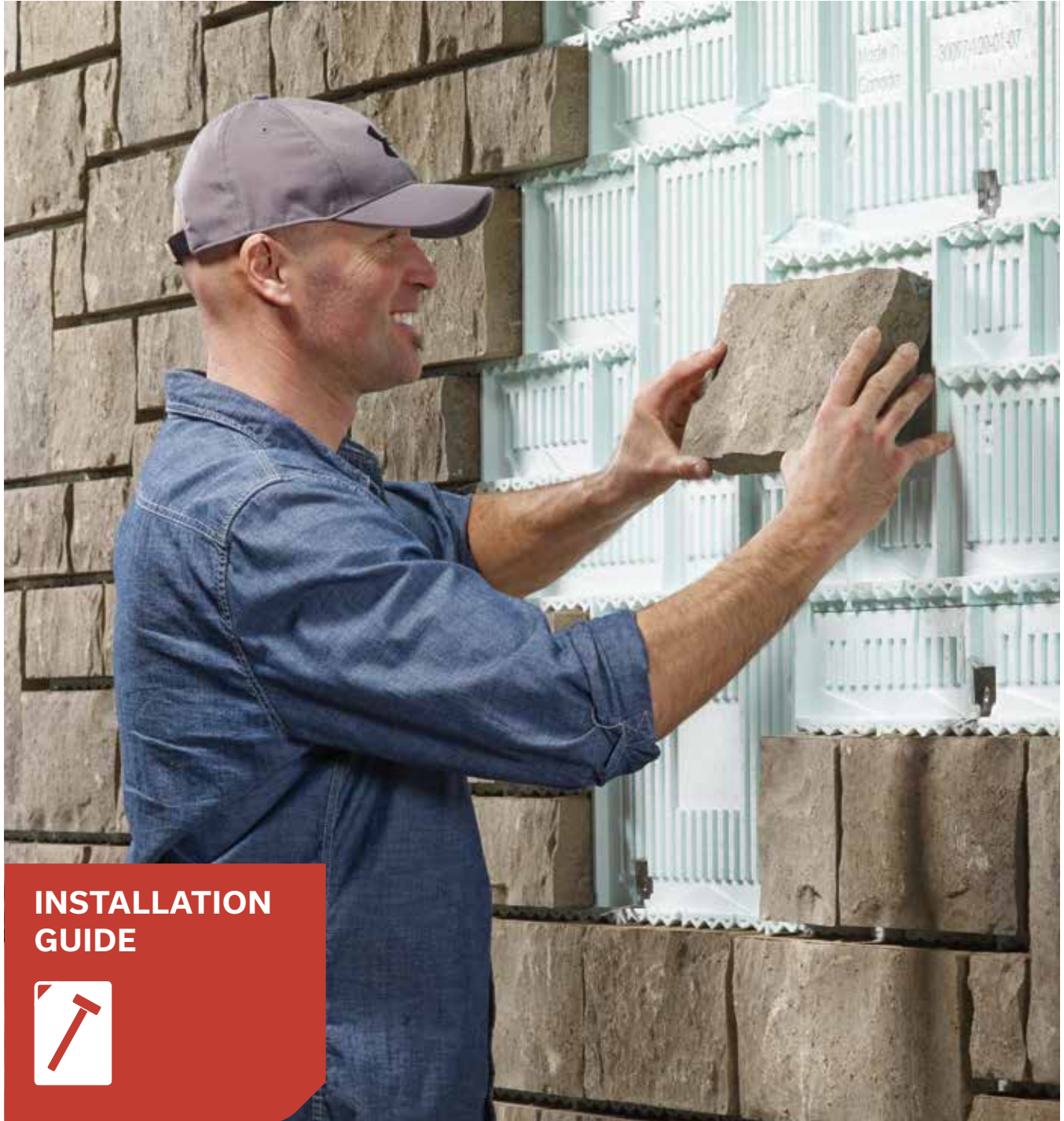


# PERMACON

## Suretouch™



INSTALLATION  
GUIDE



## Suretouch Masonry System

# Important Warnings

This document is a basic guide explaining the various steps for installing any **Suretouch** masonry system product.

**Note :** The word **unit** and the expression **masonry unit** are often used for **stone**.

Get a permit from your municipality before starting work.

Do not install this product on wood laths.

Be sure to wear a hardhat, safety boots, gloves and glasses.

Adopt a safe working method to prevent accidental stone falls. Caution! Polystyrene can only hold the units for a short period of time, especially if there are a lot of vibrations due to construction site activities. The units inserted in the polystyrene cells will be secured only after they have been pointed. Therefore, the wall must be pointed quickly. **Make sure no one is near an unpointed wall on a Suretouch system.**

**In order to avoid accidents, bond the units to the polystyrene with drops of adhesive (without plugging the water drainage channels) in the following situations:**

- › Along corners
- › When a unit is placed in a broken, damaged or incomplete cell
- › Glue should also be used if the small protrusions on the top of the unit are damaged.

Attach any hooks or anchors (for a clothesline, for instance) to the structure of the house. Any deterioration caused by attaching the hook to the facing alone will not be covered by the warranty.

Do not install the polystyrene panels several weeks or months before the other elements to avoid altering the properties of the panels due to prolonged exposure to the sun.

In this guide, the cladding is applied to a conventional wood wall frame (studs at 16 in. - 400 mm centres). Installation on any other type of structure should be adjusted accordingly and approved by an engineer.

For more information, visit **permacon.ca** or call **Permacon** at **1 888 737-6226**

Suretouch patented in Canada, United States and Europe - Revised May 2018

# Index of INSTALLATION VIDEOS



View Suretouch system installation videos on our website at **permacon.ca**



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- › Significant Reduction in Heating Costs: 30-42%
- › Energy-Efficient
- › Self-Supporting
- › Sound-Proofing
- › Water Barriers
- › CCMC Certification 13302 –R and ICC
- › Technical Support at all Times

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1

# Tools and Materials

## TOOLS

- › X-Acto type utility knife
- › Level
- › Driver (preferably impact-type)
- › Circular saw
- › Guillotine
- › Grinder
- › Pointing tools (see **Pointing** section)

## MATERIALS

### INCLUDED WITH THE SURETOUCH SYSTEM

- › Polystyrene panels
- › Stones
- › Stainless steel anchors and screws
- › Galvanized steel starter strips
- › Spacers
- › Weepers

### OTHERS

- › Sills, jambs, lintels, keystones, etc.
- › Self-adhesive elastomeric membrane
- › Polystyrene-compatible acoustic caulk in tubes
- › L-trims for windows
- › Lepage PL Premium adhesive
- › Mortar
- › Galvanized steel washers
- › Minimally expanding polyurethane foam
- › 3 in spiral-threaded nails with plastic washers (suggest to support the stones)
- › 1-1/2 in full-thread screw
- › Trim-head finishing screws (ceramic-coated) - # 8: 1 1/2 to 2 in.



Spacers



Weepers



Suggested way to support the stone

The illustrations represent the stone installation method. Unless otherwise indicated, this method will remain the same, regardless of the type of masonry chosen.

## Preparation

### WALL ALIGNMENT

It is important to check the alignment of the walls to be covered since the Suretouch system directly rests on them. Make sure that any visible deviations, bulges or defects on the wall are carefully corrected.

It is recommended to use wood chipboard (OSB).

### STUD LOCATION

Mark the stud locations on the steel starter strip. This will ensure that the screws are fixed into the stud, and not into a non-structural nailing strip.

