

Customer Q&A: Rubber Stone and Vuba Stone

1. What is Rubber Stone and Vuba Stone?

Rubber Stone and **Vuba Stone** are durable materials used for flooring and paving. They are known for their resilience and aesthetic appeal, making them suitable for both residential and commercial use.

2. What are the common issues with Rubber Stone and Vuba Stone?

Common Issues:

- Surface Cracks
- Discoloration
- Wear and Tear
- Loose or Shifting Stones
- Stains or Dirt
- Trowel Marks
- Environmental Factors

3. Is it normal for Rubber Stone and Vuba Stone to develop surface cracks?

Surface Cracks:

- **Normal:** Small hairline cracks can occur due to natural settling or temperature changes. They are typically cosmetic and do not affect the performance.
- **Repair/Warranty Issue:** Large or deep cracks that affect the structural integrity or are widespread may indicate a problem that requires professional assessment.

4. What should I do if my Rubber Stone or Vuba Stone has discolored spots?

Discoloration:

- **Normal:** Discoloration can occur due to exposure to sunlight, chemicals, or environmental factors. Minor color changes are generally normal.
- **Repair/Warranty Issue:** Significant or uneven discoloration may be due to installation issues or material defects and could be covered under warranty. Contact us for an evaluation.

5. How can I tell if the wear and tear on my surface is normal?

Wear and Tear:

- **Normal:** Light wear and tear are expected over time, especially in high-traffic areas. This may include slight surface abrasions or fading/darkening of color due to foot traffic, vehicle traffic etc.
- **Repair/Warranty Issue:** Excessive wear, peeling, or severe damage not consistent with normal use could indicate a defect or improper installation and may require repair or warranty service.

6. What should I do if stones are loose or shifting?

Loose or Shifting Stones:

- **Normal:** Some minor shifting can happen due to settling or environmental changes. However, this should be minimal.
- **Repair/Warranty Issue:** If stones are significantly loose or shifting extensively, it could be due to installation issues or material problems. This should be reviewed by a professional for potential repair or warranty coverage.

NOTE: It is normal for rubber and stone pieces to “shale” or fleck off and if you are 2-4 years after initial installation it may be time for a re-roll. Please see below for care and maintenance.

7. Ice Melt or De-Icer?

Can I use Ice Melt or De-Icer? You can but it really should not be necessary. If ice forms on the rubber it won't stick the same way it does to concrete or other solid surfaces, you should be able to easily kick it away. If you do use ice melt or de-icer, be sure to wash the surface as soon as the weather permits. Also note that if ice melt or de-icer is used on your surface re-rolls may need to be done more frequently than normal.

7. How do I handle stains or dirt on my Rubber Stone or Vuba Stone?

Stains or Dirt:

- **Normal:** Stains or dirt accumulation is common and can be cleaned with appropriate cleaning solutions and methods.
- **Repair/Warranty Issue:** Persistent stains or discoloration that cannot be cleaned or indicate underlying issues with the material may need professional assessment.

8. What are trowel marks, and are they normal?

Trowel Marks:

- **Normal:** Rubber Stone and Vuba Stone are hand-troweled products, and minor trowel marks and waviness are part of the product's natural appearance. Think of it like sand on a beach: waves and ripples are highlighted during sunrise and sunset but are a natural feature rather than a defect. These marks are normal and should not be a cause for concern.

- **Repair/Warranty Issue:** Large divots or uneven areas that may cause a tripping hazard can be repaired. If you notice such issues, contact us for an assessment and repair.

9. Are environmental factors covered under warranty?

Environmental Factors:

- **Not Covered:** Factors such as hard water stains, vegetation staining, dirt accumulation, and other environmental impacts are not covered under warranty. These issues are typically related to the natural conditions and usage of the surface.
- **Action Required:** To address these issues, regular cleaning is recommended. Follow our **Care and Maintenance Guide** for proper cleaning methods, or contact us for more information about our **Maintenance Package** to keep your surface in top condition.

10. How do I know if I need to request a repair or warranty service?

Requesting Service:

- **Normal Conditions:** If the issues fall within typical wear and tear and can be managed with regular maintenance, no immediate action is needed.
- **Repair/Warranty Issue:** Contact us if you notice any of the following:
 - Significant damage beyond normal wear and tear.
 - Persistent issues that cannot be resolved with cleaning or minor repairs.
 - Problems that you believe may be due to material defects or installation errors.
- **Good Rule of Thumb:** If you can see the issue at all times of the day (sunrise, midday, sunset) please feel free to contact our office to schedule an assessment. However, if the issue is present only during certain times of the day this is common with hand troweled products and there is no need to reach out to our office for an assessment.

11. How can I contact you for a warranty claim or repair request?

Contact Us:

- **Phone:** [Your Phone Number]
- **Email:** [Your Email Address]
- **Website:** [Your Website Contact Page]

12. What information should I provide when contacting you for a repair or warranty issue?

Information to Provide:

- **Description of the Issue:** Detailed description of the problem you are experiencing.
- **Photos:** Clear photos of the affected area.

- **Installation Details:** Date of installation and any relevant information about the installation.
- **Purchase Information:** Proof of purchase and warranty details if available.

13. What should I know about care, maintenance, and re-rolls?

Care and Maintenance:

- **Longevity:** Proper care and maintenance are crucial for the longevity of your surface. Regular cleaning and upkeep will help maintain its appearance and performance.
- **Re-Rolls:** To ensure the best condition of your surface:
 - **Sierra Stone:** Re-rolls are suggested every 2 years.
 - **Rubber and Vuba Stones:** Re-rolls are suggested every 3-5 years, depending on UV exposure and traffic.
- **Additional Support:** For more detailed care instructions, refer to our **Care and Maintenance Guide** or contact us about our **Maintenance Package**.

- Put the deposit of \$49.99 when submitting your application on the website.
- Tying in the repair sheet with pricing.