

Stone Industry Rock Star: Vincent Salemi, Terminator Diamond Products, Inc.



Vincent Salemi
Terminator Diamond
Products, Inc.



Have you ever tried to define personal success? Just a month ago, when interviewing Vincent Salemi, I was given the answer. Personal success is achieved by the simple act of perseverance, focus and the desire to succeed against all odds. In this interview, Vincent Salemi, founder of Terminator Diamond Products, shares how he got into the stone industry and how he defines personal success. There is no doubt that Vincent is a Rock Star in the stone industry.

Prior to 1992, Salemi was working with his family business in the granite and tile industry in Florida. In late 1992, he decided to move to California with the vision and desire to start his own business. He had worked with diamond tools for years as a fabricator, and his research and experience led him to believe that a tool distribution business was a

Peter Marcucci

Photos Courtesy Terminator and Larry Hood

good fit. A few months later, in 1993, Continental DIA Diamond Products Inc. was established.

A Diamond Company in the Rough

“My first products were diamond blades and grinding cup wheels,” said Salemi. “These were standard products of the industry, and the only products available to me, to market. At the time, I never thought I would be a tool supplier for North America, and just figured I’d sell tools locally like any normal tool vendor.”

However, a big break came when he met Doug Slocum, who was the purchasing manager for Vic Industrial at the time. After testing his products and liking

the results, Doug began ordering products to private label and a business relationship with Vic Industrial began. Slocum eventually went on to start his own company, Braxton-Bragg, and they continued to work together.

For many years, both young companies grew and supported each other. Now things have come full circle: once again, Terminator and Braxton-Bragg are stone industry partners.

Salemi went on to tell about one of his big early innovations. At this point in time, the blades of the day were a standard segment where the top would eventually round over. But, explained Vincent, his next generation of blades would not round over due to the improved segments. “With my experience in the fabrication industry, I felt that there were a lot of things missing, or at least could be improved upon.

Please turn to page 12

Keep Up

Sharon Koehler

Artistic Stone Design

Times change. Trends change. What was hot or the next big thing 10 years ago is no longer hot or the next big thing. Who remembers when laminate was the only reasonable choice in countertop? People change. Millennials are spenders now and by 2019 they will outnumber Boomers.

The hot colors change. Remember when Hickory cabinets were big? Now the trends are white and gray. Uba Tuba has given way to Minsk and Fantasy Blue.

Finishes change. The polished finish is still in demand, but honed and leathered are big enough that the slabs come from the quarry

that way, or some distributors have machines that can create those finishes if necessary. Some quartz products are even adjusting their finishes to keep up.

Styles change. When was the last time you saw a butterfly sink? The stainless steel sink is being pushed out by composite sinks and the 50/50 style is being beaten up by farm sinks, one large single bowl, and 60/40.

Product preferences change. 10 years ago, who would have thought that quartz would be such a big deal?

Please turn to page 8

TRAINING & EDUCATION

Communication and Accountability

Two Sides of the Same Coin

Over the years, in my work with companies in myriad industries, I have noticed a common issue that affects virtually every organization. People tell me: “We just don’t communicate well. I never know what’s going on. Sometimes I find out things after it is too late to avoid serious issues.” And, “We don’t hold people accountable. We keep making the same mistakes and fighting the same fires day after day.”

According to Merriam-Webster, *communication* is defined as a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

Note that the definition uses the terms “process” and

Ed Hill

Synchronous Solutions

“THE STONE INDUSTRY IS MOSTLY A CUSTOM MANUFACTURING CHALLENGE – EACH JOB IS UNIQUE.”

“system.” This is important. Certainly between close friends and (perhaps) married couples, some communication occurs without words, either verbal or written. In the military world, communication systems are set using silent hand signals, for obvious reasons. But, in the business world, we need clarity. We need absolute certainty that the message *has been effectively communicated and understood.*

Please turn to page 5

Zares II: A CNC's Best Friend?

Let's face it, good calibration decreases premature CNC tool wear and produces a better edge throughout the machining stages. Fortunately, gone are the days of human error and the time-consuming task of hand calibrating your expensive array of CNC tools. The Zares II, a no excuses solution, is a quantum leap forward in tool calibration.

Zares II first hit the market in 2016 at Stone Expo. Originally developed by Italian manufacturer Main Axis for use in a variety of production environments, the use of Zares II as a tool pre-setter and management tool for stone shops using CNCs is cutting edge tech, explains Terminator's CNC technical director Eric Pate. "The Zares II is our newest offering for the stone industry. We've been using it in our manufacturing facility since 2014 to analyze and maintain the shape quality of our tools. We then introduced it to the stone industry."

Build It and They Will Come

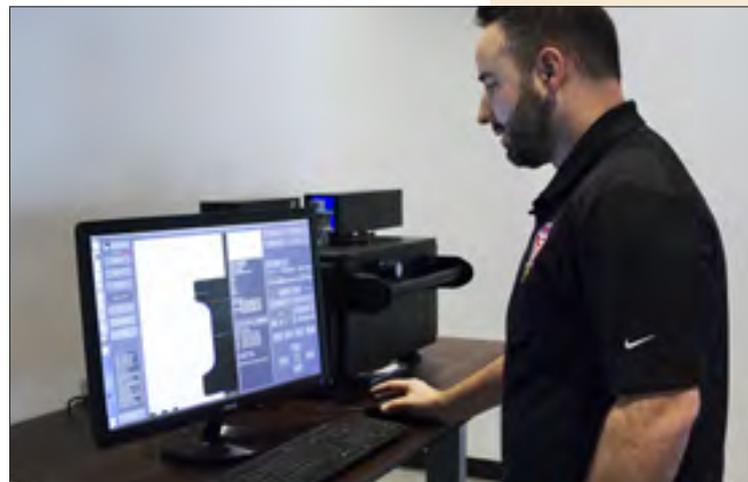
This year, Terminator is celebrating its 25th Anniversary. (See our interview with Vincent Salemi beginning on page one.) As of late, the company has been growing from 15 to 20 percent per year, every year. Sales, to say the least, have been good, and transitioning into a machine support and service-oriented company has been interesting, said Pate.

Peter Marcucci

Photos Courtesy Terminator Diamond Products

"We started to see a need for the Zares II in the field due to our steady growth and finding technicians to service our clients' tools were not readily available for hire. So, we decided to bring automation into the calibration procedure instead of more technicians. At the time, customers were also asking us for a better and easier way to calibrate their tools. Moreover, CNC manufacturers were already calibrating their customer's tools using the onboard laser tool pre-setters. It was definitely a better way to do things, but it was still taking up valuable production time. That's when I spoke to the owner of our company, Vincent Salemi, about my thoughts and what needed to be done. To my surprise, Vincent was already working on the Zares II through Main Axis, the designer of the machine.

"We then worked with Main Axis here in Charlotte, North Carolina, and started developing it further as well as the interfacing needs for all the major CNC brands and all of our customers tooling needs. Ever since then, it's been a homerun for us. The days of visiting customers where communication breakdowns yielded up to a day of wasted time, due to customers not being prepared for our arrival, are gone. Back then you were only allotted a certain



amount of time to get it done and based on a schedule. If they were not prepared for you due to old tools still on cones that are impossible to remove, the day is over. However, we never left the customer high and dry, as we always finished the task at hand. It was decided due to increased cost of the extra time, it wasn't the smartest way to do business.

Why It Works

"Let's start with why fabrication shops need this tool," continued Pate. "When the majority of CNC users start off with a new set of tools, the edge quality is up to par and they love them. But over time, the edge quality degrades, because they do not dress nor calibrate their tools as they

are supposed to. The explanations that we hear are, 'We don't have the time; the owner doesn't buy new tools; we've got to run, run, run and don't have the time to dress and maintain the tools; or, nobody here knows how to do it.' The industry average for someone to hand calibrate tools is anywhere from two to four and a half hours, whereas Zares II can do a full set in under 10 minutes. So, the benefit of this machine is that it can scan each tool in a 360 degree scan in less than ten seconds offline. It gives the user the time they would have used calibrating tools by hand back, to running parts on their machines. It will also give you a report per tool that describes if it's a circle or an egg. This is called the 'Ovality

A 360 degree optical scan of a tool reveals the wear pattern and dressing corrections needed to return it to a true circular shape. An experienced operator can scan a full set of tools in under ten minutes, compared to an average of 2 to 4-1/2 hours to calibrate by hand.

Terminator CNC Technical Director Eric Pate reviews scan data from the Zares II 3D Optical CNC Measuring System. The Zares II offers an easier way to keep CNC tools

calibrated and optimized, reducing human error and drastically reducing the time required to calibrate a set of tools.

Report.'

"The second report is a concentricity report that shows whether the tool is concentric or eccentric. This aids in the assembly of the tools and the trending data on how your machine is performing and how it is maintaining the tools as they run.

"Zares II is also the only machine that will give you a 3-D image rolled out into a flat plane, so you can fully see the issues of the tool and what corrections you might need to make as you're calibrating.

"These are the standout features of the Zares II, but the largest feature is the full integration into (most) brands of CNC including Intermac, Brembana, Northwood, Park and Breton. This standout feature is why we treat the system as a tool management system. For certain CNC brands we do things differently. Take for instance a Park machine. They have a tool swap feature built into their machine's control software. We are the only system so far to manage these changes when a customer is swapping tools out at the CNC machine. We are in perfect synchrony with how the machines were designed by their respective manufacturers."

Please turn to page 15



Zares II and Smart Tool Chip Technology reader ready to detect and scan a tool. The chip in the tool is robust enough to withstand the harsh environment of the stone CNC production environment.



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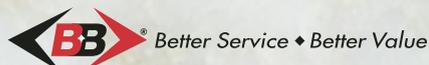
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FEATURED IN THIS ISSUE

DEPARTMENTS: Industry Spotlight

- Slippery Rock's Stone Industry Rock Star: Vincent Salemi, Terminator Diamond Products, Inc. by Peter Marcucci [Begins on 1](#)
- Zares II: A CNC's Best Friend? by Peter Marcucci [Begins on 2](#)
- Fifth Gear Tech Solutions: "By Fabricators for Fabricators," by Shannon Carey [Begins on 13](#)

Training and Education *Sponsored by Braxton-Bragg Academy*

- Communication and Accountability, by Ed Hill [Begins on 1](#)
- 2018 TCNA Handbook Available [11](#)

Industry Topics and Tips

- Keep Up, by Sharon Koehler [Begins on 1](#)
- The Stone Detective, by Frederick M. Hueston [10](#)
- Stone Restoration and Maintenance Corner, by Bob Murrell [Begins on 17](#)
- Installer Turnover, by Aaron Crowley [22](#)
- Traditional Versus Outdated, by Mark McMunn [Begins on 30](#)
- Green Stones, by Karin Kirk [Begins on 34](#)
- Spoofing Losses Can Be Covered by Captive Insurance, by Randy Sadler [36](#)

Stone Industry News and Regulars

- Braxton-Bragg Exhibits New CNC Product Lines at Artisan Group Industry Showcase [Begins on 5](#)
- NSI Announces Call for Entries for 2018 Industry Recognition Awards [Begins on 6](#)
- Sims-Lohman Acquires Werthan Granite Shop in Nashville, TN [10](#)
- Crossville Announces 2018 Recycling Program Milestones [14](#)
- Bostik Products Showcased at Material Connection [Begins on 16](#)
- Natural Stone Institute Announces 2018 Pinnacle Awards Call for Entries [20](#)
- Will the Real Me Please Stand Up? by Sam Venable [23](#)
- Chigaco Ritz-Carlton Wraps Its Lobby in the Thinnest Marble Slabs on the Market, by Steven Schrenk [Begins on 24](#)
- Laser Products Announces New Business for Fabricators [27](#)
- NTCA Celebrates 2017 Tile Person of the Year at Coverings 2018 [Begins on 29](#)
- NTCA Announces Appointment of 2018's First Five Star Contractor [32](#)

Classifieds and Marketplace

- The Slippery Rock Classifieds, The Slippery Rock Marketplace..... [28, 29](#)

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"You cannot go around and keep score. If you keep score on the good things and the bad things, you'll find out that you're a very miserable person. God gave man the ability to forget, which is one of the greatest attributes you have. Because if you remember everything that's happened to you, you generally remember that which is the most unfortunate."

— Hubert H. Humphrey

TRAINING & EDUCATION

Communication and Accountability

Continued from page 1

It is important to note that communication has occurred only when the receiver *understands* the message clearly. As such, the burden of communication is on the *sender*, not the receiver.

Accountability is defined as an obligation or willingness to accept responsibility or to account for one's actions. Key words in this definition are obligation and responsibility. Consider this example:

If Bob works for (reports to) Tom, then Bob would be *responsible* to do what Tom tells him to do. It would be Tom's job to hold Bob *accountable* for doing those things. The very first time Tom does not address something Bob has done incorrectly, then the clear



message is that Bob is no longer *responsible* to follow Tom's direction. Bob is no longer *accountable* to Tom. Moreover, every other employee who witnesses this situation is also no longer *accountable* to Tom. Tom has just lost all management authority. It really takes only one time of bad accountability management to destroy a manager's usefulness.

Most companies have daily production meetings

designed to discuss the current issues that should be addressed. These daily meetings usually concentrate on reactions to problems that have already occurred. They are reactive in nature (aka Firefighting). The situation is that the problem already exists, and the objective is to determine what must be done to correct it. They also often evolve into a "finger pointing" session as people seek to find someone to blame

for the problem.

The stone processing industry is mostly a custom manufacturing challenge. Most customer jobs are unique. Each one must be designed and manufactured as a single order. Unlike other industries like automotive and printing that produce thousands of the same order, the stone industry must manage a system that is not able to gain the efficiencies of mass production. Moreover, this individual production environment opens the door for an infinite number of single issues (aka attacks by Murphy). If a company seeks only to address these frequent issues after they occur, then you are doomed to live a life of "firefighting." That is no fun, at all.

There is a better way.

A system of *proactive management* is possible. Consider the Buffer Management graphic. The "Blue Loop" is the process of addressing identifiable

issues before they become crises. This is done by analyzing the status of all jobs each day relative to the day they are to be finished (installed or shipped). If a job is not in the zone that it should be each day, corrective (and preventative) steps should be taken to get it back on track quickly. This *proactive action* is much better than crisis actions after the problem has manifested.

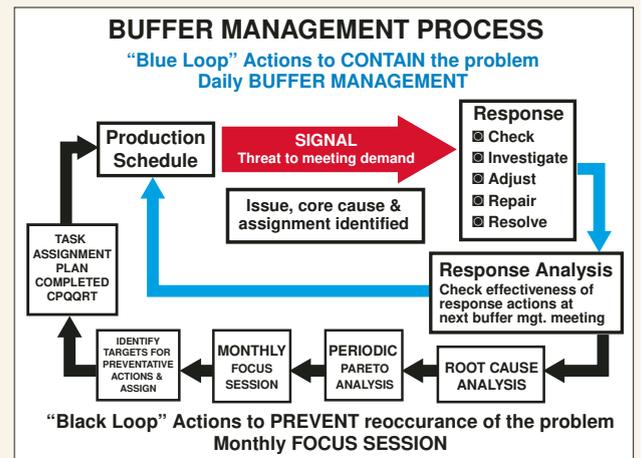
Three important things must occur in each case of an identified issue for the Blue Loop. Again, this is

done before the issue becomes a crisis by detecting the cause at its origin.

1. The issue must be defined. This includes the job name and/or number and a brief statement of the actual problem.

2. The *core cause* of the issue must be identified. This is the most important (and most difficult) step. We need to know *what* happened or didn't happen to cause the problem. We do not want to know *how or why* the problem occurred.

Please turn to page 6



Braxton-Bragg Exhibits New CNC Product Lines at Artisan Group Industry Showcase

The Braxton-Bragg team has just returned from exhibiting at the sixth annual Artisan Group Industry Showcase, continuing to strengthen Braxton-Bragg's relationship with the Artisan Group's network of 35 premier stone fabricators. Artisan Group is the first group to be 100 percent accredited by the Natural Stone Institute for excellent fabrication, safety and operations milestones.

Braxton-Bragg CEO. "These partnerships with Diamut and Terminator are filling holes we had in our CNC product lineup of blades and tooling, and we will continue to build our offering, based on our customer needs." But the Braxton-Bragg relationship

with the Artisan Group doesn't stop with the showcase. Braxton-Bragg is an approved Artisan Group vendor and sponsor, giving Braxton-Bragg access to the most cutting-edge minds in the industry.

Please turn to page 8



Braxton-Bragg V.P. of Business Development Bill Hickey talks about new bridge saw blade options from Terminator.

"We were glad to be included in the Artisan Group Industry Showcase for the second year, because it is such a great opportunity to share our new products and vendor partnerships with a large group of our key stone fabricators in person," says Rick Stimac,

2018 CALL FOR ENTRIES

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Communication and Accountability

Continued from page 5

Very importantly, we do not want to discuss who created the problem. If the process ever deteriorates into a "blame game," then the process will ultimately fail. People participating in the process must know that they can be fully honest and forthright in their reports without fearing that blame will be assigned.

3. One person should be assigned as the "owner" of each issue identified. This is the person who will be held accountable for its resolution. He/she may involve other people, but this is the "go-to" person for the issue for resolution. At the next Buffer Meeting, this is the name to be called for the report on the resolution of the issue assigned. Resolution means that the problem has been addressed and that the job is now in the correct position for completion on time.