### FOUNDATION SUPPORT

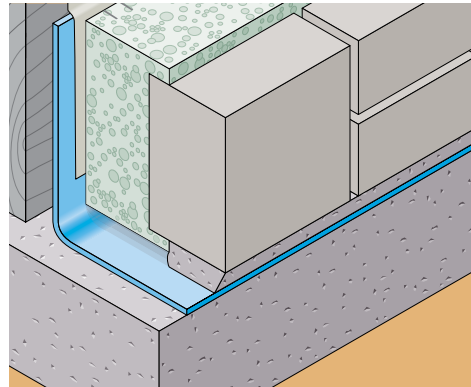
The foundation should be 3 1/4 in. (82 mm) or wider to directly receive the Suretouch system. If the support is narrower, as is often the case in renovations, a steel starter strip will have to be added.

### INSTALLATION OF ALL STEEL STARTER STRIPS

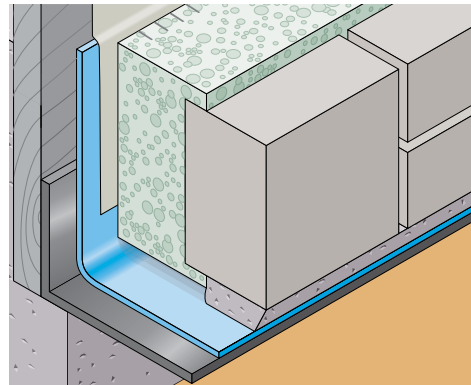
Screw in the starter strips with 1-1/2 and 2 in threaded screws.

### SELF-ADHESIVE ELASTOMERIC MEMBRANE AND AIR BARRIER

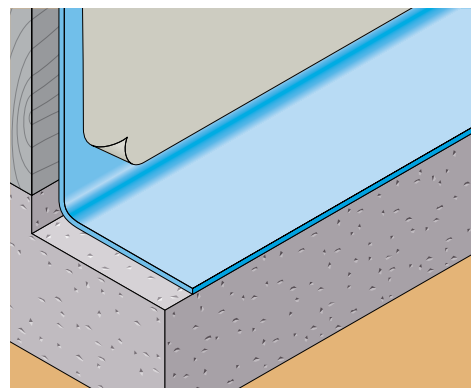
Place the self-adhesive elastomeric membrane to the foundation or steel starter strip, then overlap the air barrier and stick it to the self-adhesive elastomeric membrane. The air barrier shall not extend onto the horizontal part of the foundation or steel starter strip.



With 3 1/4 in. or more support



Without support, using Suretouch starter strips.



## Preparation – cont'd

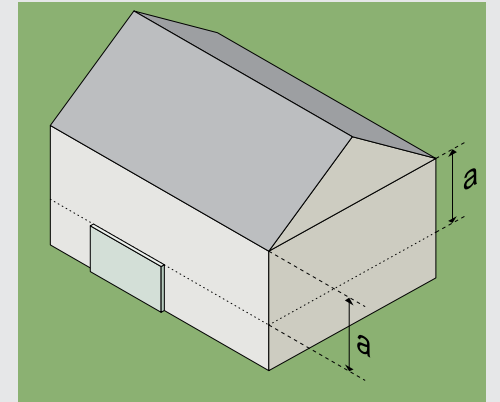
### VIRTUO STONE ONLY

#### REFERENCE LINE

The reference line allows first the polystyrene panels and then the Virtuo stone to be properly aligned. To establish this line, level a polystyrene panel and temporarily fix it.

Leave a space between the bottom of the polystyrene panel and the foundation (or steel starter strip). This space should be approximately the same width as the joints. Draw a level line along the top of the panel. Measure the distance between this line and the bottom of the roof truss (**a**).

Transfer this measurement to each corner and then draw a line connecting these points on the wall to be covered, or around the perimeter of the house, if appropriate.



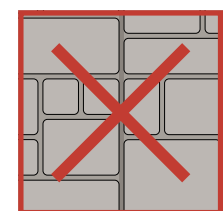
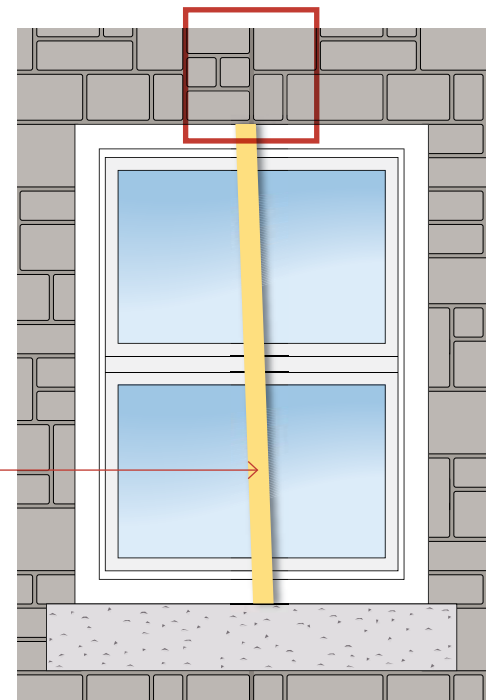
#### JUNCTION POINT

If you plan to cover all the walls of the house, you will have to decide ahead of time where the first and last panels will meet (junction point).

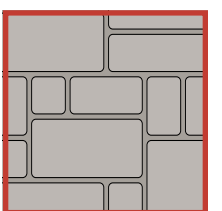
It is also possible to modify the laying pattern by creating new cells (**Joint B**) in order to preserve the aesthetic and fluid character of the system, and thus avoid the vertical joint being too long (**Joint A**).

The system can be installed up to a height of 28 feet.

It is recommended to install a support with a wood jamb at the steel starter strips above the openings. As shown in the illustration on the right, the support must be installed before the mortar is injected and remain in place for 48 hours after the work is completed.



Joint A



Joint B

## Installing the Polystyrene Panels

### IMPORTANT

The Suretouch system is designed for conventional wood structures with studs spaced at 16 in. (400 mm) centres. For any other type of structure, plan the anchor arrangement in consultation with an engineer to ensure that the entire structure is solid.

**Only use Suretouch stainless steel screws and anchors.**

**This product cannot be installed on wood panels.**

### GENERAL PRINCIPLES FOR INSTALLING THE PANELS

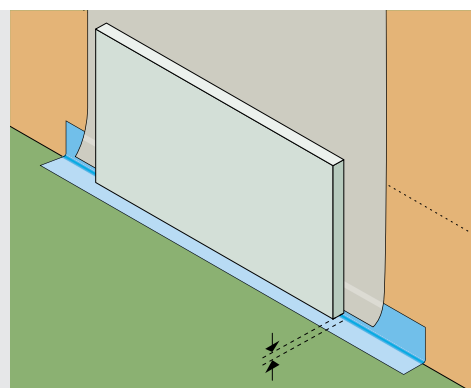
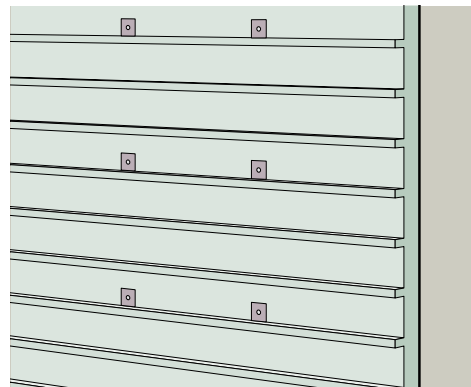
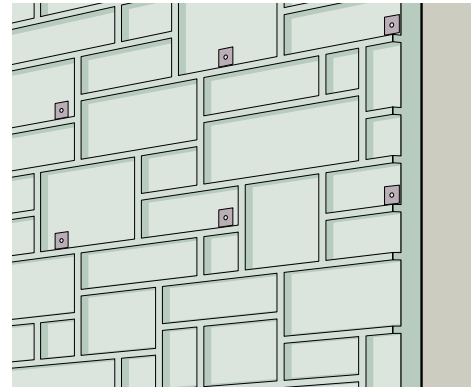
**Always install the panels from left to right.**

**Do not rest the panels on the steel starter strip (at the bottom of the wall and above openings). Always leave a space.**

**All the polystyrene must always be attached to wall studs with at least one Suretouch stainless steel anchor and screw for every 2 ft<sup>2</sup> (0.18 m<sup>2</sup>).** To achieve this ratio on a structure at 16 in. (400 mm) centres, the anchors should be spaced 19 in. (485 mm) apart vertically and should all be screwed into studs. The vertical edges of the polystyrene panels do not have to be aligned with the stud centres.

