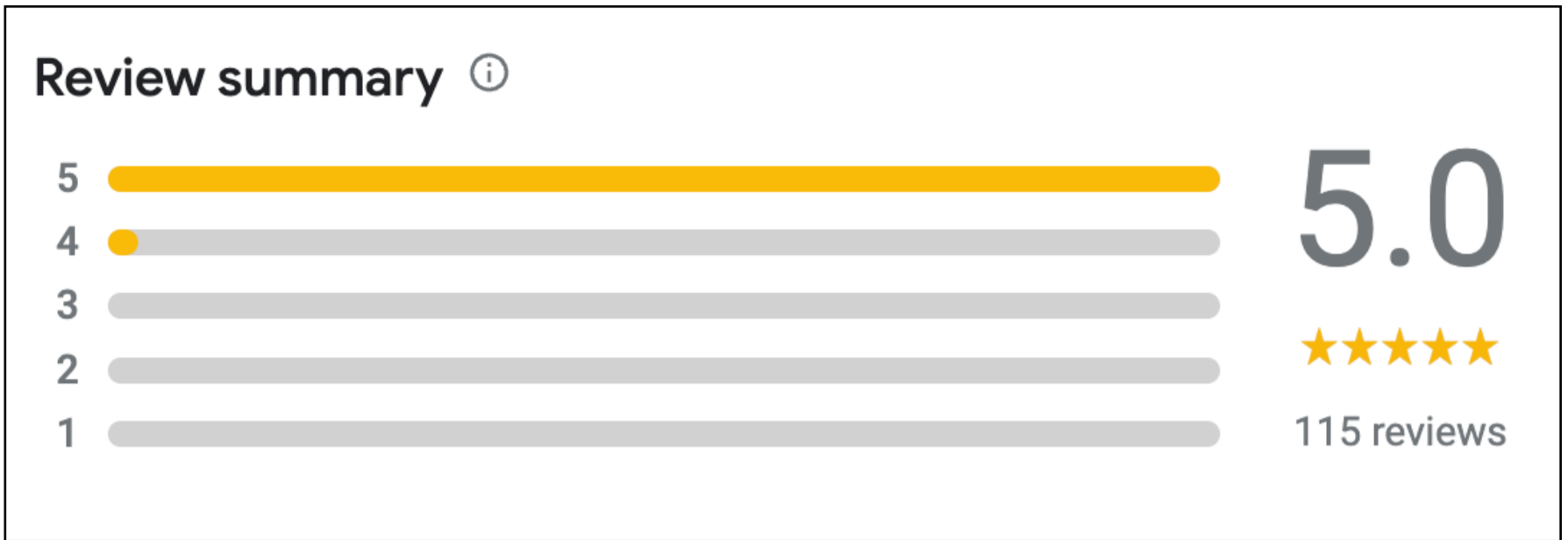
9. Are you using a water barrier?

Water

If your exterior project contains natural thin stone veneer, a water barrier or water drainage system will be needed to prevent the water from penetrating the mortar bond and the substrate material. Water barriers prevent efflorescence (water absorbed by the stone that either discolors the iron deposits found in natural stone or water that leaves behind salt deposits that bleed through the stone). Failure to use a water barrier or water drainage system will lead to loosening stone.

Discuss the stonemason's approach to ensuring proper insulation and moisture protection during the installation

- Inquire about insulation materials, techniques, and moisture barriers used.
- Understand the stonemason's strategies for preventing water infiltration and addressing potential moisture-related issues.



10. Do you have reviews, references or referrals?

Social Proof

Your mason contractor should have positive feedback from customers. Small stone mason companies may have very skilled masons that are not on the leading edge of technology, if at all. That does not mean they cannot do the job. Their references may be phone numbers of former customers or print photos. Larger companies should have an online presence and reviews.

Request references from past clients who have had stone veneer installed by the stonemason

- Reach out to previous clients to gather feedback on their experience.
- Inquire about the quality of work, professionalism, and adherence to timelines.

Consider reaching out to them for feedback and testimonials

- Verify the stonemason's reputation and track record of client satisfaction.
- Use testimonials as an additional source of confidence in their capabilities.



11. What training do you have?

Certification

Is your stone contractor trained or certified to install thin stone veneer? Certified stone contractors understand the entire process and are up-to-date on the latest materials and products to ensure that your stone project will last a lifetime.

Inquire about the final inspections and approvals needed for the stone veneer installation

- Understand the necessary steps to ensure compliance and obtain any required certifications.
- Inquire about the stonemason's commitment to meeting or exceeding industry standards.

Discuss the stonemason's quality control measures and satisfaction guarantees

- Seek assurance that the installation will meet your expectations and any agreed-upon specifications.
- Address any concerns or final adjustments required before project completion.