The Black Loop is the follow-up and accountability process. At least once a month, the log book in which all the Blue Loop data has been collected should be statistically analyzed. We call this a Focus Session. In this monthly session, a Pareto Chart (aka "tall tent pole") is produced indicating the most common and chronic core causes that occurred during the last month. Formal assignments are then made to proactively address each of the assigned projects with the goal of preventing their reoccurrence.

These are the fundamentals of an effective process to achieve both communication and accountability. There are many more details of the approach, but this is the basic outline. It takes diligence to the process and consistent leadership. Done right, this will transform your company.

For more information on this or other Synchronous Solutions topics, visit www.synchronousolutions.com or call Ed Hill at 704-560-1536.

Natural Stone Institute Announces Call for Entries for 2018 Industry Recognition Awards

The Natural Stone Institute (NSI) is pleased to announce that the call for entries for the 2018 Industry Recognition Awards is now open. Submissions for all awards are due Friday, July 20.

NSI members are invited to nominate colleagues for the following awards:

Migliore Award for Lifetime Achievement. This award pays tribute to an individual who has made extraordinary contributions to the natural stone industry.

Women in Stone Pioneer Award. Sponsored by TexaStone Quarries, this award recognizes a trailblazer within the stone industry for their role in recruiting, retaining,

and advancing women. The recipient's performance in promoting women should be exemplary, honorable, and inspirational.

Natural Stone Craftsman of the Year Award.

Sponsored by Polycor and Custom Building Products, this award was established to honor an individual whose craftsmanship in the natural stone industry stands out above all else.

Natural Stone Scholarship. Sponsored by Coldspring, Delaware Quarries, and the Natural Stone Foundation, this scholarship provides educational opportunities for aspiring stone professionals interested in furthering their careers within the natural stone industry.



Please turn to page 9

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Braxton-Bragg Exhibits New CNC Product Lines at Artisan Group Industry Showcase

Continued from page 5
Braxton-Bragg V.P. of Business Development Bill Hickey said the relationship benefits all Braxton-Bragg customers.

“We’ve grown as a company, and much of it is through relationships with groups like the Artisan Group,” said Hickey. “Now we have a complete offering of products that can meet the needs of these larger shops. By offering unbeatable service to these guys, it’s made us improve the level of our offering and service.”

“It’s also helping us serve all of our customers whether they’re members of a group or not, in that they now have a better opportunity to one-stop shop with Braxton-Bragg than they had a couple of years ago. We continue to look for

opportunities where we can better serve those in the stone industry and welcome any requests from manufacturers.”

Mike King is the dedicated customer service rep for Artisan Group members at Braxton-Bragg, and he said it’s been a challenge and a pleasure to work with what he called “industry giants.”

“It’s a symbiotic relationship,” he said. “We get better sales, and they get more customized service. By really having to customize things for the customers themselves and get a more in-depth understanding of what they need, it’s a challenge. We try to do that with all customers.



Braxton-Bragg has “a complete offering of products that can meet the needs of these larger shops,” says Hickey.

“We excel with our customer service and our product knowledge, and we’re constantly striving to continue education towards those same ends.”

For more information about Braxton-Bragg, visit www.braxton-bragg.com.

For more information about the Artisan Group, please visit www.artisan-counters.com.

Keep Up!

Continued from page 1

Times change. Are you keeping up? We humans get in ruts, are generally set in our ways, and we have comfort zones. If your comfort zone happens to be Uba Tuba with a polished finish, 4” backsplash, 50/50 stainless steel undermount sink and pencil round edge, then you have fallen behind. Don’t make me drag you kicking and screaming into the here and now!

The old saying “out with the old and in with the new” comes to mind, but that isn’t quite right. There will always be a place for the old standards. House flippers, landlords, some contractors and people selling their homes don’t necessarily want spend money for the latest look. They are good with the old standards. This is more a case of “keep some of the old, but make room for the new.”

Walk your slab yard. What do you see? Uba Tuba? Caledonia? St. Cecilia? Giallo Ornamentale? Peacock? Arabesco? Why don’t you see Fantasy Brown, Giallo Argento, Fantasy Blue, Minsk, Logan, Bianco Boheme, or Colonial Fantasy? There is nothing that says you can’t have a mix. As you sell through some of your old, phase in some new. If you aren’t sure what’s hot, ask your suppliers. They will know what’s selling and what’s not.

Talk to your plumbing vendor reps and find out what’s new in plumbing. Keep your stainless steel 50/50s, but think about some composite sinks as well. Also think about larger single bowls (those are hot in my area right now), or some other configuration that your customers are constantly talking about, like low divide sinks. What about those touch-activated faucets or possibly something in a different finish? Anybody can stock a white oval undermount vanity



If you haven’t remodeled your showroom in a while, now might be the time. You can do it one display at a time, and pay attention to trends. What do you tell customers? “In an effort to serve you better, we are remodeling our showroom with the latest trends!”

sink, but if vessel sinks are sneaking into your area, look into it.

Have you jumped on the quartz bandwagon yet? If you haven’t, you might need to think about it. Quartz has grown tremendously in public awareness. As time goes on, more and more quartz companies and colors are coming into the limelight. People are realizing it is a good, viable alternative to natural stone. Nationwide, quartz is still the runner up to granite, but it’s gaining. This may sound strange but talk to your stone suppliers about quartz. A lot of the stone distributors also carry at least one line of quartz. We use four local distributors and they all carry a line of quartz. Ask your distributors for quartz displays to put in your showroom. Prices vary widely on quartz, so make sure you do your homework.

Look at your showroom. If you haven’t remodeled it in a while, now might be the time. You don’t have to do it all at once. Do it one display at a time. Talk to your loyal cabinet customers. They may be willing to help you out with some displays, especially if you put their name on it. Let them help you put some trendy cabinet styles and colors in

your showroom. Then you pick the tops and the paint and dive in. Remember, no old standards (unless that is what truly sells in your market). This is your opportunity to bring in fresh, new styles and colors. This is your opportunity to show your customers that you are aware that times change and you are dedicated to keeping up.

Once you are on the mission to be fresh and new, please remember to do your research on all these newfangled gadgets, gizmos and brands. That new quartz brand, what is your lead time and delivery charge? What is the warranty on that new faucet? What colors does that composite sink come in? Where does that new granite color come from, and is it available in a honed or leathered finish? Learn all you can. It may keep you from making a costly mistake. Learn all you can because the customers will ask you. Learn all you can because when you sound knowledgeable, customer confidence grows and that drives sales.

Times change. Are you keeping up?

Please send your thoughts on this article to Sharon Koehler at Sharon@asdrrva.rocks.

“As to moral courage, I have seldom met with the ‘Two-O’Clock in the Morning’ courage: I mean unprepared courage.”

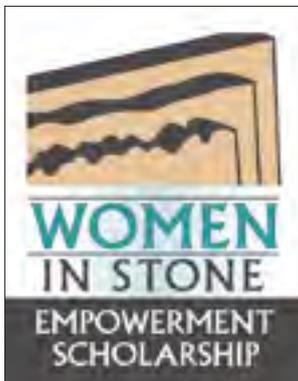
— Napoleon Bonaparte

“To compel a man to furnish funds for the propagation of ideas he disbelieves and abhors is sinful and tyrannical.”

—Thomas Jefferson

NSI Call for 2018 Entries

Continued from page 6



Women in Stone Empowerment Scholarship. Sponsored by the Natural Stone Foundation, this scholarship provides a guided educational experience to one of three industry events to a woman showing a strong passion to grow her career within the stone industry.

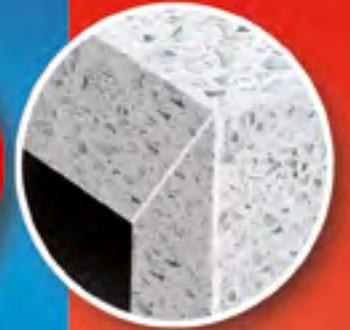
For more information about these awards, including nomination forms and submission requirements, please visit www.naturalstoneinstitute.org/awards.

The Natural Stone Institute is a trade association representing every aspect of the natural stone industry. The current membership exceeds 2,000 members in over 50 nations. The association offers a wide array of technical and training resources, professional development opportunities, regulatory advocacy, and networking events. Two prominent publications—the Dimension Stone Design Manual and Building Stone Magazine—raise awareness within the natural stone industry and in the design community for best practices and uses of natural stone. Learn more at www.naturalstoneinstitute.org.

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The Stone Detective

The Case of the Falling Sky

Frederick M. Hueston, PhD

I was sound asleep at 5 a.m. when my phone rang. I normally turn my phone off at night, but for some reason I forgot to silence it the night before. After all, in the stone business there is no such thing as an emergency... or so I thought.

I answered in a voice groggy with my interrupted beauty sleep, to hear the voice on the other end crying hysterically. I could hardly understand what she was saying. All I could make out is that she was taking a shower and “the sky is falling.” I thought for sure I was dreaming but she went on. I calmed her down and she told me that she was in her shower and the tiles started falling down off the wall and the ceiling. One had hit her on the arm and cut her. My first thought was, *Why is she calling me and not headed to the ER?* I asked her if she was OK and suggested that perhaps she should go to the doctor. She said that this was the first time they had used their brand-new shower. She asked if I could come take a look at it right now. Geez. – It was 5

o'clock in the morning and I haven't even had my first cup of joe!

I told her I could be there by eight. That way I figured I could get my butt up and get to my favorite greasy spoon for some breakfast. I assured her I would be there as soon as possible. Well, to be honest, I could get there in about two hours. I rolled out of bed and headed to the shower.

I arrived at the diner where the same old crowd was all present and accounted for. The Admiral was telling his same old war stories. The quiet guy with the hat he refused to remove sat quietly in the corner booth reading the newspaper. An old lady was sitting at the counter asking Flo a million questions about the menu. I took my seat at the counter and Flo poured me a cup of joe and nodded good morning. I ordered my breakfast and couldn't help but wonder why the tiles were falling off this lady's shower. I thought I had a good idea. I finished my last sip of coffee and headed out the door to check out this “stone emergency.”

I pulled up to a modest Florida-style home. The

garage door was open and there didn't appear to be any cars parked there or in the driveway. I hoped someone was at home – or maybe I had the wrong house?

I poured these old bones out of the Woody and headed to the front door. But I had no sooner gotten out of the car when a lady came running out with a robe on and her hand wrapped in a towel. There appeared to be a lot of blood on the towel. I introduced myself and asked if she needed to go the ER. She told me her husband left early this morning and she had no way to get there. Well I'm not a medical doctor, but I have had some first aid training — not to mention I have been married to two nurses (not at the same time of course – LOL!).

I carefully unwrapped the bloody towel and bandaged her hand, and again asked her if she wanted me to take her to the ER. She said sure, but could I look at her shower first. I couldn't believe it! This lady needed stitches and she was more worried about her marble shower than her arm. I said I would take a quick look.

I walked into the bathroom and noted several tiles on the shower floor. It was a tall shower – it went up about 15 feet to the ceiling. I picked up one of the tiles and flipped it over and knew right away why they fell off the wall and ceiling. The tile had a resin coated back — not a fiberglass back. The entire back of the tile was coated with a resin with some sand mixed in it. There was no thin set adhered to the back. Later, I would also discover that the wrong thin set was used!

I explained why the tiles fell and then insisted we go to the ER. On the drive to the ER all she could talk about was her shower. At least this day was starting off exciting. I pulled up to the ER entrance and asked



Tiles with resin-coated back are a failure waiting to happen in vertical installations—just say no! Instead, use fiberglass-backed tiles for safety and peace of mind.

“It's only publishers and some journalists who believe that people want simple things. People are tired of simple things. They want to be challenged.”

— Umberto Eco

The Stone Detective is a fictional character created by Dr. Frederick M. Hueston, PhD, written to be entertaining and educational. Dr. Fred has written over 33 books on stone and tile installations, fabrication and restoration and also serves as an expert for many legal cases across the world. Send your email comments to him at fhueston@stoneforensics.com.

if she needed a ride back home when the doc got done stitching her up. She said thanks, but no, she would call an Uber. Well, this case was another first for me in a couple of ways. I guess there really are “stone emergencies.”

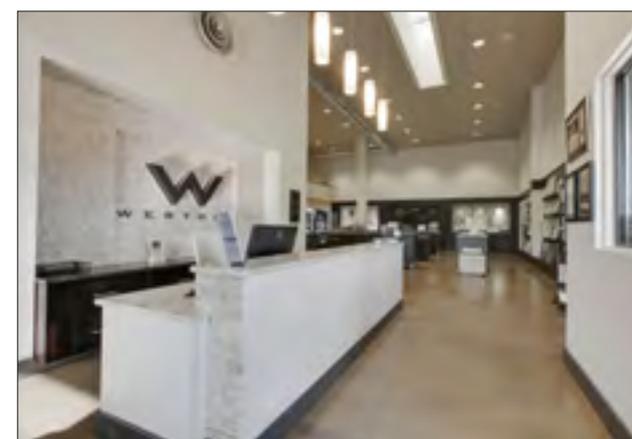
By the way, my mother used to tell people I was a doctor, but not the kind that helps people – guess that's not true, now. Mom would be proud!

Sims-Lohman Acquires Werthan Granite Shop in Nashville, TN

Cincinnati based Sims-Lohman, the nation's largest provider of kitchen cabinets and granite and quartz countertops to building professionals, has acquired Werthan Granite in Nashville, Tennessee.

Sims-Lohman has 20 sales showroom locations across six states. They have three regional distribution centers and now, five state-of-the-art granite and quartz countertop manufacturing plants.

John Beiersdorfer, Sims-Lohman's President, said “We entered the Tennessee markets of Nashville and Knoxville and the Huntsville, Alabama market with our cabinet offerings in 2015 and have had tremendous success in growing these southern markets at a 20+ percent pace each year since. Werthan Granite provides our Southern Region a missing piece of the puzzle with a first-class granite



Sims-Lohman now has 20 sales showrooms in six states

and quartz countertop fabrication operation that can serve both our Tennessee and Alabama markets. In addition, Werthan has a solid surface operation serving commercial customers and a tile component. They have 44 employees and generated over \$5 million in sales last year.

“We are very excited to welcome Werthan's team members and customers to the Sims-Lohman family.”

Sims-Lohman was the 90th largest private company in Cincinnati in 2017

with 470 employees and \$125 million in sales. They were named the 50th fastest growing private Cincinnati company in 2017 as well.

The Sims-Lohman approach offers a broad product selection, faster turnaround and a ‘one-stop’ approach for countertops and cabinets from selection through installation. They fabricate more than 15,000 granite countertops while providing the cabinetry for more than 40,000 new kitchens annually.

For more information, visit www.sims-lohman.com.



“I believe in an open mind, but not so open that your brains fall out.”
— Arthur Hays Sulzberger

The Old Five-Finger Discount

A Colorado woman says her house was ransacked by people who mistakenly thought it was the site of an estate sale.

The *Daily Camera* reports Mary Andrews says she left her Longmont, Colorado home unlocked and came back one Friday morning to find people taking items from her house.

Longmont police told Andrews it was a “very, very bad misunderstanding.”

Andrews says a house just a few doors down was having an estate sale, and somehow someone got into her house and began spreading the rumor that an estate sale was going on there and that everything was free.

Despite the mix-up, Andrews says people should have found something odd about an estate sale where everything was being given away at no cost.

Police say they have closed the case because they do not have any suspect leads.

Longmont is about an hour north of Denver.

YOU’VE GOT TO SEE THIS VIDEO!

Patent Pending

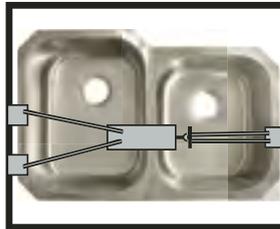


#1 Seller!
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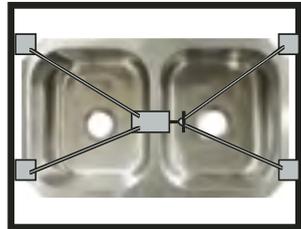
Clips and Draw Bolt Assembly Locations



Ceramic



Stainless 60/40
with Offset Drains



Stainless 50/50
with Center Drains

Why Pay More to Install a Sink?

Why pay more than \$5 for a sink install kit, when you could use the Hercules® Universal Sink Harness and complete your install project in minutes, with no return trip needed?

The Hercules® Universal Sink Harness from Braxton-Bragg is another great innovation that can save installers time and money.

At Last, a Simple, Fast Alternative

The Hercules® Universal Sink Harness is a simple, ingenious alternative to expensive brackets that only work on some installations, and a time-saving, more professional alternative to building a scrap wood support system to hold the sink in place while the caulk or adhesive dries. It installs without drilling into expensive countertops or cutting notches into your customer’s cabinets, and without using messy epoxies or relying on adhesives to secure sinks. One of the most immediately recognizable benefits is that you won’t have to make a return trip to remove bracing or jury-rigged 2 x 4 supports.