Attach the anchors at the bottom of the cell in such a way that their prongs are visible under the units once the units are inserted. These prongs will ultimately sit in the mortar joint and hold the cladding firmly to the structure.

The panels are installed vertically or horizontally, depending on the type of masonry. **The panels should always be installed in the direction indicated**, otherwise they will not hold the masonry units properly.



### VIRTUO STONE ONLY

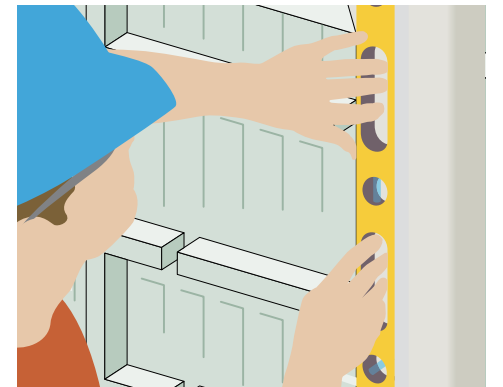
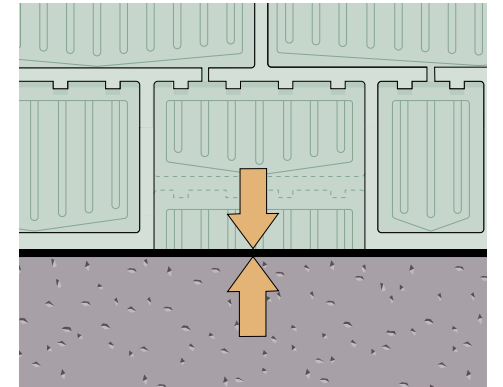
#### INSTALLING THE FIRST PANEL

Install the first panel parallel to the reference line, leaving a space between the bottom of the panel and the foundation (or steel starter strip). This space should be the same width as the joints between the stones.

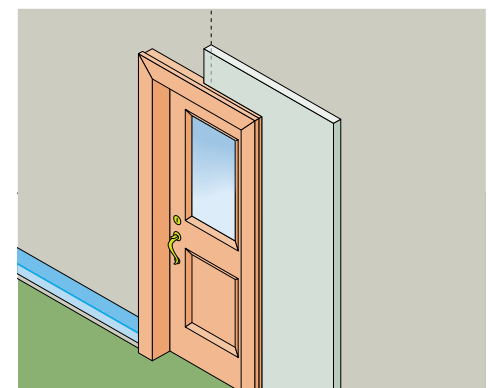
## Installing the Polystyrene Panels – cont'd

### INSTALLING THE FIRST PANEL

Install the first panel level, leaving a 3/8 in. (10 mm) space between the polystyrene panel and the foundation (or the steel starter strip).



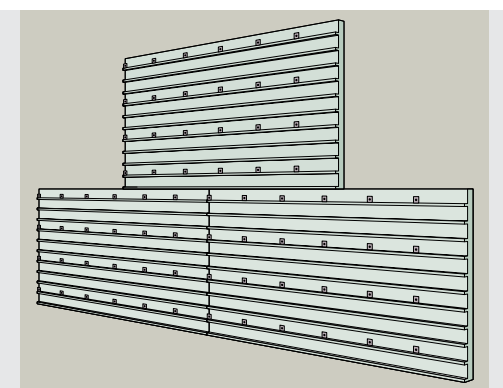
If you plan to cover all the walls of the house, the left edge of the first panel should be aligned with the predetermined end point.



### VIRTUO STONE ONLY

#### INSTALLING THE REMAINING PANELS

Install the panels so that their vertical joints are offset. Check the level against the reference line and make any necessary corrections.

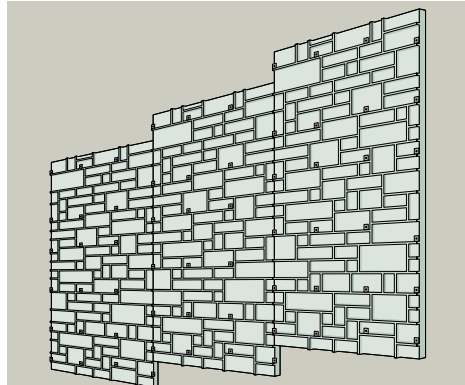


## Installing the Polystyrene Panels – cont'd

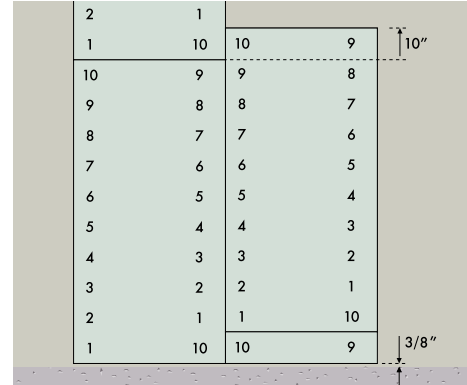
### INSTALLING THE OTHER PANELS

For Morency and Durham stones, the panels are offset upward, from left to right.

Male and female anchors on the sides and reference numbers on the front and back of each panel facilitate installation. For more details, visit [permacon.ca](http://permacon.ca)

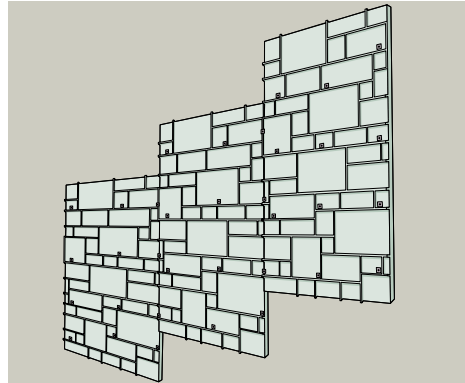


Morency stones

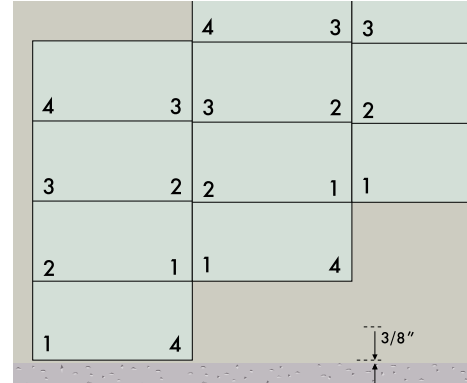


### Tip :

**It is strongly recommended to match each of the reference numbers together.**



Durham stones



### IMPORTANT

- › Always leave a space between the bottom of the panel and the horizontal part of the steel starter strip (or the foundation) at the base of the walls.
- › The panels are identified by numbers on the front and back and left and right.
- › Each panel is identical according to its respective model.
- › The horizontal lines are located on the back of the panel (not on the front), and are used to indicate or delineate the sections or areas to be cut.

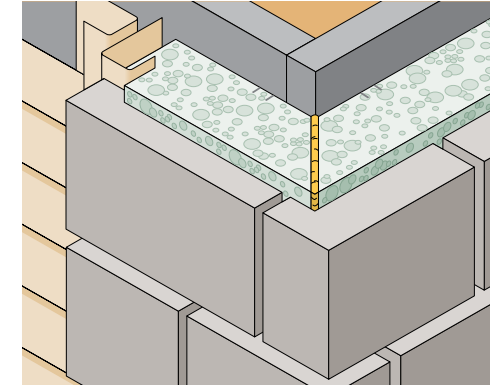
## Installing the Polystyrene Panels – cont'd

### MEETING UP WITH THE EXISTING CLADDING

When Suretouch cladding meets up with an existing cladding such as clapboard siding, you have two options.

