

PuroStone™

STONE BEAUTY ENGINEERED TO PERFORM

Top 20 FAQs

1) What is the warranty on PuroStone walls?

PuroStone walls offer a Limited Lifetime Warranty like our High-Tech Polymer Walls. Assuming the product is cleaned and maintained with factory approved products, PuroStone is warranted against any defects in materials and workmanship for the lifetime of the product.

2) What is the lead time on PuroStone walls?

PuroStone walls will offer the same lead times as our High-Tech Polymer walls.

3) How do I cut PuroStone walls?

Installers can use the same tools to cut the PuroStone that they use to cut our High Tech Polymer walls. We recommend an orbital jigsaw with a 4" Swiss Blade with the teeth in the up position. The installer can also use a circular saw.

4) What are the sizes of the PuroStone walls and how heavy are they to lift?

PuroStone walls are available in only two sizes and feature the following weights:

36" x 96" x .25 (Side Walls) - 54 lbs.

60" x 96" x .25 (Back Wall) - 90 lbs.

5) Can I order PuroStone walls as a system or a la cart?

Yes, dealers may order the PuroStone walls as a system:

(2) 36 x 96", (1) 60 x 96", (2) 96" Dado Corner Strips and (1) 96" Center Batten Strip,

or as individual panels.



6) Can PuroStone walls be repaired if they get scratched or damaged?

Yes, PuroStone can be repaired in a similar manner to what we use to repair our High-Tech Polymer.

7) Are PuroStone walls available in a gloss or matte finish?

All five new PuroStone wall patterns are only available in a matte finish.

8) Will you be offering PuroStone shower pans to match the PuroStone walls?

Currently there are no offerings for PuroStone shower pans. All PuroStone walls should be sold with our High-Tech Polymer shower pans.

9) Will you be offering pre-built portable displays with PuroStone walls?

Yes. We will offer pre-built displays on 2" casters. This is 4" shorter than our standard portable displays, to accommodate easier transport. To order, contact Angela Swart at aswart@bathconcepts.com. Customized branded wraps available from 2-Scale.

10) Are you planning to add the PuroStone sample sets to the existing sales cases that you offer?

The PuroStone sample sets will not be included in the existing sales kits, however, you can order them to supplement your existing sales kits. Dealers can order the PuroStone 5" x 10" sample sets that include foam inserts for protection and a branded carry case on Marketplace. (Ex. 1)

PuroStone FAQs *continued*

11) How are the PuroStone walls going to be protected and packaged from the factory?

PuroStone walls will be loaded flat on oversized pallets and protected with wood, foam, cardboard, and metal banding to ensure that your walls arrive safely. Be sure to use fork extensions when unloading the pallets of PuroStone walls.

12) What type of accessories can be installed with PuroStone walls?

We recommend that Liquid Accents metal accessories be used to complement the Stone-like PuroStone walls.

13) Are PuroStone walls just another solid surface offering that competes with Corian and the others?

PuroStone is not technically defined as solid surface product. It has an exclusive stone-like appearance; however, its chemical composition includes 30-40% Acrylic and 60-70% Alumina Trihydrate. There are very few competing products with this formulation. **We do not recommend installing in steam units.**

14) Will you be including the new PuroStone wall patterns in the Bath Visualizer / Build-a-Bath software?

The Bath Visualizer has been updated to include all five new PuroStone wall patterns.

15) Where can I get high resolution images and photos of the new PuroStone walls?

All new PuroStone photography with and without live models are now hosted at the Dealer Resource Center.

16) Do you have a PuroStone brochure that highlights PuroStone walls?

Bath Concepts Marketing has created a new 12-page brochure focusing only on PuroStone walls. Dealers can download the digital brochure in PDF from the Dealer Resource Center.



EX. 1) SAMPLE KIT

17) How do I market PuroStone walls compared to the existing High-Tech Polymer?

We do not want to diminish the quality of our High-Tech Polymer as that is still our signature product here at Bath Concepts. Therefore, we recommend that you market the PuroStone walls as an “elevated wall option.”

18) How do I get my sales team product training on the new PuroStone walls?

We have created a new slide deck presentation to train Design Consultants and Sales Managers on the features and benefits of these exciting new products. For PuroStone Product Training please consult your Regional Business Development Manager at Bath Concepts.

19) What is the estimated longevity of the PuroStone walls?

PuroStone Walls are designed to last the lifetime of the home when cared for properly. They will certainly add more value to your home over other remodeling alternatives.

20) What about ceilings, window trim and outside corners?

Bath Concepts does not recommend using PuroStone for ceiling panels. If the homeowner insists, cut down a side wall panel. Ceiling must be braced in place overnight until SuperTach is fully cured. For window trim and outside corners, installers may use an “L” shaped trim piece that can be custom cut for both applications.