Fabricator Tested in Thousands of Installs

The Hercules® Universal Sink Harness has been fabricator- and installation-tested under demanding conditions, and can be used to install the most popular types of sinks, including ceramic, stainless steel, and even cast iron undermount. **It is effective on either double bowl or single bowl steel or ceramic vanity sinks. Just imagine—one simple, inexpensive kit can do all of those sinks!** Not only is the Hercules® Universal



See the animated video!
[www.braxton-bragg.com/
HerculesSinkHarness](http://www.braxton-bragg.com/HerculesSinkHarness)

Sink Harness the fastest and most economical system available, it’s also the most versatile.

Be the Go-To Guy to Repair Failed Installs

While the Sink Harness was being developed and tested, we discovered another notable benefit of the Sink Harness: it’s a great system to repair failed undermount installations. Many fabricators are asked to repair someone else’s poor sink installation job. The Hercules® Universal Sink Harness will get the job done quickly. You can become known as the guy who contractors and home owners in your area call for help.

Supports the Heaviest Sink Loads

Some clips and anchor systems rely on the countertop to support the sink—not so with the Hercules® Universal Sink Harness. Just like a suspension bridge, the Hercules® Universal Sink Harness helps to provide support and over-all strength to a countertop installation. It actually transfers all weight to the cabinet and doesn’t add additional stress to the weakest and most easily damaged part of the countertop: the sink cut out. It does its primary function admirably well— support the sink under the heaviest of loads.

Try One and You’ll Believe It!

Braxton-Bragg wants to prove it to everyone who’s faced sink-installation problem, or just wants to save money and keep their shop profitable. Visit www.braxton-bragg.com for the complete Universal Sink Harness video.



Item #	Description	Great Low Price
17310	Hercules® Universal Sink Harness Kit	\$4.95

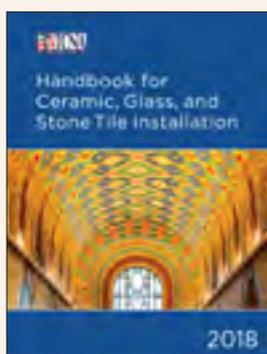


Call 1-800-575-4401 or Order Online www.braxton-bragg.com

2018 TCNA Handbook Available

The Tile Council of North America has announced the update of the industry-standard reference, the TCNA handbook.

The TCNA Handbook is a guide to assist in clarifying and standardizing installation specifications for tile. Each installation recommendation,



or method, requires a properly designed, constructed, and prepared substructure using materials and construction techniques that meet nationally recognized material and construction standards. Included are: product selection guides for ceramic, glass, and stone tiles; guidelines for wet areas; ISO mortar and grout

specifications; information on substrate flatness requirements; information on grout joint sizes and patterns, and workmanship standards excerpted from ANSI installation standards.

Non-profit organizations may contact the TCNA for special pricing (non-profit entity must be the purchaser).

A digital version of the handbook is available for PC or mac and mobile devices (tablet and smartphone). The digital edition features linked cross-references allowing easy navigation throughout the book. Note that copies are protected with Digital Rights Management (DRM) software and will have a visible

watermark when printed.) The purchase and use of digital copies will require the installation of software and a license (both provided by TCNA). The provided license is available for access on one computer (PC or Mac) and one mobile device (smart phone or tablet). Visit www.tcnatile.com.

TRAINING & EDUCATION

Continued from page 1

In those days the work was much more labor intensive. One of the first products I developed and introduced was the Terminator 20mm “Sandwich” Segment Saw Blade. A common issue with available saw blades of the day was ‘leading-edge segment round over,’ a characteristic which would dramatically decrease the cutting speed and result in a heavily-chipped cut requiring the segments to be redressed. The ‘sandwich’ segment construction resolved this issue by always keeping the edges of the segment square, resulting in much cleaner cuts.”

The blade was a huge success and in the years to come spawned a number of innovative products from Terminator.

Salemi’s next challenge was to develop abrasives for polishing edges, he continued. “I started working with Park Industries in 1997 by developing abrasives for their Pro-Edge machine. We developed a system to do edges in five

steps instead of seven steps, cutting down the cycle run time. It was a big improvement and was very effective. Don’t forget, you had a lot of big diamond abrasive companies back then, and I was still very small compared to them. But to me, if you have the passion and you have the drive, there is nothing that you cannot accomplish.”

The Terminator Brand Becomes an Industry Force

It was around this same time that Continental Diamond Products changed to Terminator Diamond Products and began producing automated edging products to fit all brands, including CNCs. “It’s like anything else,” said Salemi. “It’s very important that we continually improve our tools and not become complacent. With that being said, in all manner of life you seldom get it right the first time, so you try, fail, and try again. Failure to me is simply a learning experience. And I’ve ‘learned’ a lot in my life,” Salemi chuckles.

“We pride ourselves on the consistent quality of our



TERMINATOR
DIAMOND PRODUCTS INC.



2005 production model of the sandwich segment blade that put Continental D.I.A. on the map

products. The quality of the product you buy today will be the same quality in the future because we have full control in the manufacturing process from A to Z.”

Located in Incheon, South Korea, Terminator Diamond Products Korea Co. LTD is Terminator’s manufacturing arm, producing both sintered metal products and resin-based polishing products.

Salemi said, “Having

direct control over the manufacturing process provides a superior advantage over our competitors, allowing us to better quality control and develop the products our customers want.”

Over four years of intensive testing Terminator has assembled a comprehensive product line for ultra compact material (UCM) and natural quartzite. Such products include high performing bridge saw blades, wet/dry core bits, cup wheels, small diameter dry cutting blades, and much more. And all while, Terminator has kept improving its existing product lines for granite, engineered stone and marble.

Staying Ahead of the Curve

As technology continues to drive efficiency, no better place is this seen than in manufacturing, specifically CNC automated routers and saws.

“In 2014, during a family dinner with my wife, Maria, and sons Sebastian and Michael, we brainstormed

The diverse selection of products in Terminator’s 2018 catalog is a testament to how far the company has come, and to a tribute to Vincent Salemi’s contributions to the stone industry.



over a traditional Italian meal on what would advance the industry, perhaps better expressed as what would help the industry. The discussion continued late into the evening, and that’s when the idea surfaced to open an educational CNC training center for CNC tool set-up, tool maintenance and calibration.”

Salemi went on to explain, “Often times operators are taught with second- or third-hand information, which results in a lot of confusion and uncertainty of how or why certain things are done. We wanted to provide a systematic approach for new operators entering into the stone industry as well as existing operators. Providing real hands-on cause and effect techniques, and explain why they are important. We pitched the idea to Eric Pate, our CNC Technical Director, who excitedly agreed, and we moved forward.”

The Terminator CNC Training Center came to realization in 2016 when it opened its doors in Charlotte, North Carolina. Currently the training facility offers a Level 1 Certification Course, great for both new and experienced CNC router operators who are passionate and willing to advance their skills. Eric Pate is a veteran of the stone industry and highly regarded for his real world knowledge and experience spearheads the course. (See our interview with Eric Pate and a review of Terminator’s Zares II starting on page two.)

Celebrating a 25-Year Anniversary and a Diamond-Clear Future

“I never thought I’d be in this business for 25 years when I started it,” continued Vincent, “but it seems like yesterday. My wife says, ‘I think you should slow down!’ And I tell her, if I slow down, what am I going to do? I do think, however, that 25 years is a remarkable feat for any company, and for me, this is a real accomplishment. Before 2009, everybody knew us for our blades. Today our business is well recognized for all types of tooling and solutions, including introducing a revolutionary machine, the Zares II 3D Optical CNC Measuring System.

I asked Salemi if he could attribute his success to one thing.

“I don’t have a specific answer, 25 years in business attributes to many things. There are no short cuts, if you don’t have passion for what you do it’s difficult to achieve any level of success. Secondly, one individual can’t do it alone. You need a great team around you, and thankfully I have incredible people working for Terminator.”

“I also want to say thank you to all of our customers and supporters of Terminator, and that they still believe in the brand. We are here because of them and they are number one.”

For more information about Terminator products go to www.terminatordia.com.



Fifth Gear Tech Solutions: “By Fabricators for Fabricators”

Ever try talking shop with someone who’s not a fabricator, and they just don’t get it? They just don’t understand the unique challenges you face every day.

Shannon Carey

Photos Courtesy Fifth Gear

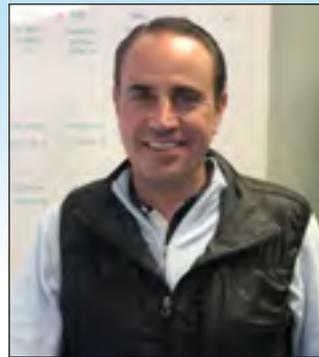
But as a fabricator himself, Bill Heuer of Fifth Gear Technologies gets it, and he is committed to providing solid, simple solutions to real fabrication shop problems. Heuer co-owns The Countertop Factory Midwest with Geoffrey Gran, and he’s been in the fabrication business for 13 years. Fifth Gear Technologies got its start when they partnered with an external developer to create efficiencies in their own shop.

“I have always found that there’s been a ton of innovation in our industry around machinery and tooling,” said Heuer. “But the technology portion of it was lagging behind the innovation in machinery, so we created a couple of solutions internally for our own process to be more efficient and reduce error rates.”

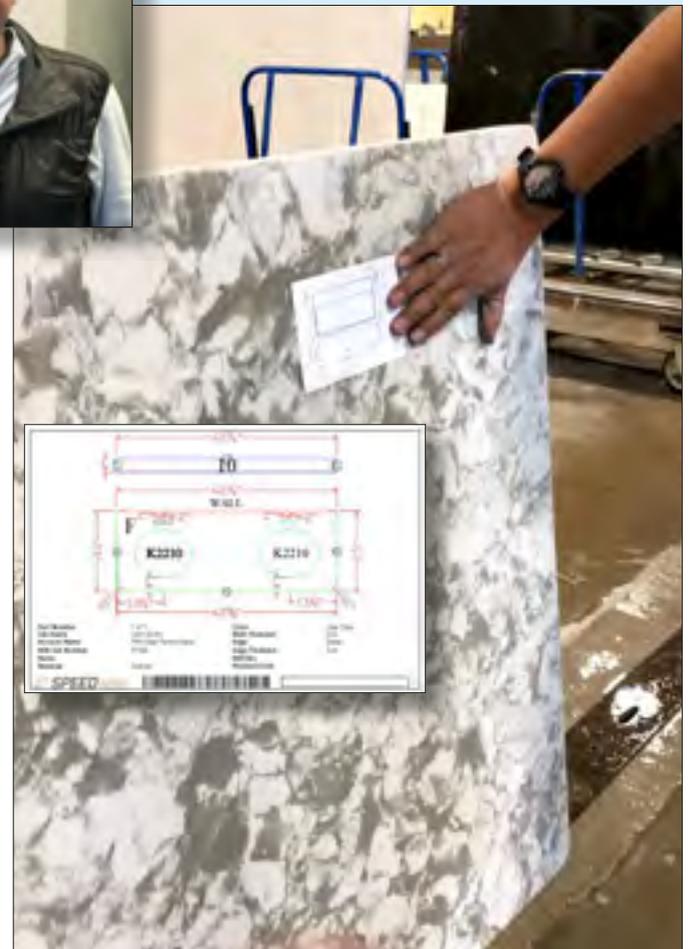
Visiting fabricators saw the software in action and expressed interest, so in the summer of 2016 Heuer and his partners created Fifth Gear to offer the technology to a wider market. They currently offer two pieces of software that can be used together or separately, but each is aimed at a fabrication shop’s biggest time-wasters, and more software is currently in development.

SPEEDdraw is designed to work with AutoCAD to streamline the process of taking measurements from the field and turning them into digital shop drawings, including G-code ready dxf files, shop tickets and quality control documents, in a fraction of the time. Heuer estimated a 70 percent time savings to complete a typical drawing, but even better time savings with more complicated jobs. “You can close poly lines, add overhangs, inert sinks,” Heuer said.

Bill Heuer of Fifth Gear Technologies talks about the software they’ve developed to streamline time-consuming tasks in the shop.



SPEEDLabel is all about shop organization. It generates and prints labels to identify every piece of stone connected to a job. Inset: SPEEDLabel printout includes dimensions.



“It takes what would have been 20 clicks to one click. It’s a huge time-saver, but it’s also a big help for error reduction. With every click you have to do, the more risk there is for human error.”

SPEEDlabel is all about shop organization and quality control, working with the Moraware project management software to print labels for every part of a job.

“A chronic problem in our industry is getting out to a jobsite and realizing you’re missing a piece. It’s not an uncommon occurrence,” said Heuer. “As parts go through the shop, it’s hard to keep them all together. They get misplaced. It becomes harder for our guys to continue to quality control that piece throughout the process.”

Please turn to page 19

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**Crossville Announces 2018 Recycling
Program Milestones**

*All-time Recycling Total Tops 114 Million Pounds
of Fired Waste Diverted from Landfills*

Officials with domestic tile manufacturer Crossville Inc. have announced the company recycled 23,447,883 pounds of fired porcelain in 2017, bringing the company's cumulative recycling total to more than 114 million pounds since the 2009 launch of the Tile Take-Back® program and subsequent TOTO USA recycling partnership.



These recycling initiatives are based on the company's proprietary process for recycling fired porcelain products, including post-consumer materials. Through Tile Take-Back®, Crossville is able to recycle previously installed tile collected from its distribution network, as well as scraps that result from tile cutting during installation, sizing or sample creation. Through its TOTO partnership, Crossville receives pre-consumer fired porcelain toilets that do not meet quality standards; prior to the partnership, these cast-offs were being sent to landfills for disposal, but now they are recycled for use in manufacturing new tile.

All 114 million-plus cumulative pounds of the recycled material Crossville has diverted from landfills have been or will be introduced

into the tile production process. This use of recycled material during manufacturing results in Crossville maintaining its status as a net consumer of waste for a seventh consecutive year. Net waste consumption is achieved by using more waste than is created during production.

Here's the break-out of Crossville's total of 23,447,883 pounds of fired porcelain recycled in 2017:

- 12,225,850 pounds fired scrap product at the company's plant
- 7,825,860 pounds of TOTO's scrap porcelain
- 105,684 pounds of post-consumer waste from the Tile Take-Back® program.

Additionally in 2017, Crossville removed 3,290,489 pounds of filtrate solids from

dirty water and recycled back into tile production.

Tile Take-Back® and the TOTO USA partnership are just two of many sustainable practices Crossville maintains company-wide. For more information about Crossville's sustainability practices, visit www.crossvilleinc.com/sustainability/.

Crossville's Tile Take-Back® program is Crossville's answer to the major environmental problem facing the tile industry today: the recycling of fired tile. Because this program is so beneficial throughout the industry, Crossville openly accepts post-consumer tile from other brands as well as projects not originating from Crossville.

For more information on Crossville, visit www.crossvilleinc.com.

Buff Splitface Veneer



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bigcreekstone.com

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Sizes Available**

Zares II: A CNC's Best Friend?

Continued from page 2

According to Pate, the approval from customers is overwhelming! “We have gotten a great response from our customers now that they have seen a need for Zares II. Customers are now sending their tools to one of our facilities at either the Charlotte or California locations to be analyzed and measured. In the past when something went wrong or unexpected, it was your word against theirs as these companies just want their tools done now! And now, if the Zares II says that your cones are no good after it scans them, they just say, ‘Okay, give me new cones’. That’s another benefit that the Zares II brings to the table. When the printout from the machine is analyzed and presented in a data and picture printout, rather than a verbal assessment saying that a tool is good or no good, this has solved a lot of problems for us. This printout also holds us accountable to the customer.”

Zares II is a stand-alone bench-top machine that requires being placed in a clean environment, but not a scientific clean environment. The reason? Zares II can measure tolerances to such a finite degree (5 microns), that it needs a clean environment, explained Pate. “For your most commonly used tools in a production environment, there are normally two sets of tools needed of the same profile, for no downtime while calibrating. These tools need to be clean and dry, because Zares II is able to detect up to 5 microns. It can detect dust, debris, water. Anything that could skew the measurement must be cleaned and dried off.”



Warranty and Zero Maintenance

Zares II comes with a one-year warranty top to bottom, and the computer components come with a three-year warranty top to bottom, said Pate, adding, “Every Zares II that is installed is also setup with the TeamViewer Remote support so anyone of our technicians can look up that account at any time a problem arises, and support has been requested. Normally, due to the nature of PCs and hardware, if a problem arises that cannot be fixed via remote support, then the defective computer component is sent in to us and we will typically repair or replace it, and have it sent back that same day. Certain components that are just attachments to the system are shipped same day per request. All systems are completely backed up upon installation and the backup images are stored on our server.

Additionally, the machines come with direct access to the help desk via email or phone support.

“In our factory, we have done over 100,000 scans with zero maintenance. It has been online 24/7 for three years and we have had zero failure issues.”

Smart Tools for Smart Shops

One particular option makes the Zares II even more useful in managing a shop’s CNC production system. Terminator has developed a system that tracks a CNC tool through its lifecycle through a smart chip embedded in CNC tool sets. Pate continued, “We have developed an exciting use for chip technology and software to evaluate and track tool use. The smart chip allows the user to properly track the footage of the tool throughout the complete lifecycle including re-truing the tools through our EDM program. The chips allow the Zares

“When the printout from the machine is analyzed and presented in a data and picture printout, rather than a verbal assessment saying that a tool is good or no good, this has solved a lot of problems for us. This printout also holds us accountable to the customer.”