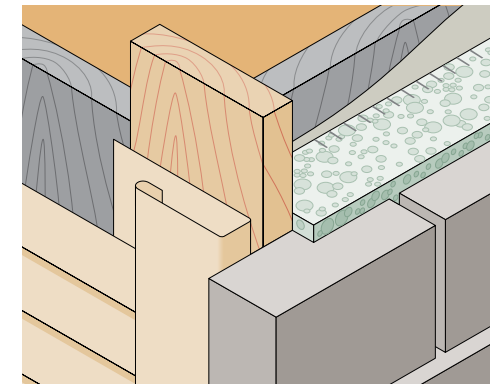
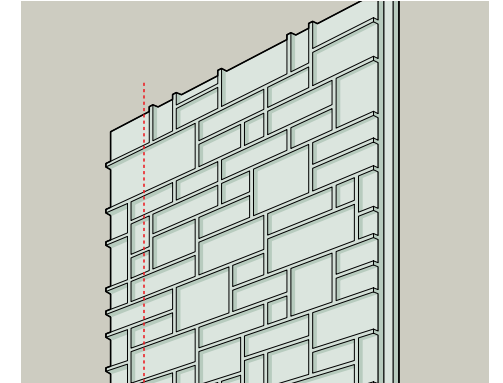
#### OPTION 1

Extend the polystyrene at least 1 ft. (300 mm) around the corner and use a "L" trim to hide the edge of the polystyrene. To install the polystyrene in a corner, see **Outside corners**, p. 13. During installation, use drops of glue to hold the corner units in place.



#### OPTION 2

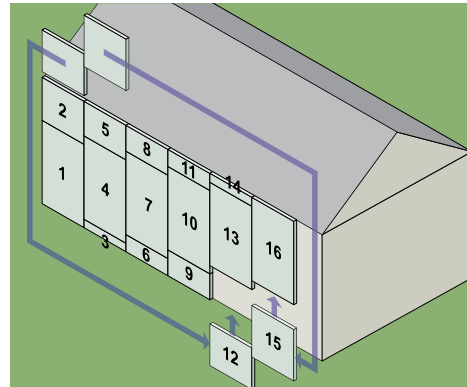
Cut a 2 in. (50 mm) strip of polystyrene from the left edge of the panel. When installing the units along this edge, use drops of glue to hold them in place.



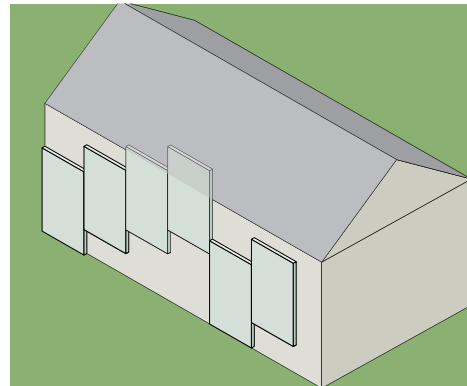
## Installing the Polystyrene Panels – cont'd

### CUTTING THE PANELS AT THE ROOF LINE

When the panels reach the top of the wall, they must be cut. Allow the panels to extend a few inches into the attic space, so that the soffits will rest against it. The cut pieces can be reused elsewhere where appropriate.



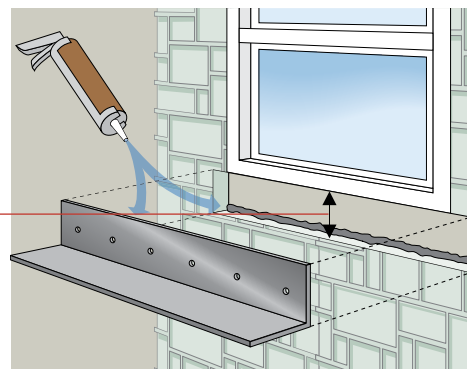
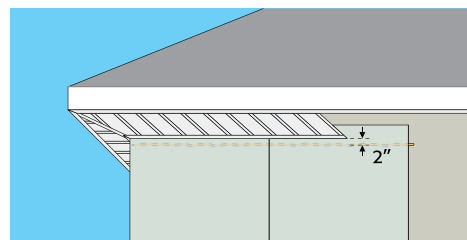
Morency stone



Durham stone

### URETHANE ACOUSTIC SEALANT (TOP OF WALLS)

Just prior to installation, run a horizontal urethane acoustic sealant along the back of the top panel, about 2 in. (50 mm) below the planned soffit level. The bead will be flattened when the anchors are installed and will plug the channels on the back of the panel. This will prevent heat loss into the attic space through the chimney effect. Note that this operation is only performed on the panels at the top of the walls and under the openings.



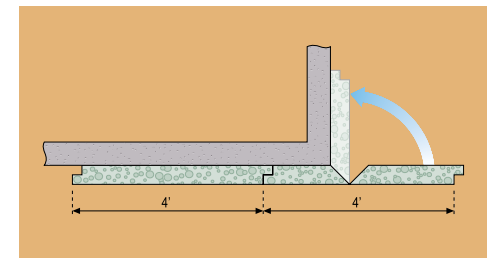
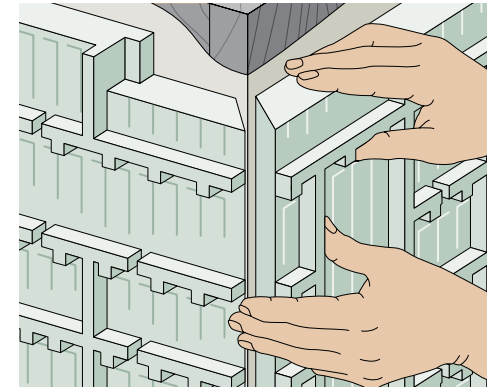
Thickness of the sill + 3/8 in. (10 mm)

## Installing the Polystyrene Panels – cont'd

### OUTSIDE CORNERS

To turn a 90° corner, make two vertical 45° cuts on a panel. The cuts must be exactly 45° for the polystyrene cells to hold the corner units firmly in place. Because the corners of a building are never perfect, the two 45° edges of the polystyrene will often not meet perfectly.

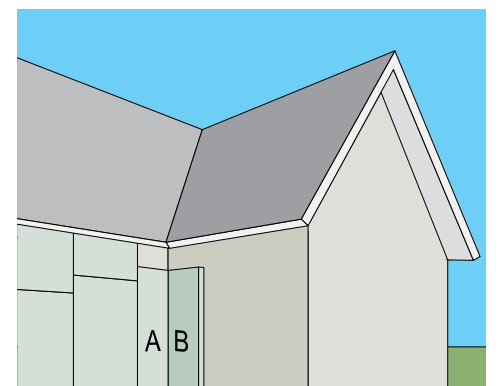
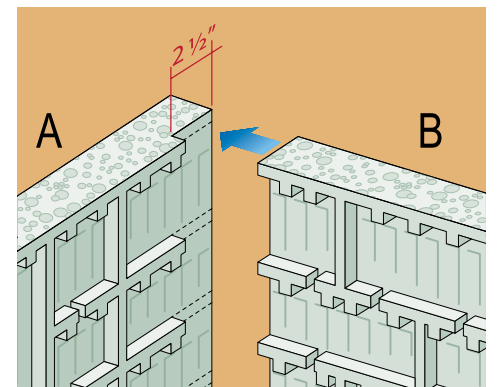
Align the cells as closely as possible, and fill any spaces using minimal expansion urethane. Once the foam has finished expanding, cut off any excess with a utility knife. It is important to take care of the cell edges, as it will make it easier when installing masonry units. The foam not only improves insulation in the corners, it forms a continuous cell edge and solidly joins the adjacent panels.



Use grooves to make the 45° cut

### INSIDE CORNERS

Cut a section of panel (A) at a right angle so that it fits properly all the way to the edge of the wall. Once the panel is installed, remove 2 1/2 in. (65 mm) of cell edge all along the corner. Fit the "B" part of the panel into the "A" part.



## Installing the Polystyrene Panels – cont'd

### STEEL STARTER STRIP ABOVE OPENINGS

**Never rest the steel starter strip on the frame of the opening. Always leave a minimum of 1/8 in. space above the opening.**

#### CLASSES OF OPENINGS (DOORS AND WINDOWS)

**1** In a home renovation project, all openings up to 4 ft. (1.2 m) wide, regardless of the number of floors

#### AND/OR

In a new home project, all ground floor openings up to 4 ft. (1.2 m) wide

**2** In a new home project, openings up to 4 ft. (1.2 m) wide on floors above the ground floor

**3** For both home renovation and new home projects, any large-sized opening (garage doors, living room windows, patio doors, picture windows, etc.)

#### CLASS 1

Cut a piece of Suretouch steel starter strip the length of the window and screw it to the lintel every 8 in. (200 mm).

#### CLASS 2

**Note :** In this class, plan for settling of the wood structure on the upper floors of a new home.

Cut the steel starter strip the length of the opening + 6 in. (150 mm) (3 in. on each side). Screw it to the lintel every 8 in. (200 mm).

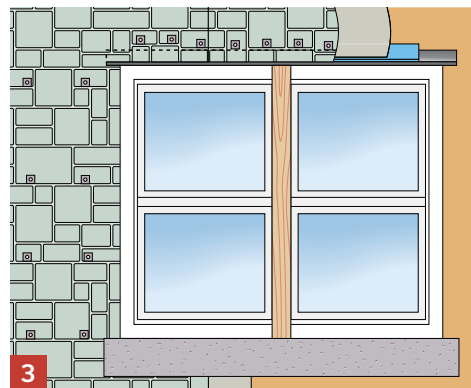
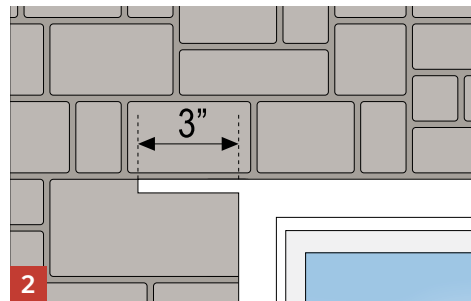
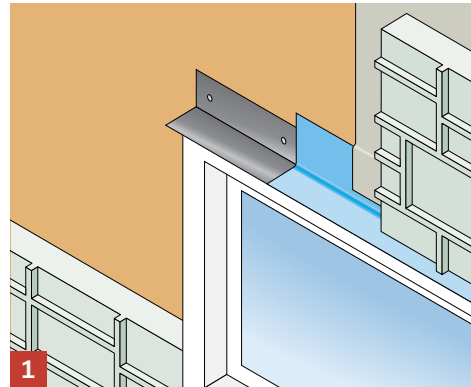
#### CLASS 3

It is very important to ensure that the lintels and steel starter strip of large openings can support the weight of the units to be installed above them. When in doubt, it is best to consult an engineer. All large openings must be braced during work to ensure that the steel starter strip does not bend under the load. The supports are removed once the mortar has cured.

**Note :** Never rest the steel starter strip on the frame of the opening. Leave a 1/4 in. (6 mm) space under it, to be sealed later with caulking.

Use more Suretouch anchors above Class 2 and 3 openings, about one anchor every 8 in. (200 mm) horizontally.

Leave a 3/8 in. (10 mm) air space between the bottom of the polystyrene panel and the horizontal part of the steel starter strip.



### AROUND OPENINGS

Trim the polystyrene panels flush with the frame of the opening. When installing doors and windows in new home construction, allow for the frame to protrude far enough to cover the visible edge of the polystyrene. **The frame should extend 2 to 2 1/2 in. (about 60 mm) beyond the base wall so as to completely cover the polystyrene.**

## Installing the Polystyrene Panels – cont'd

### L-TRIMS

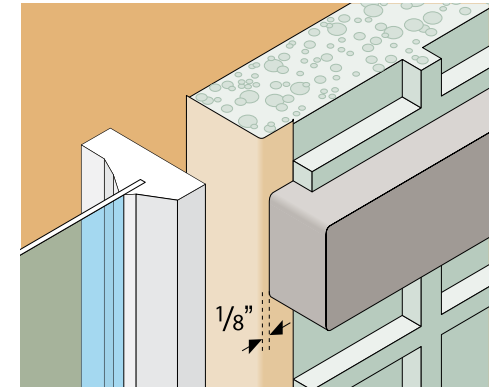
For renovation projects, add an L-trim to the aluminum soffit (standard trim available at hardware stores or bent by a tinsmith) to hide polystyrene edge.

**The installation of a trim is achieved in two steps:**

**1.** Once the polystyrene panel is installed and trimmed, remove 3/4 in. (20 mm) around the cell on each side of the opening

**2.** Bond the L-trim to the polystyrene panel with a construction adhesive

The units will later rest on the trim, 1/8 in. (3 mm) toward the outside of the opening.



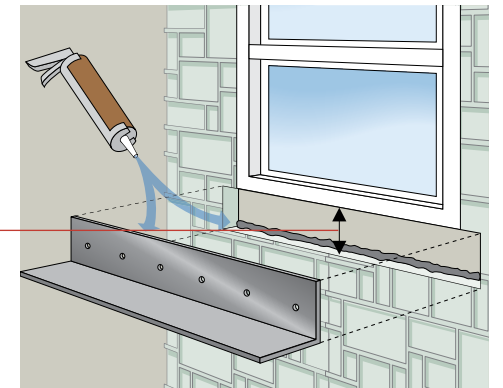
### SPACE FOR INSTALLING SILLS

At the bottom of a window, cut the polystyrene to create the opening required to install a sill.

To calculate the section of polystyrene to be cut, measure the length of the sill, and add 3/8 in. (10 mm) more than its thickness.

Run a bead of acoustic caulking along the polystyrene. Cut a steel starter strip section as long as the sill. Run a bead of acoustic caulking along the upper back of the steel starter strip. Press the base onto the polystyrene, then screw it to the structure every 8 in. (200 mm).

Sill thickness: + 3/8 in. (10 mm)



If the starter strips underneath the openings and at the bottom of the wall were installed at the same time, the acoustic sealant has to be applied between the starter strip and the polystyrene panel.

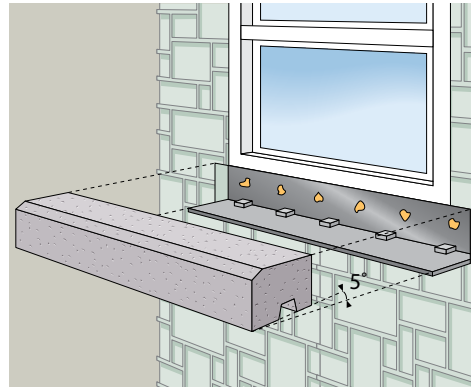
## Installing the Masonry Units

### SILLS

Apply drops of adhesive to all screw heads and holes of the steel starter strip previously installed. Place galvanized steel washers at the bottom of the steel starter strip to allow the sill to tilt forward approximately 5°. Secure the sill with bent and screwed metal strips.