II data to always follow the individual tool. This is especially useful when our customers with large production goals have more than one set of the same profile. After being re-trued, it can be difficult to know which set this tool belonged to, and thus also not being able to know the footage ran when they stopped being used into production. Since the chip follows the tool, all the previous data stays with it and can now be properly identified with its proper tool set.

“The smart chip technology also gives the user the ability to monitor the shape quality based on a percentage, with a green, yellow, or red indicator that is built into the tool set menu of each individual tool. This means the software will warn you when it is time to send your tools in and when the tool it is no longer capable of producing a quality edge.”

A No-Brainer ROI?

A typical return on investment of the Zares II breaks down as follows: If it is one CNC machine, it is one year, said Pate, and most of their customers who have two machines have paid it off in six months. “A customer of ours in Illinois, with one CNC, just stated recently to us, that with their current production they’ve paid off their Zares II in eight months.

Complete Customer Education and Training

“Before we close a deal with any perspective customer, we first let them watch a fully engaging webinar featuring the complete system,” continued Pate. “The viewer can see us putting the tools in and out, and going through full scans. The demo goes through the entire procedure of calibrating a full set of tools while giving them time to ask questions. Then, once the decision has been made to purchase the system they will receive two days of hands-on training at our Charlotte, North Carolina training facility. The installation of Zares II on-site typically

requires no more than two days, and up to a week for shops with many machines to incorporate. I should also mention that the Zares II is available through our new distributor, Braxton-Bragg.

“As far as a learning curve, most people pick it up in two to four weeks of use. The last example was of our customer in Utah. Their employees picked it up in two weeks, and we haven’t had a single support call since. For someone with experience doing a full set, calibration can be done in less than 8 minutes.

“It’s intriguing, originally, the pushback from our competition was that it’s a stupid idea – ‘Why do you want to do this, you don’t need this expensive machine to calibrate tools.’ Now, they are all chasing Terminator, trying to get their own machines. So far, we’ve sold over 35 machines and the momentum keeps growing and growing, because fabricators have seen how well it helps their production.”

After 25 years in business, Terminator is just getting started. The next few years look to be very exciting. According to Pate we can expect to see more cutting-edge products from Terminator.

Zares II is manufactured in Italy exclusively for Terminator Diamond Products, Inc. For more information on Zares II and other great Terminator products go to www.zarescnc.com or their distributor www.Braxton-Bragg.com.

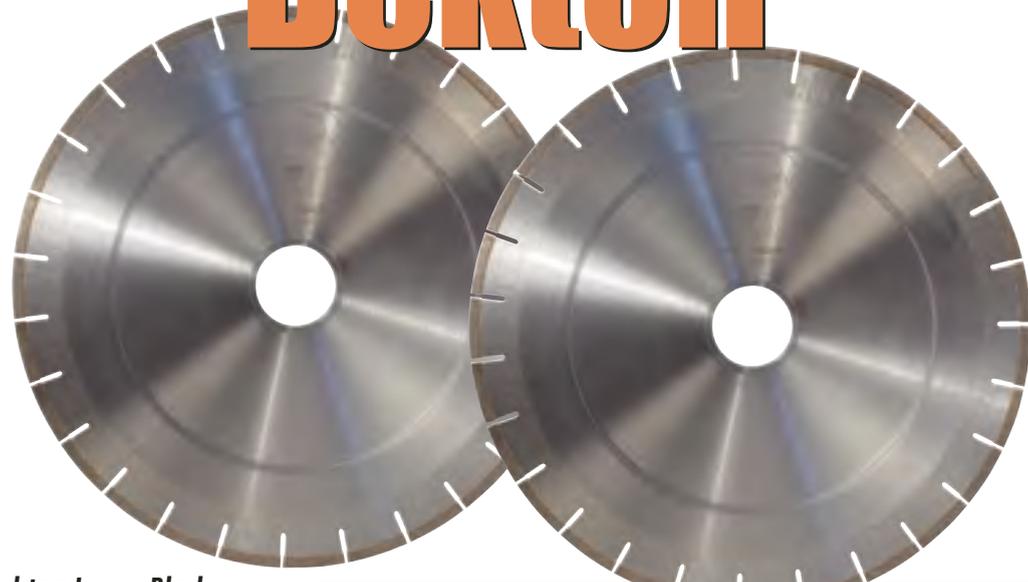


The Stone industry quickly realized the potential of the Zares II. It received top awards in both the “Best of Product” and “Best of Technology” awards at TISE 2016.

“Every once in a while, a new technology, an old problem, and a big idea turn into an innovation.”

— Dean Kamen

Braxton-Bragg Now Carries ItalDiamant Dekton



Dekton Large Blades

Item #	Description	Great Low Price
55802	ItalDiamant Dekton Core Bit, 1-3/8" (35mm)	\$105.95
55803	ItalDiamant Dekton Blade, 5", 20mm, 3,000 RPM	\$68.95
55804	ItalDiamant Dekton CNC Core Bit, 1/2 Gas, 1-3/8" (35mm) 1,900 RPM Max, Feed Rate: 1" to 1-1/2" per minute	\$105.95
55805	ItalDiamant Dekton Finger Bit, 1-3/8" (35mm), 4,100 RPM Max, Feed Rate: 9" to 10" per minute	\$145.95
55906	ItalDiamant Dekton Blade, 14", 10mm (H), 50/60mm 1,900-2,500 RPM Max	\$213.95
55907	ItalDiamant Dekton Blade, 16", 10mm (H), 50/60mm 1,700-2,300 RPM Max	\$259.95
55909	ItalDiamant Dekton Blade, 18", 10mm (H), 50/60mm Bushing 1,400-2,000 RPM Max	\$368.95



Dekton 5" Blade



Dekton CNC Core Bit



Dekton Core Bit



Dekton Finger Bit



Call 1-800-575-4401 or Order Online
www.braxton-bragg.com

Bostik Products Showcased at Material Connection

Bostik, Inc., a world leader in adhesives and installation systems for building construction, announced that three of its specialty materials have been selected to be showcased at Material Connexion. This participation is part of a ramped-up strategy focused on large scale, commercial project work.

Headquartered in New York City, Material Connexion is the world's leading specialty materials library and consultancy, curated by a global team of "materials scientists" focused to help creative professionals discover inspiration for their next design idea.

"We offer the architect and design community a multitude of innovative installation systems that are truly improving building construction methods," declared Scott Banda, Bostik's Director of Marketing and Business Development. "We're delighted these innovations are being showcased at Material Connexion, which is a recognized source of architectural-ly-endorsed products... located in the epicenter of world design, New York City."

The three Bostik products being showcased are:

• **Dimension® RapidCure™ Glass-Filled Grout**, a patented, water-based formula that contains reflective, recycled, micro-glass beads, and a

translucent, urethane binder that reflect light and allow it to pass through grout joints and into the tile itself. This creates a variety of aesthetic effects, including unique three-dimensional properties within clear glass tile installations.

• **Bosti-Set™ Gauged Porcelain Panel Adhesive & Sound Reduction Membrane**, a single-component, revolutionary specialty building adhesive, which has re-defined how to install thin porcelain tile panels. Projects that specify gauged porcelain panels can now be installed within half the time with less material and labor. Additional benefits include; built-in sound abatement, vibration resistance, and crack protection. This adhesive also contains Bostik's proprietary, Thickness Control™ Spacer Technology which is made of recycled rubber particles which helps ensure a proper adhesive membrane thickness is maintained behind the tile and improves acoustic performance.

• **Ultra-Set® SingleStep2™ High Performance Adhesive, Moisture Control & Sound Reduction Membrane** is a single component adhesive that is most commonly specified in high rise, residential tower construction. It, too, contains Bostik's proprietary Thickness Control™ Spacer Technology.

Please turn to page 31

Material Connexion is the world's leading specialty materials library and consultancy.



Stone Restoration and Maintenance Corner

Trickle Down

I am no economist but I can tell you that supply-side economics (incorrectly labeled trickle-down by critics) does help middle America. I believe this because I have seen it first-hand.

Taking a real-world example, I was on a local project worksite recently, which was a million dollar addition to an already exquisite home. There must have been 30 workers on that jobsite at any given time. If you weren't going somewhere with a purpose, you were likely to get run over. Everyone was busy as bees.*



Custom coffered ceiling and murals, installed. Tradespeople from every construction discipline came together for this project.

When wealthy residential clients or expanding or renovating businesses have money to spend, they will invariably invest in upgrading or renovating their properties. This translates to work for all of the associated tradespeople. Heat and air technicians, painters, plumbers, trim carpenters, brick masons, stone and tile installers, and yes in many cases, restoration professionals too, will all have

Bob Murrell
M3 Technologies
Photos by Bob Murrell

more work because of the additional money available to spend.

So, the theory is that lowering taxes and decreasing regulations increases economic growth. The recent tax cuts and repealing of certain regulations has in fact improved the economy, lowered unemployment rates and generally helped the average citizen. We can quantify these results easily enough, but I have experienced them first-hand, as I'm sure many

of you have as well. I will have extra cash available this year because the lower tax rates and will therefore spend more. The same holds true for the wealthier among us as well as businesses, too.

So, on this project worksite I've been telling you about, there were trim carpenters cutting and installing intricate trim work. I'm not talking about pressed wood trim here, this was the real deal

solid wood trim. Dental crown moldings and one-of-a-kind custom coffered ceiling work, with hand-painted murals, signed by the artist.

Even the hardware on these custom built homes is unique. Door and cabinet hinges, pocket door tracks, and handles are all heavy-duty commercial grade and solid brass. These are being installed by true craftsmen too. Painters all painting with custom paint, and there is a lot to paint.

One of my closest friends is a custom rug professional. I don't even know how many rugs and carpet he has installed on this job, all of which were custom made and hand bound. He is a true artist, as are many of the contracted professionals on this project.

I could go on and on about all of the different trades that were present on this addition, starting with the GC who hires all of the electrical workers, marble and tile installers, plumbers, concrete and brick masons, landscaping, and even the general laborers. Suffice to say there is a lot of business being generated at this location. Oh, and what about all of the manufacturing for this too, like the electrical and plumbing hardware, tools, and consumables? Trickle-down economics are certainly at work here, helping to feed these guys and their families.

So now, on to the marble restoration part of this project. As you can imagine, with all of these guys traipsing around and through the jobsite, and even with almost every square foot of sensitive floors covered with commercial-grade protective surfaces, there was etching and scratching on the beautiful black and white checkerboard marble. How it all got there was beyond me but none the less, it was there.

Major scratches were present in several areas. Some looked as though something was dragged across six or seven tiles. Other scratches looked like something got caught under the trowel when grouting. Some sort of acidic or strong alkaline cleaner must have been dribbled in some areas as several tiles were either etched or burned.

So the floor was vacuumed and mopped first to remove any loose debris or particles from the surface and grout. Once the floor was cleaned, a 220 grit diamond was used to start the restoration

process in the affected areas only. Diamond hand pads were used for small localized areas and TX Triple Thick diamond discs were used on a M3 Heavy-Duty 13" floor machine. The 220 grit was followed by a 400 grit, then by an 800 grit, and finally with an 1800 grit diamond. Each step was feathered out past the previous step.

The floor was polished using the Majestic XXX Polishing Powder, which produced a brilliant polish that actually even surpassed the factory finish. A test area, in the worst case scenario spot, was used to confirm the results and procedure before the general restoration process was implemented. The GC was very pleased with the results.

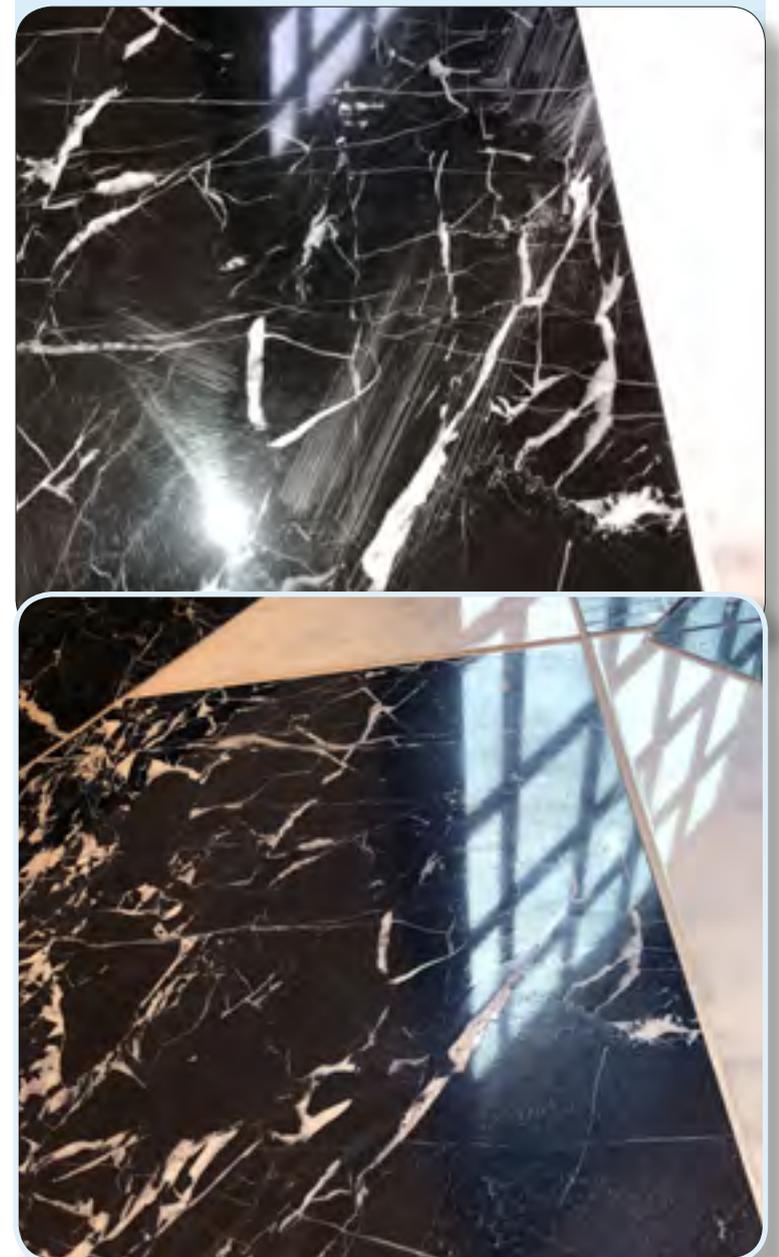
By the way, I really like the 13 inch floor machine and in my opinion, every restoration contractor should have at least one. The M3 machine comes with the same motor that is on the larger

17 inch and 20 inch models, so it is very robust. They can get in beside most toilets and bathroom stalls and they are generally easier to maneuver in smaller areas for sure. You can run a 17" or 20" drive plate on them to get under cabinet overhangs, and they are great for stairs and even islands as the telescoping handle option allows for the machine to become very low and squat for these procedures.

To sum up, one family's spending resulted in the hiring of a large general contracting company who in turn ended up hiring many professionals (architects and designers), multiple sub-contractors, and general laborers to work on this approximately 14-month project. Each of these workers will be ultimately spending and investing more themselves too. So you see, "trickle-down" economics really does help to provide employment and stimulate the economy.

Please turn to page 26

These install scratches were painful to see, but luckily were fixable.





EVERYTHING FOR QUARTZ & QUARTZITE



White Lion Quartzite Bridge Saw Blade

The Weha White Lion Quartzite Bridge Saw Blade is the best diamond blade to cut Quartzite stone. It is also great for granite, marble, quartz and engineered stone. It will cut 3m Quartzite in one pass and 2" Quartzite on a 45° miter in 3 passes. Arrix (array) diamond layered technology for constant high speed cutting with an outstanding life for a 20mm bridge saw blade. 14", 16", 18" and 20" also available for Donatoni saws. 20mm x 60mm

Description	MSRP
Weha 14" White Lion	283.00
Weha 16" White Lion	308.00
Weha 18" White Lion	369.00
Weha 20" White Lion	438.00
Weha 24" White Lion	699.00

White Lion Matrix S Diagonal Diamond Bridge Saw Blade

Description	MSRP
Weha 12" Matrix S	219.00
Weha 14" Matrix S	225.00
Weha 16" Matrix S	256.00
Weha 18" Matrix S	334.00

The Weha Matrix S Diagonal Diamond Bridge Saw Blades are made for granite, engineered stone, and quartz materials. Also great on marbles. Designed to cut fast, clean and quiet. This blade offers outstanding performance on CNC saw jets as well. Silent core diamond blade runs quiet and smooth. Unlike other layered blades, these blades are layered at a diagonal to the core to allow 100% continuous cutting. 18mm x 60/50mm



Weha Quartz Turbo Blades



The Weha Quartz Ultra Premium Diamond Turbo Blade was made specifically for cutting very hard materials such as engineered stone, quartz and quartzite. Also works great on granite.

Made with a very high diamond content and bond to keep sharp, The Weha Quartz blade will cut fast and clean. Can be used wet or dry.

Description	MSRP
Weha 5" Quartz Turbo	42.80
Weha 6" Quartz Turbo	52.40

Weha 4" Trilogy 3 Step Diamond Polishing Pads

Description	MSRP
4" Weha Trilogy POS 1	27.00
4" Weha Trilogy POS 2	27.00
4" Weha Trilogy POS 3	27.00

Weha Trilogy 3 Step Diamond polishing pads are the absolute best polishing pads specifically for black, brown, or gray, Engineered Stone or Quartz stone. But they are equally as good on dark granites and marbles. Additionally, they work amazing on light colored engineered stone, quartz, granite, marble, as well with zero bleeding. Made with the exclusive Weha GEO pattern design.



Weha 4" Trio 3 Step White Hybrid Diamond Polishing Pads



The Weha Trio 3 Step pads are ideal for light and dark quartz, engineered stone, granite and quartzite. Weha Trio 3 Step Polishing Pads are 3mm thick for a full matrix of diamonds. The edges around the pad are rounded allowing the pad to easily glide across the stone, especially inside bowls, ogees, and tighter radius profiles. They will not bleed or leave resin marks on light or dark quartz or any stone. Made with the exclusive Weha GEO pattern design.

Description	MSRP
4" Weha Trio POS 1	25.00
4" Weha Trio POS 2	25.00
4" Weha Trio POS 3	25.00

Weha 4" Quartz Diamond Polishing Pads

Description	MSRP
Weha 4" ES Polishing pad 50 grit	14.00
Weha 4" ES Polishing pad 100 grit	14.00
Weha 4" ES Polishing pad 200 grit	14.00
Weha 4" ES Polishing pad 400 grit	14.00
Weha 4" ES Polishing pad 800 grit	14.00
Weha 4" ES Polishing pad 1500 grit	14.00
Weha 4" ES Polishing pad 3000 grit	14.00

The Weha Quartz diamond polishing pads with the Geo Pattern pads are made with high concentration of diamond into each grit, allowing the pad to create a high gloss finish with the speed that other diamond polishing pads can't achieve. Weha Quartz Engineered Stone (ES) Diamond Polishing Pads were made with white resin designed specifically to eliminate all bleeding on Quartz, Engineered Stone materials. However, these premium pads will also work outstandingly on all granite and quartzite stones as well.



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Fifth Gear Tech Solutions: “By Fabricators for Fabricators”

Continued from page 13

You have a shop drawing, but if the job is in six pieces that drawing isn't always in contact with all of the pieces.”

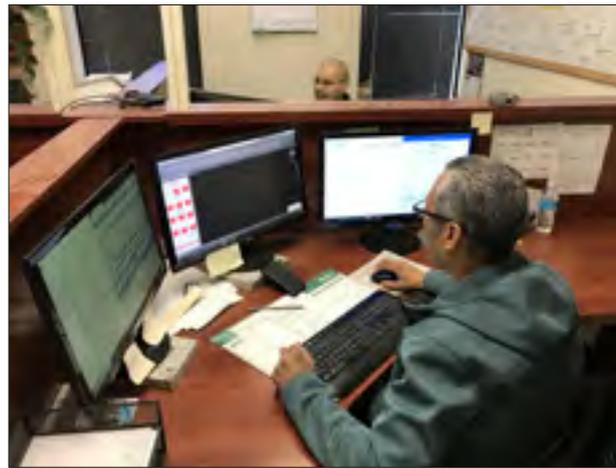
SPEEDlabel prints a label with a shop drawing for each piece in the job, making it easy to see which piece you're working with, what job it's for, and what pieces you might be missing.

Heuer said his shop has been using SPEEDlabel for four months, and their error rate is down 45 percent this quarter. Two Fifth Gear partners, Steve Mast and Robert Haussermen, run a shop in Oregon, and they've seen their error rate drop 35 percent in the first quarter.

has already seen shop organization improve with SPEEDlabel.

“The cool thing about Fifth Gear support is that they really want you to succeed,” he said. “Since the implementation of SPEEDdraw, we have been able to grow twofold in the past two years without adding additional CAD personnel. Simply amazing, and now with SPEEDlabel to be coupled with SPEEDdraw, we are very excited about the future of our company's bottom line.”

Brian Tekulve is manufacturing operations manager at Front Range Stone in Englewood, Colorado, and his shop has been using



SPEEDLabel will convert your CAD drawing into individual labels for each countertop part with only two clicks, producing project labels in less than one minute when using the companion software SPEEDdraw.

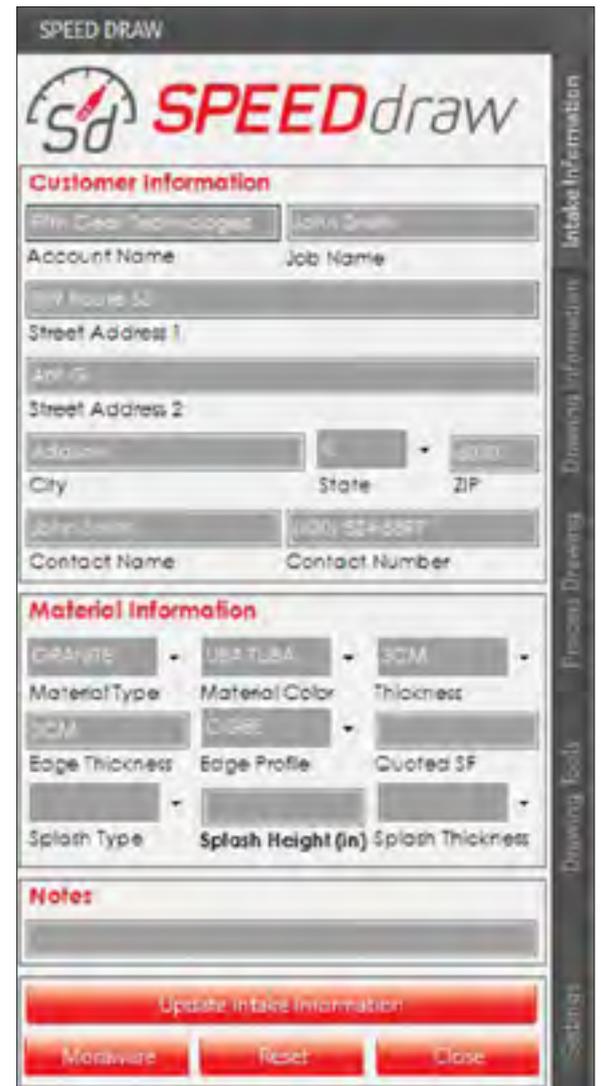
individual piece of every job is invaluable. With each piece being carefully checked and signed off on by each person that touches it, we have seen a dramatic decrease in rebuilds and re-fabs and ultimately, happier customers. Every employee knows that they have ownership in those pieces and want their name only on the best quality product. It has stopped our guys from being able to pass an issue down the line to the next guy, which was causing us to over-fabricate pieces, wasting time and effort. The product has honestly made us as more successful shop with our customer satisfaction and financially.”

Those interested in implementing Fifth Gear Technologies software in their own shops can schedule a free demo through the SPEEDdraw and SPEEDlabel websites.

“We provide support and training,” said Heuer. “We have two full-time tech guys to answer phone calls and problem-solve.”

“As the guys who run it, we're also heavy users of the software. Through that interest on our part and feedback from the users, we'll continue to make improvements.”

For more information or to schedule a demo, visit www.speeddraw.net or www.speedlabel.net.



SPEEDLabel production label. SPEEDDraw and SPEEDLabel work with Moraware software for a complete digital shop organization solution.



Shops using SPEEDLabel see increased efficiency in shop production, fewer mistakes, and ultimately, higher customer satisfaction.

“It's been very impactful for us,” Mast said. “It's a very powerful tool, a simpler solution but very impactful.”

And customers who have used Fifth Gear Technologies products have glowing reviews of the products and services.

“They are evangelists, I would say,” said Heuer. “They love it.”

Matt Halsey of Big Creek Granite in Norway, Iowa, said his shop has been using SPEEDdraw for two years and SPEEDlabel for a week. He called SPEEDdraw “a game-changer” and

Fifth Gear software for a little more than a month. He said implementing the software was a simple, turnkey process.

“The initial setup was smooth and simple, and we were able to roll it out to our shop within a few days from signing on. They talked our programmers through the snipping program and template used and have been with us every step of the way,” he said.

About SPEEDlabel, Tekulve said, “The ability to hold each person from the measurer through installation accountable for each



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Visit www.slipperyrockgazette.net for more Stone & Tile industry news

Natural Stone Institute Announces 2018 Pinnacle Awards Call for Entries

The Natural Stone Institute is pleased to announce that the call for entries for the 2018 Awards is now open. Submissions are due by Friday, July 20.

The Pinnacle Awards honor projects where beauty, creativity, ingenuity, and craftsmanship exemplify professional

mastery in the use of natural stone for commercial and residential applications.

Four new categories have been introduced this year, allowing for a broader range of natural stone craftsmanship to be showcased and honored. Pinnacle Awards will be given in the following seven categories:



- Commercial Interior
- Commercial Exterior
- Renovation/Restoration
- Residential Interior/Exterior
- Single Family (New Category)
- Multi-Family (New Category)
- Architectural Carving/Lettering/
- Sculpture (New Category)
- Public Landscapes/Parks/
- Memorials (New Category)

A Grande Pinnacle Award (sponsored by Marmomac) will be presented to the best overall project.

An award for the best use of Brazilian stone (sponsored by Vitoria Stone Fair) will also be available within each category. The Natural Stone Institute would like to thank the following companies for sponsoring the Pinnacle Awards: MAPEI (Commercial Awards), GranQuartz (Residential Awards), and Coldspring (Renovation/Restoration Awards).

The Pinnacle Awards are open to all Natural Stone Institute member companies, and will be recognized during the Natural Stone Institute Awards Celebration at TISE 2019. The winning projects will be displayed at TISE 2019 and promoted at other trade shows and in industry publications throughout the year.

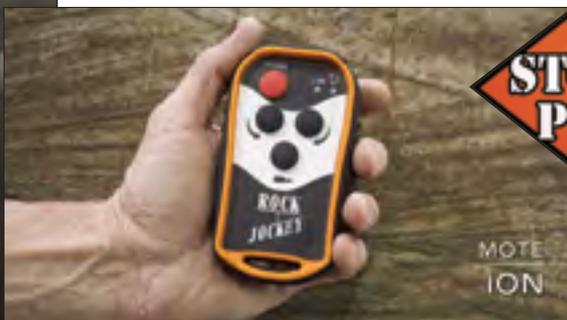
For more information, including submission forms and a list of requirements, please visit www.naturalstoneinstitute.org/pinnacleawards.

Rock Jockey

NEW!

Another fine tool from Stone Pro

The Rock Jockey Can Reduce the Number One Cause of Injuries in the Stone Industry.



PATENT PENDING

- Remote operation clamp and release reduces risk of injury
- 360° rotation by hand-held remote
- Rechargeable battery

Item #	Description	OUR Price
11698	Stone Pro Rock Jockey with Abaco Release Clip and Weld Tab, 115 Lbs.	\$4,500.00

SEE THE VIDEO
WWW.BRAXTON-BRAGG.COM

Stone Pro Trigger for Overhead Crane

The Trigger is a heavy-duty overhead crane attachment, designed to assist and make the material handling process safe for personnel in the slab warehouse environment.

It allows you to safely position the clamp over the end of the slab, index the clamp at the desired lift point, and press the latch release button on the hand-held remote, eliminating potential injuries and liability claims.

The Trigger has a weight rating of 2200 lbs. Lifting more than one slab at a time with this device is NOT recommended.

Item #	Description	OUR Price
11713	Stone Pro Trigger	\$2,299.00

NEW!

SEE THE VIDEO
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Call 1-800-575-4401 or Order Online www.braxton-bragg.com

Do You Mind if I Drop In?

A Kansas woman suspicious that someone had broken into her home later found her ex-boyfriend's legs punched through her ceiling.

The Salina Journal reports that a 23-year-old Salina woman called police to her house one Thursday after finding her front door chained from the inside. Police say they searched the house but didn't find an intruder.

Two hours later, the woman and her current boyfriend heard a loud noise and found the 25-year-old former boyfriend had fallen partly through the living room ceiling. Police say the suspect, Tyler Bergkamp, was hiding in the attic.

Police say the current boyfriend pulled Bergkamp's legs through the ceiling and began fighting him.

Bergkamp faces several charges, including aggravated burglary and criminal threat.



8 out of 10 U.S. Fabricators

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own our system



**TEMPLATING SYSTEM
COMPARISON**

	LASER PRODUCTS	STRING COMPETITOR	LASER COMPETITOR
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Languages	14	13	1
Loaners Available	Yes	No	No
Extendable Warranty	Lifetime	0	2 years
Free Lifetime Support	Yes	No	No

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**ZENESIS
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THE ULTIMATE SOLUTION
FOR QUARTZITE**

ZENESIS™ QUARTZITE BLADE

Cutting quartzite requires a uniquely designed blade, as quartzite is essentially a very hard rock composed of interlocking quartz crystals. Zenesis delivers the ultimate solution with its latest offering - the Zenesis Quartzite bridge saw blade - engineered specifically to provide superior performance in cutting even the hardest of quartzite materials.

- **Unique 20mm segment design** for fast cutting speeds (12" - 20" diameter offerings)
- **Patterned diamond matrix** for virtually chip free cutting
- **Soft bond** specifically formulated for continuous use without dressing
- **Silent core design**, also suitable for granite and engineered stone

US.ZENESISTECHNOLOGY.COM



Cutaway (above) shows how Talon™ Cup Wheel segments dovetail into the wheel body to eliminate segment separation. The unique center segment groove helps remove grinding slurry while reducing heat build-up.

Talon™ Turbo Diamond Cup Wheels

- Designed to operate at 10,000 RPM
14,000 RPM Max
- Can be used wet or dry
- 5/8-11" thread arbor

"Thanks, everything is great! Thank you for your awesome quick response. Braxton-Bragg is the best company we deal with. Your entire crew has been great and we will always do business with you!"

*Sincerely,
Kim Johnson*

Talon™

Talon™ Turbo Cup Wheels are designed to be aggressive, fast working tools. The turbo design with two layers of segments with spacing in between keeps the core and diamonds cool and removes the dust, or if used wet, the slurry can be readily expelled.

The back of the cup wheel is polished aluminum and this softer metal allows bounce to be absorbed, reducing chatter and making the weight of the cup wheel less than other wheels.

Item #	Description	Our Low Price
8714	Talon™ Turbo Dry Diamond Cup Wheel, 4", Extra Coarse	\$59.95
8715	Talon™ Turbo Dry Diamond Cup Wheel, 4", Coarse	\$59.95
8716	Talon™ Turbo Dry Diamond Cup Wheel, 4", Medium	\$59.95
8717	Talon™ Turbo Dry Diamond Cup Wheel, 4", Fine	\$59.95



**Call 1-800-575-4401 or Order Online
www.braxton-bragg.com**

Installer Turnover

Install turnover is a hidden expense often tolerated by fab shop owners. It's "hidden" because the true cost in terms of dollars and disruption to the overall business performance is not fully understood... and thus the fact that it's tolerated.

The costs can be arranged in two categories: *direct* and *indirect*. The direct costs are the investment in training, lost capacity, resulting in a surge in overtime to compensate, and time spent hiring a replacement. These direct costs can be measured in dollars, and can easily approach five figures.

The indirect costs are a little harder to measure in dollars, yet they are still intolerably high. When an installer quits (whether the cause is physical, financial, or frustration), the rhythm and continuity in the install department itself as well as the overall business is disrupted. Efficiency is greatly diminished until the dust settles and a replacement has filled the void.

Additionally, anytime a member of the team leaves, no matter the reason, it ALWAYS negatively affects morale.

When you add it all up, the loss of a qualified installer can easily be tens of thousands of dollars.

So now that the costs are no longer hidden, what about the reasons installers move on? More importantly, what are the solutions to this problem?

Physical

Some installers make the difficult transition out of the field and into the shop, but most simply get out of the business altogether because their bodies can no longer take the punishment that 3cm counters dish out.

The great irony (and I would argue it's a tragedy) is that about the time an installer is approaching

Aaron Crowley
Crowley's Granite



"THE owner has two choices when an installer quits to go elsewhere for more money: you can say good riddance or make a counter-offer."

journeyman level, his body is starting to give out and he must evaluate a career change.

The solution to this is simple, shops that invest in lifting and transporting technology like the No Lift Install System will preserve the well being of their installers and virtually eliminate the likelihood that their installers will suffer career-ending injuries.

Financial

Since turnover is abnormally high in the install departments of most stone shops, there is a continuous shortage of qualified installers. It's supply and demand. And thus there always exists the possibility that your installers are being offered higher pay to go to work for another shop.

Usually the owner realizes this on the day his key installer quits for a better offer. The owner has two choices in this situation: say good riddance or make a counter-offer.

Whether it's a dollar, two, three, or even five dollars an hour more, the solution here is easy: **MATCH THE OFFER!** While this requires humility, it's peanuts

SLIPPERY ROCK GAZETTE compared to the cost of replacing the installer.

Frustration

The reality is that installing granite and quartz counters is without a doubt the most difficult and stressful job in the stone business... and that's on a good day.

Unfortunately, many shop owners add to this by failing to manage the three departments that precede the install: Production, Template, and Sales. If the installers are regularly required to track down information that the sales department failed to acquire, make adjustments for oversights by the templater, or finish fabrication work like faucet holes and return polishes that the shop overlooked, frustration can eventually reach the boiling point.

The solution for this is not relying on your installers to "catch" and resolve the mistakes of every other department in the company.

The old saying, "You can't un-ring the bell" sure applies now that the true costs and reasons for install turnover has been explained.