### ARCHITECTURAL ELEMENTS

Before installing the units, ensure to install accessories (keystones, jambs, lintels, civic numbers, French corners, outlet trims, hose trims, etc.). These accessories are not included with Suretouch system but can easily be installed. **Always leave a 1/8 in. (3 mm) space between the steel starter strip and an accessory above an opening.** Secure accessories using screwed and bent metal strips. Take the necessary measures if you want the accessories to protrude from the masonry.



### IMPORTANT

**Caution!** Polystyrene can only hold the units for a short period of time, especially if there are a lot of vibrations due to construction site activities. The units inserted in the polystyrene cells will be secured only after they have been pointed. Therefore, the wall must be pointed quickly.

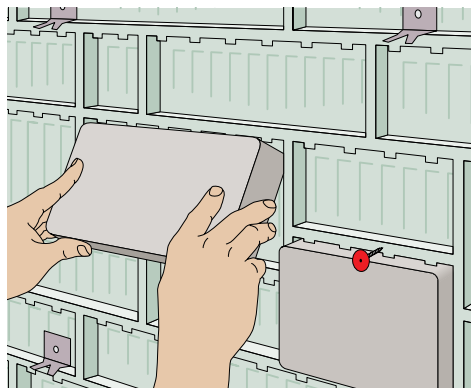
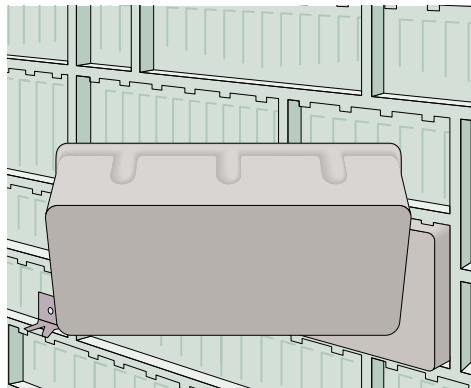
**Make sure no one is near an unpointed wall on a Suretouch system.**

**Note :** Sills and architectural accessories must be installed before the masonry units.

### UNIT INSERTION METHOD

Whether it is a Virtuo, Morency or Durham stone, it must be inserted into the polystyrene cell in the same way. First, insert the stone at the bottom, in the top of the cell, then tilt and push the bottom of it towards the wall.

The stones come in different sizes, each corresponding to the shape of a polystyrene cell. From a technical point of view, the installation sequence of the stones in the cells is irrelevant: it is only necessary to find a cell with the same dimensions as the unit, and then to proceed with insertion.



### IMPORTANT

It is recommended that each unit be bonded, especially the larger ones. It is important to support each unit that appears to be unsteady using spiral-threaded nails with plastic washers. A 4-1/2 screw and a galvanized steel washer can be used when a stone does not have appropriate support.

## Installing the Masonry Units – cont'd

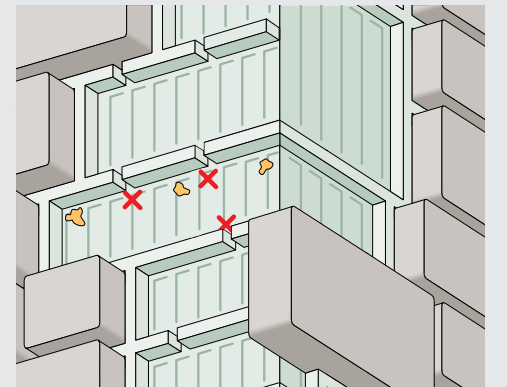
### VIRTUO STONE ONLY

### UNIT INSERTION METHOD

Insertion should be done continuously, one row at a time and from left to right starting from the bottom. Complete an entire row before moving on to the upper one. **For Virtuo stones, alternate sizes making sure not to align vertical joints above each other.**

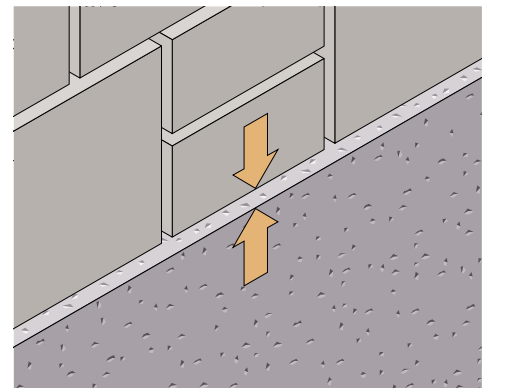
To avoid accidents, you must apply drops of adhesive to the units to the polystyrene (without plugging the water drainage channels) as follows:

- › along corners
- › when a cell is broken, damaged or incomplete
- › when a unit overlaps a horizontal joint between two panels
- › when the protruding bulges on the top of the units are damaged



### IMPORTANT

- › Allow for a mortar joint to run along the entire length of the base between the bottom of the units and the top of the foundation.
- › It is recommended that each Virtuo stone be sealed to the polystyrene.

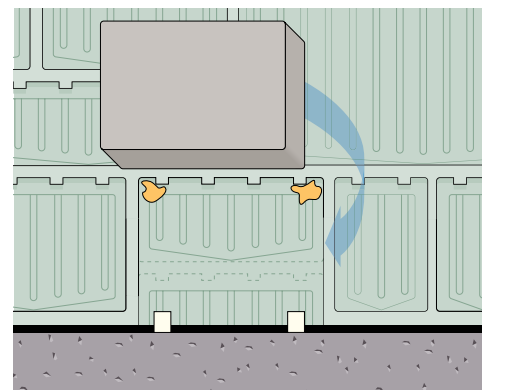


### CUTTING THE STONES

In most cases of incomplete cells, you can usually combine two cells by breaking the edges which allows the use of a different stone size. If this is not possible, cut the stone using a guillotine or a saw.

### INSERTING A STONE INTO AN INCOMPLETE CELL

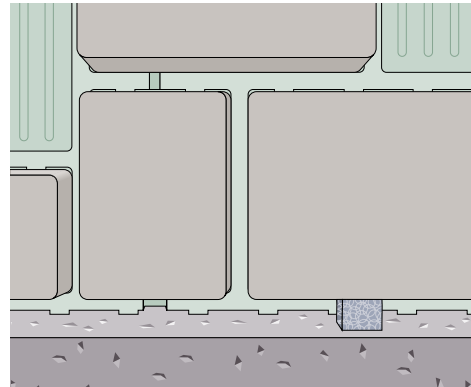
A polystyrene cell that is incomplete at the base cannot hold a stone. To solve this problem, apply a small drop of adhesive in each of the upper corners of the cell, then insert the stone while wedging it with the spacers provided with the polystyrene panels. The spacers will be removed when pointing.



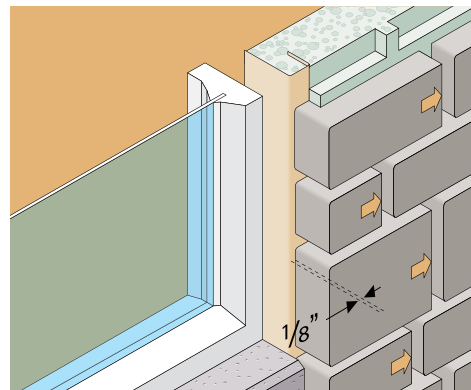
## Installing the Masonry Units – cont'd

### WEEPERS

Foam cubes used to create weep holes (for drainage) and air vents (to equalize the pressure behind the cladding) should be placed **at the base of the walls and top of openings**, at least 24 in. (600 mm) but not more than 30 in. (750 mm) apart. Install these cubes between the base of the masonry and the foundation (or at the steel starter strip), in front of the cell's weephole.