Now, my fellow stone shop owners: what are you going to do with this newfound knowledge?

The question isn't *what* to do, it's *when* you're going to put this knowledge to good use and make the decisions that will positively impact your installers and your business!

Aaron Crowley is a stone shop owner, innovator and inventor, author, speaker, and consultant to mid-size stone companies. Send comments to aaron@crowleysgranite.com.

"Freedom is a possession of inestimable value."

— Cicero
106 BC – 43 BC

Will the Real Me Please Stand Up?

You're at work and get a phone call from the police.

Sam Venable
Department of Irony

Your house has been broken into, a cop says. So have nearly all the houses in your neighborhood. For that matter, almost every house in town. So you drive home and look around. Nothing seems to be out of place. Nothing's missing, at least not that you can detect.

"Are you certain we got hit?" you ask the investigator.

"No doubt about it."

He continues: "We don't know who did it—probably won't ever find out, to be perfectly honest—but there are fingerprints all over this place. Just wait. In the coming days and weeks, you'll probably discover how much stuff was taken from you. Hope it's not too serious and doesn't ruin your life."

Gulp . . .

That's the unsettling feeling more than 100 million consumers—present company

included—experienced when news broke about a huge security breach at Target and Neiman Marcus stores. Seems our credit card information—including name, street address, e-mail address and phone number—got hacked. Trillions of pieces of personal data then were available for sale on the international black market.

Welcome to the nightmarish side of technology.

Mary Ann, chief financial officer in the House of Venable, tracks our credit purchases. Always has, even before this disaster. Nothing is awry at this point, she reports.

Whew.

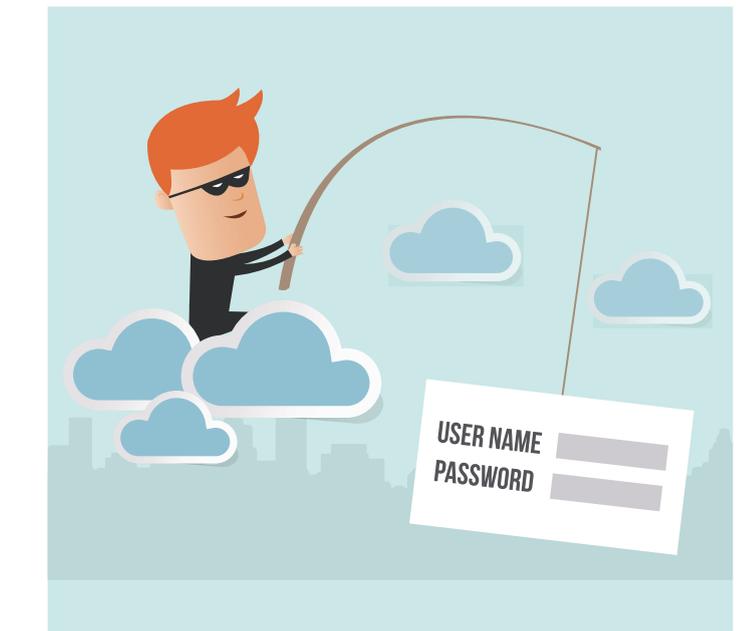
Maybe, knock-on-wood, nothing will be. Just the sheer volume of this purloined information likely means most of us won't be affected. We're all swimming along like a huge

school of fish, hoping dumb statistical luck keeps us from winding up in the belly of a shark.

In my particular case I almost want to laugh. The thought that someone halfway around the globe would pay bootleg prices to become me is hilarious. Why bother with us po' folks when millionaires are available?

Just in case it happens, though, here are a few cross-references for anybody tempted to do business with the new Sam Venable:

Check for my appendix operation scar. Ditto the ones from two back surgeries. There's also evidence on my right arm from a nitric acid burn in high school chemistry. In the web between my right index finger and "social" finger is a scar from a spurring I took from a wild turkey gobbler that wasn't as dead as I assumed when I picked him up (also another on my left arm from a similar



thrashing several years earlier; I'm a slow learner.) See if they know some of the weird middle names in my family. Quiz 'em about the title of the first magazine story I sold nearly half a century ago. Oh, and two sports-related questions: What product did Mr. Fleming sell at Neyland Stadium, and who was "Orange Drink" at Smokies' baseball games?

If the new Sam Venable passes all those tests, he's in.

Shake his hand and welcome him to the fold.

I do hope he's a few inches taller and 20 pounds lighter than the original version. Even in a case of identity theft, a guy can always dream.

Sam Venable is an author, entertainer, and columnist for the Knoxville (TN) News Sentinel. He may be reached at sam.venable@outlook.com.

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Chicago Ritz-Carlton Wraps Its Lobby in the Thinnest Marble Slabs on the Market

If you've happened to step inside The Ritz-Carlton Chicago in the past few months, you may have noticed its interior is completely transformed.

The historic hotel underwent a stunning \$100 million renovation, and the interior is now brimming from floor to ceiling with Polycor's ultra thin 1 cm Pearl Grey marble slabs. As soon as guests walk in the lobby, they're greeted by grand 19-foot marble columns.

Katerina Ivanova, the project executive and vice president of James McHugh Construction Co., said planning is key to a successful execution of a renovation this large.

The project took over a year to plan, and six months to execute, according to Ivanova. "It was a true

Steven Schrenk
Polycor

collaborative team effort between owner, design team and contractor."

Sourcing the Original

Sandya Dandamudi, the founder of GI Stone, was in charge of sourcing and installing the materials used for the project. She chose to work with Polycor because she wanted to pay homage to the building's history.

When the building was originally built in 1975, Polycor's White Cherokee and Pearl Grey marbles from their Georgia quarry were used to clad the facade of the building — she wanted to maintain a connection between the building's exterior and interior and use marble from the same quarry.

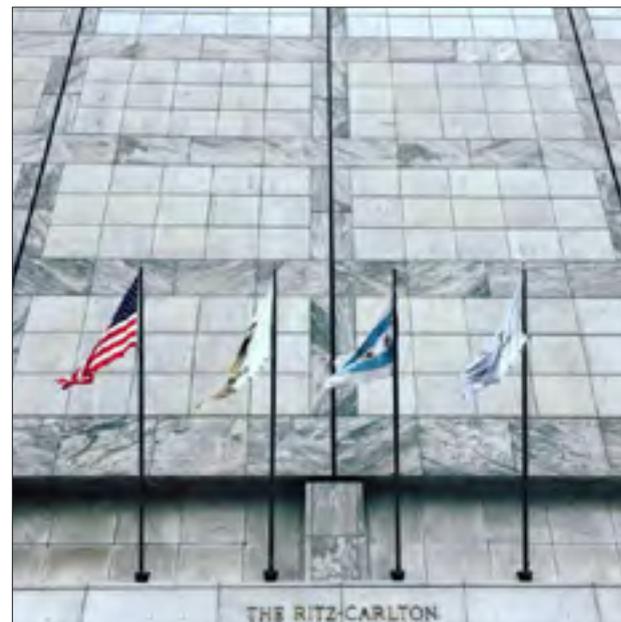
Dandamudi said for a project like this, it's important to keep in mind both the aesthetics and practicality of the space.

"In a hotel, what you're trying to create is a feeling where you can walk in and forget everything else and be in the moment," Dandamudi said. "It has to emotionally connect."

Polycor's Regional Manager Peter Tizzzone, said it was great being able to come back to the project and supply stone used from the same quarry during the initial installment of the building in the '70s.

"It's getting back to the old, but also bringing in the new. It's a cool twist."

The columns in the lobby feature two full slabs of marble stacked on top of one another. According to Tizzzone, the thin 1 cm



This image highlights the pattern of the exterior marble cladding — a darker Pearl Grey border frames the lighter, more subtle White Cherokee. Both American marbles are still quarried in Tate, Georgia.

Polycor's latest revolutionary technology allows it to cut natural stone to 3.8 of an inch, while adding 10 times the flexural strength.

Tizzzone added that at first, clients can be hesitant to use slabs of marble that thin — they worry they'll break under the weight.

slabs made the installation process a little easier. The lightweight marble meant less labor, less time, less money.

"When those slabs are turned vertically, it's quite a significant height," he said. "To get pieces that big into position can be very tricky, but because of the lighter weight it made it much easier."

1cm Pearl Grey slabs were stacked vertically on lobby columns.



Please turn to page 25

Chicago Ritz-Carlton Wraps Its Lobby in the Thinnest Marble Slabs on the Market

Continued from page 24



Thanks to a two-thirds reduction in weight, fabricators at GI Stone were able to handle the slabs with less man power and as a result were able to complete the job in half the time.

“When you introduce something new to the mix, there’s always hesitation,” he said. “Especially when there’s high level for something to go wrong on a big budget project like this. When marble gets thin, everybody thinks it’s going to start breaking. Then, they cut the first slab, and the second and they have this ‘ah ha’ moment where they realize this is actually doable.”

This was Dandamudi’s first time working with 1 cm stone panels — she said the installation ran smoothly.

“Polycor’s stone made the columns beautiful, significant, and light,” Dandamudi said. “They were a great partner. The columns were originally going to cost \$400,000, but they ended up being (significantly less) because of the technology Polycor offered. And it made the most amazing connection between the exterior and interior.”

The use of 1 cm marble slabs has really taken off in residential market where designers like Brooke Wagner are incorporating the material

in multiple surfaces in one home - backsplashes, waterfall islands, shower walls, fireplaces - for a cohesive look and fewer grout lines.

Chicago design firm Project Interiors highlighted the material’s capabilities for built-ins with a sleek kitchen installation featuring stone wrapped shelving for what they call the Black Box Kitchen.

More and more designers and architects are opening up to the idea of implementing the thin slabs in large scale projects, like the

Ritz-Carlton Chicago.

“For me and most of the team, we were awestruck,” Tizzone said. “It’s not often the marble gets featured in a very visible location like this. You install 60, 70 pieces of these slabs and walk away from it and stand back and say ‘There it is. We did it.’ To me, it’s really a testament to the product and showcases what this marble can do.”

For more information on 1cm marble stone slabs, visit, www.polycor.com.



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Stone Restoration and Maintenance Corner – Trickle Down



Notice the solid marble casing on this trim. This was truly a project where only the best would do.

Continued from page 17

As always, I recommend submitting a test area to confirm the results and the procedure prior to starting a stone or hard surface restoration or maintenance project. Also the best way to help ensure success is by partnering with a good distributor that knows the business. They can help with technical support, product purchase decisions, logistics, and other pertinent project information.

*Speaking of bees, I lost my last two hives this past winter. Based on the reports from my local beekeepers club, the honeybee colony losses in East Tennessee, were up as high as 70 percent. I have two replacement colonies on the way. Hopefully 2018 will be a better year!



Bob Murrell has worked in the natural stone industry for over 40 years and is well known for his expertise in natural stone, tile and decorative concrete restoration and maintenance. He helped develop some of the main products and processes which revolutionized the industry, and is currently the Director of Operations for M3 Technologies.

A hardware specialist installs custom fittings on these oversized doors. Note the protective drop cloth laid down to protect the new hardwood floors. Sharing construction space and cooperating with other contractors is a challenge when your area of concern is the floors, and either restoring them or preventing construction damage like stains and scratches.

“I favor the policy of economy, not because I wish to save money, but because I wish to save people.”
— Calvin Coolidge

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Laser Products Announces New Business for Fabricators

Laser Products Industries (LPI) today announced that it has finalized the acquisition of Precision Templates of Colorado and has formed a new separate company, Precision Measuring and Training (PMT), headquartered in Denver, Colorado.

PMT will initially serve the Denver market and will offer digital laser templating, CAD work, training and tool measuring to fabricators primarily in the stone, millwork, and glass industries. The new company has offered positions to all former Precision Templates employees to take advantage their 60 years of combined templating experience.

“PMT was formed to provide a unique set of services for the issues that today’s fabricators are facing,” said Rich Katzmann, president, Laser Products. “We measure, do layouts, translate files to CAD drawings, schedule jobs, and handle customer paperwork. We only hire highly skilled professionals and put them through rigorous certification to guarantee error-free, on-time, cost-saving work.”

“When Rich and I first talked, I saw the immediate benefit of the PMT business model for fabricators,” said Marc Sleight, vice president, PMT. “The Laser Products system is the only solution we trust that allows us to achieve our promise of accuracy and process customization. There’s no more down time, no expensive investments, and no more impossible scheduling problems. PMT is fully flexible and can customize our services to the fabricator’s specific needs regardless of type of job, material, location, or process. PMT employees are better trained, better with customers,

and go where you want, when you want, based on your schedule. It’s a perfect solution.”

Currently only in the Denver market, PMT will be expanding to other cities this year, aggressively growing to national status in just a few years.

For more information about PMT, contact Mark Sleight at 303-720-7207 or msleight@precisionmeasuringus.com.

Founded in 2018, PMT uses state of the art laser measuring technology to capture all measurements of a jobsite location.



Additional services include CNC Operator input, big box scheduling and management, on-site CNC tool measuring, and vinyl template creation. PMT’s national presence will allow synergies and best practices and its

services increase efficiency and decrease cost in their customers’ businesses. Core industries served by PMT include stone fabricators, glass fabricators, cabinet makers and millwork, builders, remodelers, decorators & architect/engineers.

For more information about Laser products, visit www.laserproductsus.com.



Three I-Braces were used to support this 30" x 96" island install.

I recently purchased several **15-inch I-Braces** to support the granite overhang on my kitchen island. They worked absolutely perfect! I weigh 250 lbs. and was able to hang from them to demonstrate how strong they are (although I don’t recommend any one doing that). For \$15.00 each, they were a steal.

Corbels are a thing of the past!

– Thanks!

Stephen Waldeck

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The Original I-Brace is exclusively available at Braxton-Bragg.

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— Jane Goodall

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AUGUST 2018	WEDNESDAY, JUNE 27, 2018
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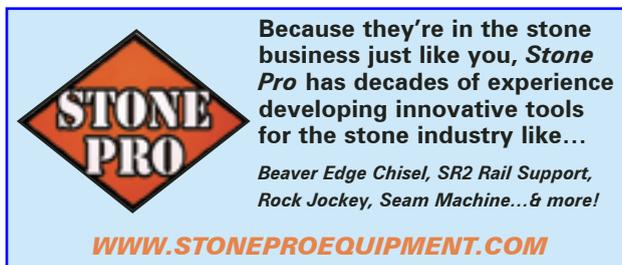
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NTCA Celebrates 2017 Tile Person of the Year at Coverings 2018

Christopher Walker
David Allen Company, Inc.

The NTCA (National Tile Contractors Association), the world's largest tile contractor association, held its Sixth Annual Awards Ceremony on Thursday, May 10, during Coverings 2018 at the Georgia World Congress Center in Atlanta, Georgia.



Christopher Walker

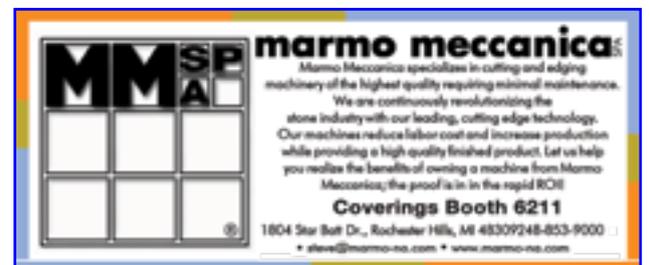
The program included a cocktail and dining reception, followed by the association presenting special awards to industry leaders. Included in this year's agenda:

- Best Practice Award for Committee Leadership
- NTCA emerging leaders named to the Coverings Rock Star Program
- Five Star Contractor Program Projects of the Year
- Joe A. Tarver award for Service to the tile industry.
- Tom Ade Youth Scholarship Awards

manager and installer in the tile Industry and has successfully managed the successful installation of millions of feet of commercial projects. A recognized industry expert, Chris also serves the industry as First Vice President of the National Tile Contractors Association, Chairman of the American National Standards Institute A-108 Committee, Chairman of the US Technical Advisory Group for ISO T-189, Board of Directors – Associated Builders and Contractors (ABC) of Virginia, as well as having been a voting member of the NTCA and TCNA Handbook and Technical Committees for many years.

Highlighting the event, the NTCA 2017 Tile Person of the Year Award was presented to Christopher Walker, Vice President of the David Allen Company. Chris has logged more than 32 years as a professional

Please turn to page 33



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Imagine you're carrying a sink section of countertop and suddenly you *twist* the slab a little too much, hear a crack and *shout* in frustration. That's what the twist and shout is all about. Fortunately, it doesn't have to be this way thanks to this brand new system.

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What I Did On Spring Break

Three boys have found a part of a mastodon jawbone while exploring family property in Mississippi.

John Surratt/The Vicksburg Post



The *Vicksburg Post* reports that two brothers and a cousin made the discovery on plowed land near Bovina, a small community east of the Mississippi River.

The newspaper says the three

were on spring break from school when they found something they initially thought was a log, then saw that it had teeth.

Lynett Welch, mother of the two brothers, says her husband took the item to the Mississippi Museum of Natural Science in Jackson, where paleontology curator George Phillips confirmed it was a lower left jawbone from a mastodon.

Phillips says finding half of a mastodon's lower jaw is "very extraordinary."

Traditional Versus Outdated

Let's Banish Some Stone Industry Myths

Mark McMunn

This month's article will cover some important stone topics that do not require a whole page, but are nonetheless address important issues. Everyone in the industry should become familiar with these concepts, or maybe you just need a refresher as to "why certain things are so."

Why Offer a Honed Finish on Marble?

Honed is a perfectly fine option for marble countertops. Yes, red wine, tomato sauce, and oils can and will stain marble or any stone. All these facts are known, but so are the remedies for these problems. The good thing about a honed finish is that it can easily be restored. Stains and etch marks are for the most part easily removed by simply sanding them out with regular silicon carbide sandpaper, and a little bit of water. Deep stains can be removed with a poultice, mild solvent or even peroxide in the case of white marble.

Using a polished finish on marble looks very nice as well, but marble will not hold a polish very well in a kitchen environment, and depending on the amount of use the countertops get, they will have to be repolished every so often as required. Marble reacts with acids because it is mostly calcium carbonate (baking soda), and thus acids actually eat away a little bit of the marble. Marble is also more easily scratched than granite, but again, just as with the etch marks, scratches are easily remedied by simply sanding them out. Scratches and stains on granite are NOT easily remedied.

Most people do not know that before the designer world went nuts for granite countertops that marble was often used for kitchen countertops. The "Baby Boomers" discovered just a few years ago what

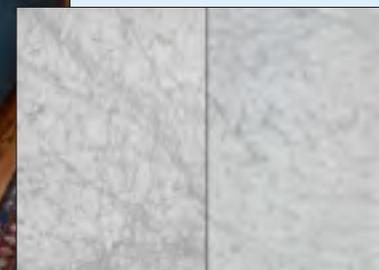
previous generations already knew: marble makes for a beautiful utilitarian countertop surface. So many people have remarked over the years how they have seen these beautiful marble countertops either in southern France or the Tuscany region of Italy, and how they would like to have the same type of look. Well to have that look you have to actually use the marble and let it etch, scratch, stain and then sand it in a cycle for a few generations. The difference, though, is that those countertops were installed with a very rough sawn surface straight from the mill, and only became honed (more smooth) after many decades and in some cases centuries of use. Those countertops were never polished. Here in the U.S. we are doing things the other way around. We are taking polished slabs and stepping back to honed.

Folks can install these countertops anyway they care to have them. It just depends if they are trying to achieve something that looks natural or affected.

Please turn to page 31

Honed marble countertops are actually a practical solution for a working kitchen. Yes, marble is more easily scratched than granite, but again, just as with etch marks, scratches are easily remedied by simply sanding them out. Scratches and stains on granite are NOT easily remedied.

Below, Left: Honed, and Right — Polished Carrara marble.



Traditional Versus Outdated

Continued from page 30

Who is Still Using 3cm to Clad Marble Showers?

Cladding showers with 3cm stone slabs is just insane! Every time you see a crew of several men struggling to install a 3cm slab that is three to five feet long and eight feet high to clad a shower wall so as to have no seams, pray that they do not injure themselves. The public is now several generations deep with those who lived with slab showers made from 1/2-inch thick cultured marble slabs.



A 3cm slab (left) compared to 2cm: depending on the material, compared to 3cm, 2cm material can be 1/3 the weight, making 2cm safer and easier to handle and install. And, it's generally less expensive, too.

They are less than half the weight of 3cm stone, do not easily break and are very forgiving at the joints because the joints are 1/4 inch and caulked with silicon. The public thinks that this should be the same for stone showers because in their minds, "Isn't it just the same?" Also, the public thinks that natural stone should have no seams just like cultured marble. For safety's sake, stop this practice of using 3cm slabs to clad shower walls and use 2cm slabs instead. Also, as a general rule, do not set any piece in a shower any larger than 78 inches by 36 inches (78 inches by 30 inches is even better) and then finish to the ceiling with a second course on top of the 78-inch

piece. At 78 inches high your first horizontal joint should be above the showerhead so that no water will be running over that joint, which will help you avoid leaks. A piece that measures 78 inches by 36 inches by 2cm will weigh just under 250 pounds, which is about the limit that two men can handle within a confined space such as a shower. That same piece in 3cm will weigh about 440 pounds. It is admirable to try and make a shower wall with no seams floor to ceiling and more power to you if you can pull it off, but it's not worth it.

Let's say you are trying to be a stone setting superman and want to put in a 96 inch x 60 inch x 3cm slab wall:

that piece is going to weigh approximately 880 pounds! And if you are also trying to line up holes with extruded pipes, chances are you could get into a bind and you will find yourself in a very bad place— either you force the piece into place and risk breaking both the piece and plumbing, or worse, you lose control of the piece and it falls and injures someone.

Do not let yourself get into this situation. If a client expects slab walls to be seamless floor to ceiling, then explain to them that you will simply not do it. Please take it from experience that it's best to have two courses of stone in a shower versus trying to install a seamless slab floor to ceiling, and please use 2cm slabs instead of 3cm.

There are a lot of misconceptions in the stone business as to how and why things are done and those methods and practices have not changed but have become obscured over the last few decades as the majority of the people working in the industry today do not have the benefit of having a co-worker or shop owner who was around during the pre-countertop era. Please take what has been said here and use it to make your work safer and more profitable.

Bostik Products

Continued from page 16

This breakthrough installation offers the ultimate in sound protection and greatly speeds the flooring installation process by eliminating the need to install cork or rubber sound reduction underlayment products.

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NTCA Announces Appointment of 2018's First Five Star Contractor

The National Tile Contractors Association (NTCA), the world's largest tile contractor association, announced the acceptance of Northern California Tile & Stone Inc. (NCTS), Sacramento, California, to its Five Star Program.

Founded by president Roger Leasure, NCTS began in 2009 as a reliable subcontractor specializing in large commercial and industrial tile and stone installations. Leasure's vision was that the catalyst for success was a driven, trustworthy and high-level



Roger Leasure, President, of Northern California Tile & Stone, is appointed NTCA's first Five Star Contractor of 2018.



"This four-step system is the best solution I have come across for polishing engineered stones. There is no color transfer from the pads. The process is quick and they work equally as well on our natural stones."

—Phil Kuczma, Shop Manager, Italian Marble and Granite Inc., Clarence Center, N.Y.

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18279	Talon™ 4-Step Quartz Wet Polishing Pad, 4", Step 2, Blue	\$25.95
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18281	Talon™ 4-Step Quartz Wet Polishing Pad, 4", Step 4, Pink	\$25.95



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experienced team diligently working on each project regardless of size or scope. Since that time, NCTS has grown to be a major installer in Northern California, and has expanded its services throughout Nevada, as well.

In 2014, NCTS set a goal to expand via training and mentoring employees on standards, stewardship and overall excellence. In 2016, Leasure put additional training into practice and implemented Certified Tile Education Foundation (CTEF) programs for NCTS installers. CTEF certification is a total validation of industry skills and knowledge, offering training and testing essential in promoting industry-recognized proof of each and every installer's abilities. These programs effectively ensure that NCTS team members are properly trained on quality workmanship, while continually raising the bar on all quality standards.

"Becoming a Five Star Large Commercial Contractor is the culmination of many years of hard work and attention to detail by our team of Project Managers, Superintendents and most importantly our CTI Installers," stated Eric Witcher, Chief of Estimating at NCTS. "Through their dedication, we have positioned ourselves to be recognized by the NTCA with this classification. It is definitely a distinguished badge of honor, reinforcing to clients just why we are the best contractor for the job."

Please turn to page 38

Walker Named 2017 Tile Person of the Year

Continued from page 29

"I've been blessed to be involved with the groups in our industry who focus on training and standards for the benefit of the professional installation contractor," stated Walker. "Being recognized by my peers with this distinguished award is both humbling and validating. I am lucky to have had the chance to work with these groups and to have potentially had a small impact on our industry."

"The NTCA very much reflects the changes that are occurring in the marketplace today. We work with other industry groups who support the need for education and training to support the evolving technical demands of specialty tile installations," continued Walker. "Tile installations are becoming much more complex and demanding. The growing use of Gauged Porcelain Panels has allowed allied product manufacturers to produce a whole new array of technically superior products completely different than materials used when I was first introduced to the industry. This represents a real opportunity for growth in our industry. Tile is now being specified where it may never have been considered before."

"Being involved with the NTCA," concluded Walker, "and with other industry associations like the TCNA, & ANSI, I hope to continue to be involved with standards development and more importantly, support the groups and associations that assure we practice best methods. There is a collaborative effort to move the industry forward with growth and strength. With the manufacturers and allied suppliers support, labor has been able to coordinate its voice within the last decade, and by doing so making a real impact. I am proud to think I may have played a small part in that."

NTCA is a non-profit trade association that fosters education for the professional installation of ceramic tile, natural stone and allied products. For more information, contact NTCA executive director Bart Bettiga at bart@tile-assn.com, (601) 939-2071, or visit www.tile-assn.com.



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Green Stones

*From Earth's Mantle to the Fireplace Mantel:
Tracing the Origins of Green Stones*

The natural world wraps us in green; it's an ever-present color of nature. But it's not a common color among natural stones. That's a shame, because green is expressive, easy on the eyes, and fun to design with. But fear not, Mother Nature didn't totally forget green in her palette of stone colors. Some stones, like serpentine, are known for their verdant hues. While others, like soapstone and granite, have green variants that stand out from the earth-tone crowd. Let's explore some green stones and illuminate their properties, minerals, and geologic origins.

Serpentine

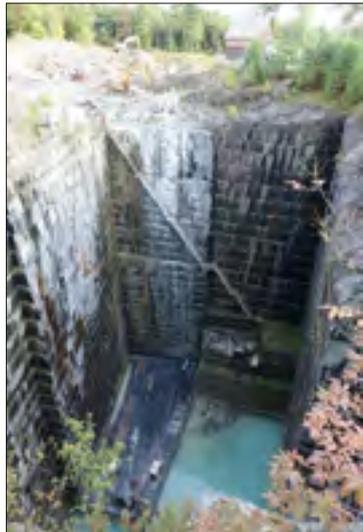
The green, mottled pattern and waxy feel of serpentine inspired its name - a reference to snakeskin. Serpentine can be a vibrant bright green, or a deep forest-green. It's fine-grained and smooth, and it polishes to a satiny luster. Accents of brown, red, and white can liven up the stone with vivid movement, or it can have a serene aesthetic with gentle swirls of green and ivory.

While the distinctive look of serpentine makes it easy to spot, it's one of those stones that can get a bit confused within the industry, leading to some conflicting information. Often serpentine is labeled as green marble, and sometimes it's classified as "hard soapstone." Alas, it's neither. Unfortunately, serpentine can be a little tricky to identify because its hardness, color, and pattern can vary. That's because serpentine isn't one exact rock; it's a family

Karin Kirk

usenaturalstone.com

All Photos by Karin Kirk



Cutting face of Verde Antique quarry in Vermont. Verde Antique is a hard serpentine.

of stones that all form in a similar way, but can have slightly different minerals in them.

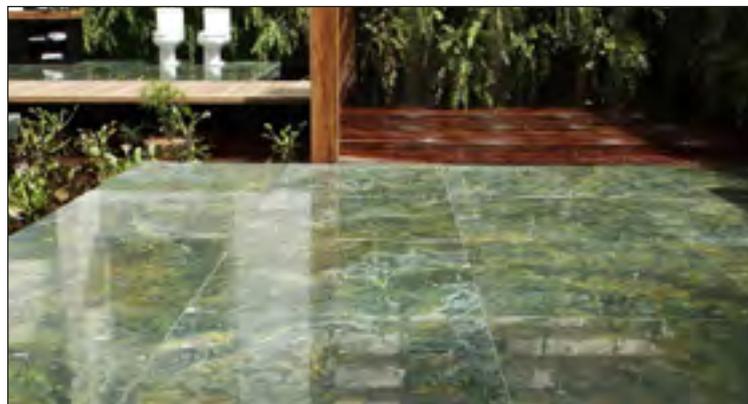
If you were to do a little Googling about serpentine, you'd discover phrases like, "Serpentinites form as a result of serpentinization." Helpful, eh?

Thankfully, we can clarify that explanation. Serpentine (geologically known as serpentinite, but we'll keep things simple here) is a metamorphic rock, which means it was first some other kind of rock and then experienced a change in conditions. The precursor to serpentine is an iron-rich magma that forms way underneath the ocean floor. In fact, this magma's source is so deep that it comes from Earth's mantle, many



miles down in Earth's interior. This deep, dense magma gives rise to the bright green mineral olivine, which is also known as peridot, August's birthstone.

When this iron-rich, green stone mingles with hot seawater, new types of minerals are formed. This process is common, but it happens so deeply within the Earth's crust that it's rare to see it up here on the surface. But thanks to plate tectonics, deep rocks sometimes get shoved upwards, making geologists giddy for a glimpse of what's happening far below our boots.



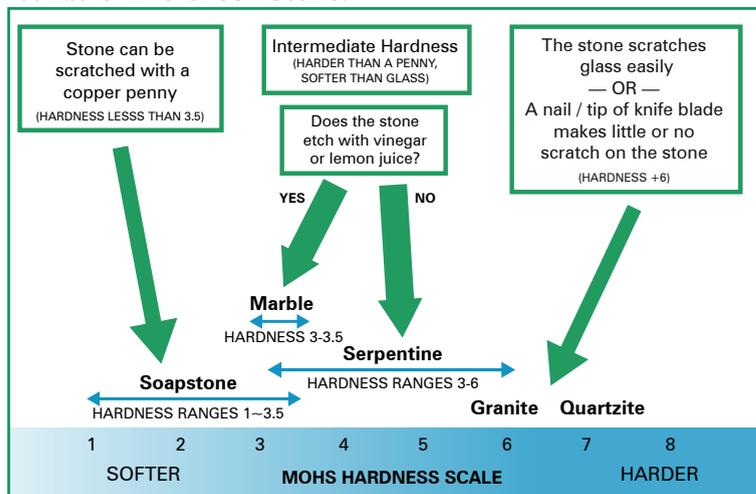
Large format flooring tiles: Is it marble or serpentine?

Because it's made of a range of minerals, serpentine also has a range of hardness, between three and six on the Mohs scale. That means it's harder than marble but softer than granite. It's a good idea to do a scratch test to investigate the hardness of the stone. This is best done with the tip of a sturdy pocketknife, an awl, or a steel nail. Make scratches in different parts of the slab to check the hardness of different colored areas, since those are made of different minerals.

Even though serpentine and marble have similar hardness, it's easy to tell them apart. Marble will always become etched from contact with acids. So put a dribble of vinegar on the stone, let it sit for a few minutes, wipe off the vinegar, and inspect the stone for a change in coloration or a change in luster. If the stone is affected by acid, it's marble. If not, it's serpentine.

Mohs hardness scale, and some simple tests to help identify your green stone

What is This Green Stone?



Green soapstone is one of the softer types of green stone.

Photo Courtesy MSI

If the stone has white veins, it's a good idea to do another acid test to see if the white parts of the stone etch when exposed to acid. Sometimes serpentine has white veins of calcite, but otherwise it should not be bothered by household acids.

Serpentine tiles can have a tendency to absorb water when "wet set" with water-based mortar, which causes warping of the

with minor amounts of chlorite that tint the white stone light green. Dark green stones that are called marble are more likely serpentine. Either way, the acid test should tell you the difference.

Soapstone

The world of natural stone could be divided into two categories: Those who cannot live without soapstone, and everyone else. Soapstone has a unique set of properties that set it apart from other stones and garner a devoted following. Acids, alkalines, heat, or cold don't faze soapstone, as it shrugs off liquids, stains, and temperature extremes.

Alas, soapstone's Achilles heel is that it's relatively soft. Daily wear and tear on a kitchen countertop will take a visible toll on soapstone. That said, scratches can be sanded out or made less visible with a coating of oil. Another option is to simply use soapstone in easier-wearing situations, like a buffet, bar, or bathroom. Soapstone's ability to absorb and re-radiate heat makes it an unrivaled material for wood stoves, fireplaces, or mantels.

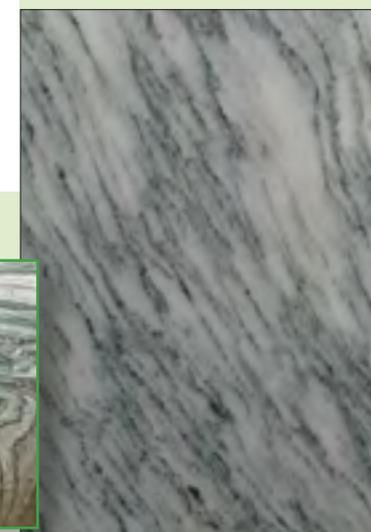
Soapstone can be deep green, grey, or black. It's usually dissected by white veins in easygoing patterns. Not only is the stone itself soft, the whole aesthetic is too, with subtle color variations and a muted luster. This stone is equally suited for a Vermont farmhouse or a contemporary loft, lending timeless appeal to any style.

Talc is the primary ingredient in soapstone, but it's not the only ingredient, and that's why the hardness of soapstone varies. Talc is the softest of all minerals.

Please turn to page 36

Appalachian Green Danby marble

Photo Courtesy Vermont Quarries Corp.



Beautiful, striped Cipollino marble from Greece



Now YOU can solve a \$200 problem...

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"We use them when the dishwasher is not on site. Works great, no return trips."