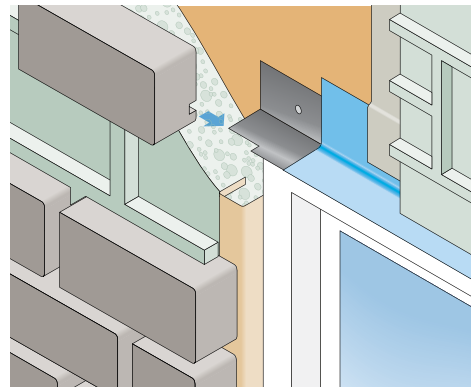


Cut the excess part of the units that will line the sides and top of the opening. Always cut the side away from the opening so that the side that is visible is the factory (uncut) side of the unit.



### AROUND OPENINGS

Above the openings, trim the corner iron (steel starter strip) 1/2 inch at each end and make a saw cut in the units that will support it.



## Installing the Masonry Units – cont'd

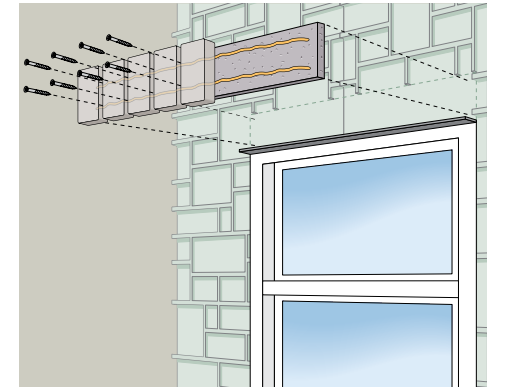
### SOLDIER STONES AROUND OPENINGS

#### Above

Break the polystyrene ridges above the opening over a height of 7 1/2 in. (190 mm). Pre-glue (with PL Premium) the 7 1/4 in. (185 mm) in soldier stones onto a lightweight concrete panel (1/2 in. x 6 in. x the width of the opening). Once the glue is completely dry, attach the unit in the lintel, 1/8 in. (3 mm) above the steel starter strip, using two 3-in. (75 mm) decking screws per vertical joint, with one of the two only partially sunk to act as a metal strap.

#### On the sides

Proceed in the same manner, leaving 1/8 in. (3 mm) between the sides of the stones and the opening.



### CORNERS

To avoid having stones that are too small, break some of the vertical sections of the polystyrene cell edges (1) to create new joints and/or new stone shapes. Use a stone cutter. Always break the stone on the side away from the corner (2) so that the unbroken side of the stone (3) is the one that is visible.

Place a drop of glue (PL Premium) in the upper corners of the cells (4) for all corner stones.

**Important note :** *Never install a unit that is smaller than the smallest unit in the pallet.*

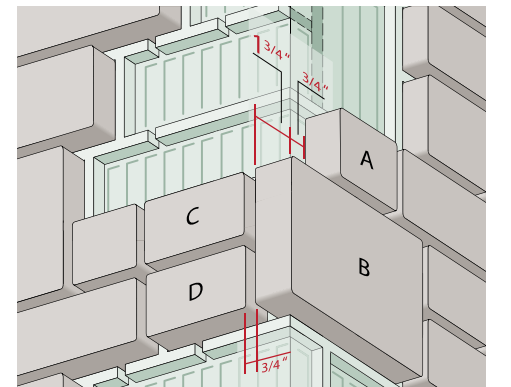
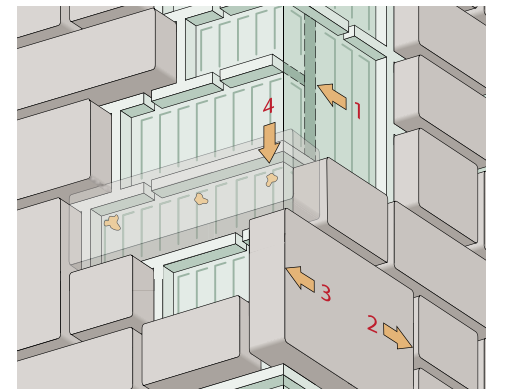
Interlace corner stones as you go up by alternating:

- › one stone recessed 3/4 in. (20 mm) in from the corner - **A**
- WITH**
- › one stone protruding 1 3/4 in. (45 mm) out from the corner - **B**

This produces a 3/4 in. (20 mm) joint between two stones at 90°.

**This technique works for both inside and outside corners.**

Occasionally, you may have to deviate from this alternating pattern because of a conflict in stone height (**B** vs **C** and **D**).



# Pointing

When installing with the Suretouch system, it is required to use 1-1-6 type mortar that complies with the CSA-A179-94 standard. The Suretouch warranty will not apply if any other type of mortar is used.

For any questions, please contact a Permacon representative.

## MORTAR TOOLS AND ACCESSORIES

- › Whitewash brush
- › Standard point tucker with blade wider than the mortar joint
- › Cat’s tongue trowel
- › Mortar mixer (to be used with a powerful drill)
- › Containers to measure the water and additives
- › Quickpoint manual injection gun and/or mortar bag

## PREPARING A BATCH OF MORTAR

Properly mix a bag of mortar. Adjust afterwards if the mixture is too pasty or too liquid.

### IMPORTANT PRECAUTIONS TO BE TAKEN

- › Protect the mortar from moisture as soon as it is received
- › Plan the preparation of the mortar batch as it can only be used for approximately 1.5 hours at about 20 °C. In addition, the useful time varies according to the outside temperature
- › At temperatures above 28°C, water the wall
- › At temperatures below 5°C at night, do not use an accelerator or a retarder
- › Do not inject mortar at less than 5°C at night unless covered with a cloth and heated.
- › Use cold water when the weather is hot and hot water when the weather is cold
- › Place the mortar and equipment in a shaded, dry area
- › Water the wall five minutes before pointing. When it is hot, soak the units thoroughly
- › Inject mortar when the wall is in the shade
- › Be sure to test the mortar on cuttings before final installation
- › If you plan on applying mortar to the Suretouch wall two weeks after stone installation, apply adhesive behind each unit. For additional information, please contact a Permacon representative.

### REQUIRED QUANTITY OF MORTAR - Approximate coverage of a 1-1-6 bag of mortar

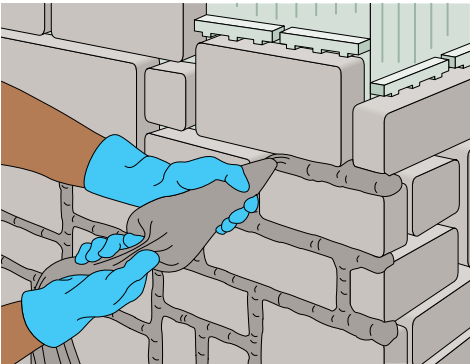
|               |                          |
|---------------|--------------------------|
| Durham Stone  | 1 bad 30 kg = 35 sq. ft. |
| Morency Stone | 1 bag 30 kg = 25 sq. ft. |
| Virtuo Stone  | 1 bag 30 kg = 45 sq. ft. |

# Pointing – cont’d

## INJECTION

Before pointing, make sure that all the spacers have been removed **and the weeps are in place**. Injecting mortar takes practice. Take your time to fill the joints completely, making sure to fill the cavities thoroughly and embed the “prongs” of the Suretouch anchors.

Don't waste your time trying to fill the vertical slots at the bottom of the polystyrene cells with mortar. These slots allow any water or condensation that penetrates the mortar joints to drain away. Until smoothing, mortar joints will look like rough welding joints. If a spill occurs, do not wipe it up immediately, but let it dry for 30 to 45 minutes.