Jeremy Williamson, SFA
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The E-Z Dishwasher Bracket attaches to the cabinet with wood screws, as well as to the countertop with impact absorbing adhesive caulk or silicone. It is made to accommodate virtually any dishwasher on the market and may be installed prior to or after countertop installation.

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10578	E-Z Compact Bracket with Mounting Screws, 18"	\$3.98
10763	E-Z Dishwasher Bracket with Mounting Screws, 24" Ship Saver 100 Pack	\$369.00
10764	E-Z Compact Bracket with Mounting Screws, 18" Ship Saver 100 Pack	\$369.00

More than ONE MILLION sold!

Michael Peay, a veteran home builder with 30 years of experience that includes hundreds of kitchen installs, was continually confronted with a nagging problem—mounting the dishwasher. Out of frustration, Michael Peay invented and patented the solution.

Installation Problem

Why is installing the dishwasher always on the punch list? There are many reasons; after all, who is responsible for this task? Is it the granite guy, the plumber, the appliance delivery man, or the general contractor? If the granite installer is responsible and the dishwasher is on site, there is no problem, but many times this is not the case. So in order to preserve your good name and reputation it means an expensive return trip to install the dishwasher.

Installation Solution

Can \$3.98 solve this costly return trip? The answer is YES! It is estimated that it could cost nearly \$200 in time, labor and fuel to pull someone off another job for this one chore. There is no need for the dishwasher to be on site and you can install before or after the countertop is installed. And it is designed to fit all standard dishwashers and install them correctly.

Easy To Use

The E-Z Dishwasher Bracket can be installed in 2 minutes and is a permanent solution. If the dishwasher is not installed or not on site, simply fasten the E-Z Dishwasher Bracket to the cabinet with the hardware supplied, apply silicone to dampen the sound, and install the granite. As simple as that, your job is done, with regard to the dishwasher.

If the dishwasher and countertop are already in place, simply bend the tabs to fit in between the cabinets, apply silicone, put in place and fasten with the hardware supplied.

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This solution seems so simple, the only question you'll ask is, "Why didn't I think of this, before?" This product really works, and we'll prove it to you. We guarantee that you'll agree this is a **real \$3.98 solution**. Call Braxton-Bragg and never have to make that expensive return trip again. Our knowledgeable sales staff wants to let you know "you have a friend in Tennessee," and we listen to you. Count on Braxton-Bragg for all your installation needs.

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Green Stones

Continued from page 34

It's a member of the mica family, and it's made of small flakes that are weakly bonded together. Thus, the mineral feels soapy because the tiny flakes slip and slide against each other when rubbed.

The greater the talc content, the softer the stone. Talc makes up 80 percent of soapstones used for carving, but the soapstone that's used for countertops, fireplaces, tiles, and sinks contains only 30 to 50 percent talc. Soapstone owes its green color to the mineral chlorite, a deep green member of the mica family. Magnesite, amphibole, and other minerals round out the ingredient list. The hardest soapstones top out around 3 - 4 on Mohs hardness scale, which is similar to the hardness of marble. If it's harder than that, it's likely serpentine.

There's good reason serpentine and soapstone are sometimes confused with each other. Not only do they look alike, they are closely related. Like serpentine, soapstone starts out as iron-rich magma deep underneath the ocean crust. Chemical reactions with hot seawater turn the stone to serpentine. If the stone undergoes further reactions with CO₂-rich fluids, it changes to soapstone. These processes vary across small distances, and the chemistry behind it is a little crazy, so one can find a jumble of different rock types within a small area.

Green soapstones include Santa Rita and Majestic Green. Many distributors simply call it "green soapstone" rather than a specific name. Even if you don't choose soapstone for your next project, be sure to stop and pet it next time you visit the slab yard. Its soft touch is irresistible!

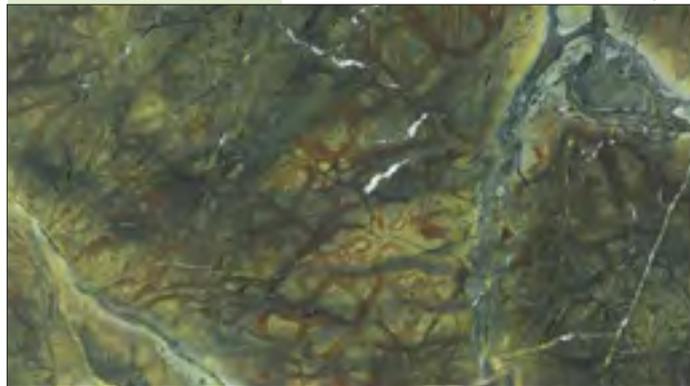
Green Granite

If you pine for a green stone, but don't want uncertainties in terms of hardness or durability, then green granite is your answer. While commercial granite is typically grey, ivory, brown, or black, it can sometimes be green too. There's no single geologic explanation for green granites; they all have a different story behind their color.

Some green granites owe their coloration to less-common

Victoria Regia Granite

Photo Courtesy MSI



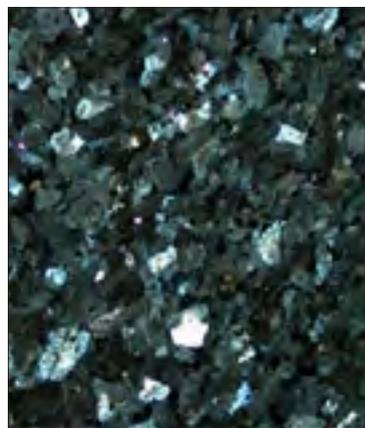
minerals, like Costa Esmeralda. Costa Esmeralda is a vibrant combination of apple-green epidote, along with the usual quartz and feldspar.

In other cases, green granite is caused by an uncommon color of a common mineral. Feldspars are the primary ingredients in granite and occasionally they can be green. For example, Peacock Green features a green feldspar called microcline, which is also known as the gemstone Amazonite.

Emerald Pearl (also called Labrador Emerald) is another granite that contains green feldspar. This stone is deep, dark green – almost black – with shimmering undertones that lend depth to a polished surface.

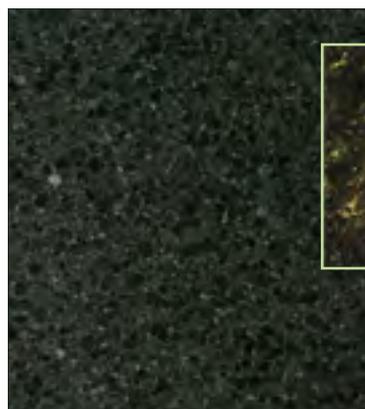
Labradorite (also called Green Eyes) is shiny, bright green thanks to an iridescent variation of feldspar called labradorite.

Victoria Regia and Verde Tortuga are spectacular examples of ocean-floor lava flows. These



Emerald Pearl
Granite from
Norway

Labrador Verde or Emerald



Verde Butterfly
Granite

Photo Courtesy MSI

stones are made of basalt, which turned slightly green through serpentinization (Heh, I got to sneak in that term, after all!). The hallmark of these stones is the circular or hexagonal pattern that takes shape as the lava cools.

Other green granites include Verde Butterfly, Ubatuba, Typhoon Green, Lapland Green, and Green Galaxy.

Is this still not enough green for you? You can also find green in quartzite (Sea Pearl), sandstone (Wild Sea), or slate (Unfading Green).

It might take a little extra sleuthing to find just the right green stone for your tastes, but the journey is worthwhile. If you're keen for green, then no other color will do.

Karin Kirk is a geologist and science educator with over 20 years of experience. She has taught college level geology, online courses and organized field trips. She currently works as a freelance science writer and education consultant. She brings with her a different perspective to the stone industry. Karin was an education program presenter at TISE 2018 and a regular contributor to usenaturalstone.com and the Slippery Rock Gazette.

Spoofing Losses Can Be Covered by Captive Insurance

Randy Sadler

Principal, CIC Services LLC



The website www.BusinessInsurance.com recently reported that Traveler's Insurance was not required to pay for losses due to spoofing (a form of cyber-attack). According to a lower court and a federal appeals court, Traveler's computer fraud policy had an exclusion that saved the insurer from paying over \$700,000 for a cyber loss by a Seattle based seafood company. It is believed the hacker responsible for the loss originated out of China. (An email address spoofing a Chinese seafood supplier requested a bank account change; they simply substituted a "1" for the letter "i," in the email address and siphoned off over \$700,000.)

As we regularly contend in *Captivating Thinking*, the issue here is not whether or not the courts were correct in denying the insured's cyber claim. Instead, the issue is why commercial insurance is often a poor choice for cyber risk, and a captive insurance approach can provide a far more robust solution. Commercial cyber/computer fraud policies are typically layered with exclusions, rendering them worthless in many cases. (See our article from the Risk Management Society Conference 2017 – <http://captivatingthinking.com/california-universities-captive-insurance-program-steeped-in-innovation/>)

The Danger of Spoofing

What is spoofing? In writing about the cyber loss, www.BusinessInsurance.com described spoofing:

...(The Insured's) computer system was hacked in the summer of 2013, according to court papers. The hacker apparently monitored email exchanges between an (insured's) employee and a (vendor's) employee before beginning to intercept the email exchanges and sending fraudulent emails using spoofed email domains that appeared similar to the employees' actual email, for instance by substituting the number 1 for the lower-case i.

The hacker directed the (insured's) employee in these emails to change the bank account information for (the vendor) for future

wire transfers, and the (insured's) employee complied, resulting in the company being defrauded of \$713,890.

Cyber risk is rapidly evolving, and businesses must be vigilant about protecting their systems, data and employees. This emerging threat also requires meaningful employee training. Consider the list of emerging and evolving threats below:

- **Hacking**
- **Spamming**
- **Phishing**
- **Data theft**
- **Data loss**
- **Malware**
- **Ransomware**
- **Spyware**
- **Spoofing**
- **And the list goes on...**

Is this a good time to have insurance that is riddled with policy exclusions?

In addition to vigilance and employee training, small and mid-market businesses need cyber insurance that really works for them and is there when they need it. The customizable nature of captive insurance and ability to reduce or severely limit exclusions makes it a superior approach for many companies.

The primary reason for forming a captive is ALWAYS risk management.

All risk management is financial. A financially strong captive is a more powerful risk management tool.

Please call or e-mail the author to discuss any questions you may have about building your liquid reserves and captive insurance companies: 1-865-599-6104 or e-mail randy@cicservicesllc.com.

Critters in the News

Election Fowl

A voter in a tiny northeast Wisconsin town wants to bring ducks to the polling station along with a sign that reads: "If you don't vote, you can't squawk."

Winneconne town clerk Yvonne Zobel says the voter asked town officials whether she could bring three caged ducks and the sign to the town hall during the November election.

Zobel ducked giving an answer initially, and instead checked with the state Elections Commission. It advised her to keep the ducks at least 100 feet away from the polling booths so they wouldn't be disruptive.

Zobel says she's going to tell the voter everyone likes the idea, but maybe it makes more sense to have the ducks someplace else "where it would prompt somebody to go out and vote."

Zombie Raccoons?

Police are investigating reports of "zombie-like" raccoons in north-east Ohio.

WKBN-TV reports Youngstown police have received more than a dozen calls in the past three weeks about raccoons acting strangely in the daytime.

Photographer Robert Coggeshall says he was playing with his dogs outside his home when one such raccoon approached them. Coggeshall says the animal would stand on its hind legs, show its teeth and fall over backward.

The raccoon Coggeshall saw and 14 others police responded to were euthanized.

The state Department of Natural Resources says the animals were likely suffering from distemper, not rabies. The viral disease causes coughing, tremors and seizures and leads raccoons to lose their fear of humans.

Authorities are asking residents to report raccoons behaving unusually to their local police station.

"That is one of the functions of art: to present what the narrow and desperately practical perspectives of real life exclude."

— C.S. Lewis



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Stones Gotta Breathe

Unlike surface sealers, Stone Shield™ is a deep penetrating sealer that leaves the stone to breathe. Small molecules allow for deep penetration and long-lasting protection of the stone without leaving a surface film that quickly wears off.

We Test So You Don't Have To

The manufacturer of Stone Shield™ Penetrating Sealers constantly tests for real life hazards. We know that you don't have time to test and verify all the materials you use. That's why we

offer the Braxton-Bragg unconditional guarantee on the Stone Shield™ Penetrating Sealer.

Honed, Leather, and Brushed Surfaces

These surfaces need even more protection. That's why we offer Stone Shield™ Penetrating Sealer in two versions. One is for traditional **Polished Surfaces** and one for **Porous Surfaces** that need extra protection.

-  **Won't change color of stone**
-  **Odorless**
-  **FDA compliant solvent**
-  **Interior and exterior use**

For Porous Surfaces

Item #	Description	Our Low Price
4453	Stone Shield™ Penetrating Sealer, Quart	\$39.95
4452	Stone Shield™ Penetrating Sealer, Gallon	\$118.72

Coverage: 200-1,500 Sq. Feet/Gallon



For Polished Surfaces

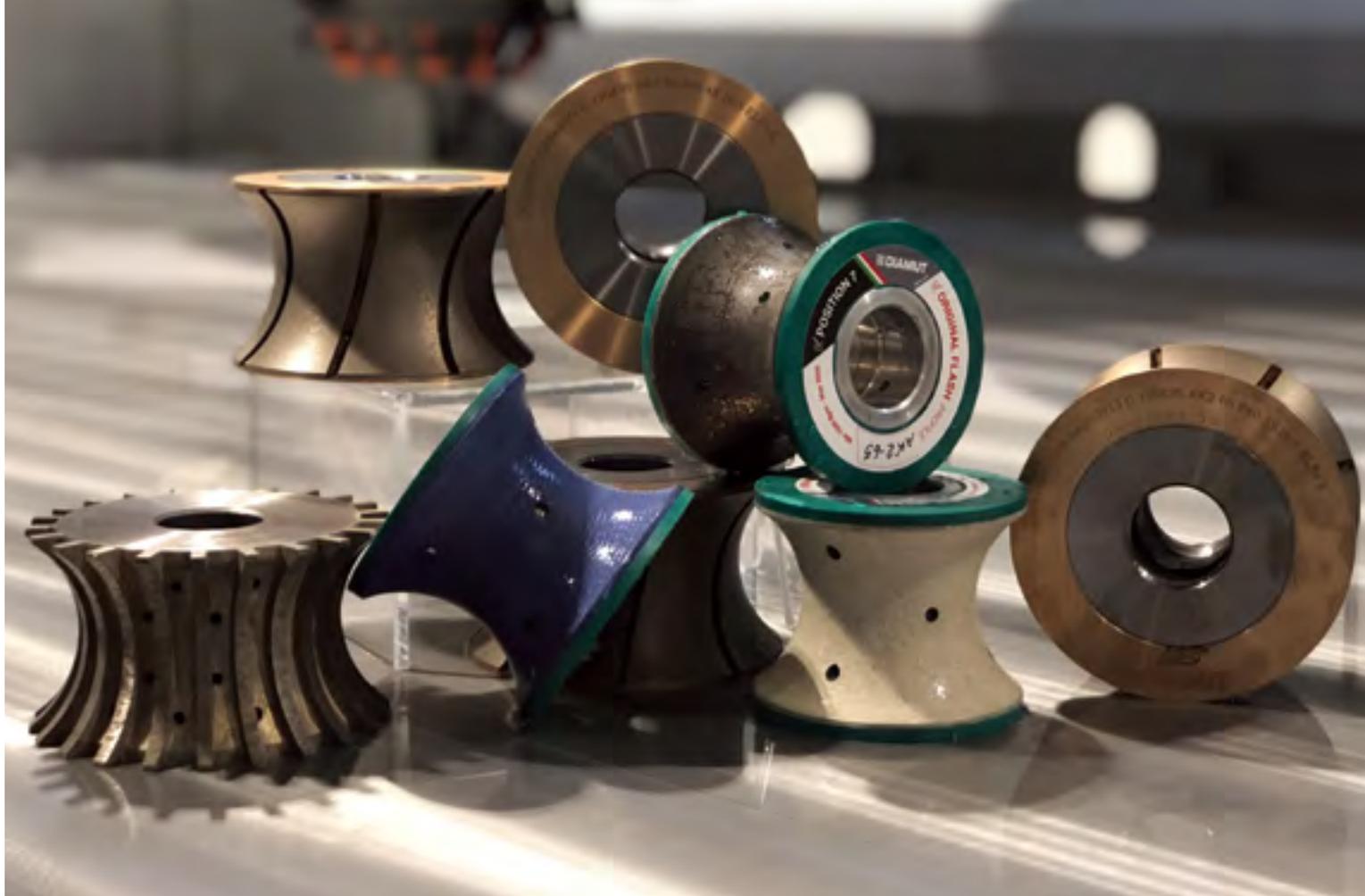
Item #	Description	Our Low Price
4450	Stone Shield™ Penetrating Sealer, Quart	\$23.07
4451	Stone Shield™ Penetrating Sealer, Gallon	\$59.65

Coverage: 1,000-1,500 Sq. Feet/Gallon



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Continued from page 32

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“The best things are nearest: breath in your nostrils, light in your eyes, flowers at your feet, duties at your hand, the path of God just before you. Then do not grasp at the stars, but do life’s plain common work as it comes certain that daily duties and daily bread are the sweetest things of life.”

— Robert Louis Stevenson

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