## FINISHING

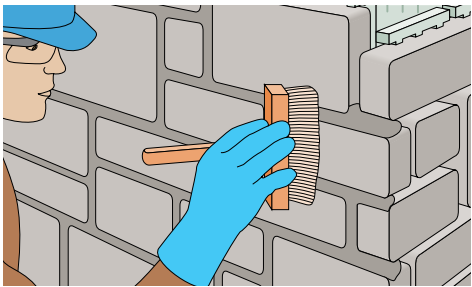
Finishing mortar is an art. To obtain a great finish, it is important to finish the joint when the mortar is somewhat cured but not too dry. Consider the weather conditions that influence curing time. Press firmly the joint with a point tucker or a wooden dowel to ensure that the mortar adheres properly to the surface of the unit, then smooth the joint. Around openings, use a cat’s tongue trowel to obtain a flat rather than concave joint. Ensure that the finish is granular and uniform.

To determine if the joint is ready to be finished, simply touch the mortar with your finger.



## BRUSHING

Before brushing, make sure the mortar is hard enough not dirty the stones. Brush so that the particles come off without dirtying the whitewash brush and spreading mortar all over the wall. Brushing should be done the same day as injection. It is better to brush mortar that is slightly too hard than too soft.



## CLEANING

If any mortar residue remains on the wall once the mortar has dried, use a gentle masonry cleaner and follow the manufacturer's instructions. Do not wash the cladding with a pressure water jet. Sandblasting is recommended for units installed on the Suretouch masonry system.

## CAULKING

Once all the mortar on the wall has completely dried, the caulking specialist shall run a caulk bead around all openings.

## EFFLORESCENCE

In the weeks and months following installation, efflorescence may occur (white salt deposits on the surface of the stones). This phenomenon is normal and disappears with time. However, the deposits can be cleaned by gently brushing the wall with a brush and a detergent designed specifically for masonry work. Rinse using a low-pressure hose and do not use a high-pressure hose.

# PERMACON

## 50 Year Warranty

Masonry



Permacon’s 50-year warranty applies to landscape and masonry products including Suretouch intended for residential use<sup>1</sup>. This warranty statement affirms that products manufactured by Permacon meet the requirements of the CSA (Canadian Standard Association) and ASTM (American Society for Testing and Materials) standards.

*For details regarding commercial applications, please refer to our institutional, commercial and industrial warranty.*

Permacon guarantees that, as of the date of delivery, our concrete products are free from manufacturing defects. Provided that the conditions set forth below are met, Permacon guarantees the structural integrity of the concrete in its landscaping and masonry products for a period of 50 years from the date of the product’s purchase. The warranty applies to normal, non-abusive use of the product. To preserve the original appearance of your products, we recommend that you consult our Preventive Maintenance Guide for Concrete Landscaping Products available on our website.

IN ALL CASES DETAILED BELOW, THE WARRANTY IS LIMITED TO THE PRODUCTS’ MARKET VALUE.

### How do I make a claim?

**1-888-PERMACON (1-888-737-6226)**

**permacon.ca/contactus**



Proof of purchase will be required to proceed with a claim request. No claims will be accepted without proof of purchase.<sup>2</sup>

All claims must be reported within 15 days of the discovery of a product’s defect. To validate a claim, a Permacon representative will arrive to inspect the defective products in order to confirm whether the claim is admissible. Therefore, it is essential to provide Permacon with the necessary access to inspect and take photos of the products in question.

This warranty is the only one that is presently offered. Because Permacon continually improves and modifies its products, it may alter and discontinue products at any time, and therefore may replace warranty-covered products with products of similar quality or offer monetary compensation if the products under warranty have been discontinued or are no longer on the market while the warranty is active.

In the event that a product is found to be non-conforming by Permacon or an authorized representative of the

company, and in order to proceed with compensation, Permacon will take into account the number of months during which the landscape or masonry products were in the possession of the owner or their contractor, up to the date of the claim, and will prorate the amount of the payment or replacement to be made accordingly.

For example: if the purchaser makes a warranty claim in the last month of the 10th year of the warranty (i.e., the 120th month), the manufacturer, at its sole discretion, shall either:

- Provide a replacement for the product in question if still available (only the defective product will be replaced)
- Return 480/600 of the price paid for the products to the owner. No labour, transportation, or other compensation will be covered by Permacon

### Transferability

The warranty is transferable. Proof of warranty registration will still be required in the event of a claim. The prorated period will be based on the 50-year warranty period remaining as an assignee, if the purchaser transfers the warranty to a subsequent owner, as described above.

### 50 Year Warranty | Masonry

#### Exclusions

- A landscape or masonry product installed on an area of more than **100 square feet** confirms the acceptance of the product received on site and that no claim can be made to Permacon regarding the colour, size, or texture of the product.
- This warranty excludes all products not supplied by Permacon, as well as any defects, failures, or damages that may result from the actions listed below:
- Contact with chemicals or cleaning products
  - Damage caused by pressure washers
  - Improper installation or other construction activities that do not comply with the installation standards established by ICPI, NCMA or IMQ, the National Building Code or the installation methods and tips recommended by Permacon. The installation guides provided by Permacon represent certain installation situations and are not exhaustive. It is therefore strongly recommended that you consult a qualified professional to ensure the proper installation of Permacon products on a specific job site.
  - Defective design or construction resulting in sagging, shifting, or failure
  - Breakage due to shock, impact, or excessive load during handling, use, or transportation
  - Natural disaster or other uncontrollable event
  - Breakage and damage to products caused by soil movement or building movement as well as misuse of construction, compaction, or snow removal equipment. The warranty does not cover surface deterioration caused by the misuse of sodium chloride (NaCl) to de-ice pavers, slabs, or steps.
  - The use of sodium chloride (NaCl) on the following products:
    - Step Valentia
    - Valentia Block
  - Be.OnStone and Mirage products sold by Permacon

#### Installation

When installing masonry products, it is vital that the work be cleaned to remove residue and contaminants left on the stone or brick. Permacon accepts no responsibility for stains and colour changes caused by installation residue or the consequences of cleaning said residue.

#### Colour

**The presence of natural ingredients used in the manufacturing process varies from one product to another. Therefore, the product received on the job site will not be completely identical to the products presented in our commercial presentations (catalogs, samples, displays). Any difference in colour cannot be attributed to the guarantee.**

Photos of our products in landscape and masonry brochures, as well as in displays such as masonry panels and landscape racks at our distributors, are not an exact representation of the products that will be delivered to the job site. Permacon offers a variety of products with different colours to reproduce the appearance of natural stone. It is therefore strongly recommended that you view several products directly from your authorized Permacon distributor to see all available colours.

**It is the purchaser’s responsibility to approve the products delivered to the job site prior to installation and to ensure that the colour is satisfactory. It is also recommended to mix products from different pallets received on site. Since variations in colour shades are a natural phenomenon, Permacon does not guarantee colour uniformity between different pallets on the same job site. Product installation constitutes acceptance.**

#### Polymeric film

A whitish polymeric film can be found on the surface of our products. This is the result of an inadequate use of polymeric sand. Improper cleaning of slabs and pavers prior to the application of water on the products’ surface can cause this whitish polymeric film. This film does not affect the structural integrity of the product. Permacon cannot be held responsible for this phenomenon, which is not covered by the warranty.

#### Efflorescence

White traces on the surface of the product are caused by a natural phenomenon called efflorescence. More visible on darker products, efflorescence affects neither the intrinsic technical qualities nor the structural integrity of our products. The possible appearance of efflorescence cannot be the subject of any guarantee on our part. In most cases, efflorescence disappears by itself over time.

<sup>1</sup> The following locations are defined as residential: family dwelling of 5 units or less, single family home, garden suite, or townhouse

<sup>2</sup> The following items are considered valid proof of purchase: invoice directly from an authorized Permacon distributor or invoice from a landscape contractor, general contractor, mason, or home builder



**PERMACON**  
Suretouch™

**1 888 737-6226**



**Institute for Research in Construction**  
National Research Council Canada  
Evaluation #: CCMC 13302-R