



Happy
Holidays

2013 Elected Directors
Committee Reports
Trowel of Excellence™
Convention Photos

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Message From the President

2012 TCAA President



Jennifer Panning

What an exciting and busy time of year!

We are all busy spending time with our friends and families, Christmas shopping, attending Holiday Parties and trying to find some down time to enjoy our many blessings.

At TCAA, we are busy working on convention planning, Advanced Skills certification training and committee meetings.

In September at the TCAA convention in Charleston SC, we formed four committees to oversee the Advanced Skills certification testing that will measure the knowledge and technical expertise of individual installers. TCAA and NTCA contractors are working together with industry manufacturers to ensure that the Advanced Skills certification testing is complete and worthy of our organizations' elite contractors. The committees have been challenged to develop and implement both written and hands-on tests in the following categories:

Shower Installations	(Michigan)
Large Format Tile	(Chicago, IL)
Membranes	(East coast location TBD)
Mud Work	(Seal Beach, CA)

Three of our four committees have already met and developed drafts for testing. Watch TCAA weekly for updated information. If you want to get involved in any of these committees or see a draft of testing language send us an email.

As you can see it is a busy time indeed. So, don't forget to take some time to remember the reason for the season.

Count on TCAA to help make 2013 a prosperous bountiful year!

Trowel of Excellence

Submitted by
John Trendell

With the great success our Trowel of Excellence program is having in regards to national recognition by Master Spec, McDonalds and the TCNA Handbook, you might think we at TCAA would just sit back a little bit and enjoy the accolades. Not by a long shot!

With our partners in the industry, four Advance Skill certifications are now being developed. The committees working on curriculums are from every facet of the ceramic tile industry. They include trade associations, manufacturers, labor, contractors and standards committees.

The industry knew that while recognition of contractor company certifications was an important first step, the certification of skills of the men and women who actually perform the installations was just as important.

The first four skill sets to be addressed are Showers, Large Format and Substrate, Membranes, and Mudwork. TCAA is well represented with Jennifer Panning of Artisan Tile and Philip Maiuri of Shores Tile working with the Shower committee. Brian Castro of DTI of Illinois and Brad Trostrud of Trostrud Mosaic & Tile are working with Large Format. Jerry Leva, Sr. of Eugene G. Sackett is on the Membrane committee. Tommy Conner and Gary Rodebush of Superior Tile & Stone are with the Mudwork people.

The timeline for completing work on these testing programs is very aggressive. The initial public announcement will be at Surfaces in Las Vegas at the end of January. The completed programs will be in actual use at Coverings in late April.

We at TCAA are very excited and certainly want to thank the efforts by member contractors who are volunteering their time and expertise to make our great industry even better.

Project of the Year Award

On September 16, TCAA presented the Project of the Year Award during TCAA's 104th annual convention in Charleston, South Carolina to **Trostrud Mosaic & Tile Co., Inc.** for its Park Hyatt Hotel Remodel project.



Jennifer Panning, TCAA President, presenting the First Place Project of the Year award to Brad Trostrud.

Labor Committee Report

John Trendell
Labor Committee Chair

The changes in our industry are simply phenomenal, both in their speed and their scope. Ceramic tiles are becoming bigger and bigger with a much greater variety of uses. TCAA, the International Masonry Institute (IMI) and regional ceramic tile associations have been working together to bring valuable and up to date information to our contractor members, craftworkers, architects and end users. This fall IMI held seminars in Chicago and Cleveland to address several new tile products and their installation.

In Chicago, over 100 architects, contractors, and suppliers attended a seminar on Ventilated Façade Systems. The program was sponsored by IMI and the Ceramic Tile Contractors Association of Chicago (CTCAC). The case study was a project installed by our own Brian Castro of DTI of Illinois. Also recognized were the local Chicago contractors who have been awarded the Trowel of Excellence certification: Brian Castro of DTI of Illinois; Brad Trostrud of Trostrud Mosaic & Tile; Nancy Bourbon of Bourbon Tile & Marble; Dan Kotel of G.M. Sloan Mosaic & Tile; and Grace Gehhardt of Venice Terrazzo & Tile.

In Cleveland, Tom Nagy of IMI, with the help of Virginia Tile Company and TCAA member contractors Commercial Tile & Stone, and Corcoran Tile & Marble, hosted a seminar on the installation of large format tiles. TEC building products and a panel of contractors and craftworkers explained some of the special skills required to install the ever increasing large format tiles to an audience of over 40 architects, designers and contractors. With the popularity of large format tiles, it is imperative that our members stay at the forefront in knowledge of the materials and installations. With the help of IMI, we are certainly accomplishing this.

Probably the most exciting news to come from our joint efforts with IMI and the IUBAC is the inclusion of qualified contractor language in the McDonalds national ceramic tile specification. Submission of proof of the TCAA Trowel of Excellence certification is now a part of their requirements. Scott Conwell of IMI, Mike Petritis of Local 21, and John Trendell of TCAA met with the lead architect at McDonalds to provide their expertise with material and constructability issues. The Chicago IUBAC training center is building a large mockup of the several different types of tiles used by McDonalds so that they can judge the work of others being done on their restaurant projects against the quality work of our craftworkers.

It is certainly an exciting time to be in the ceramic tile business!

TCAA 2013 Executive Committee and Board of Directors

President and Chairman of the Board
Jennifer Panning (*Artisan Tile, Inc.*)

President Elect and Vice-Chairman of the Board
Patrick Barrett (*Port Morris Tile & Marble Corp.*)

Treasurer
Brian Castro (*DTI of Illinois, Inc.*)

Immediate Past President
John Trendell (*Trendell Consulting LLC*)

Directors

Tommy Conner (*Superior Tile & Stone*)
Lucinda Noel (*Commercial Tile & Stone, Inc.*)
Ron Schwartz (*Selectile of California, Inc.*)
Brad Trostrud (*Trostrud Mosaic & Tile Co.*)

Jerry Leva, Sr. (*E.G. Sackett Co.*) was elected to a five-year term as Trustee. He fills the seat formerly held by Emily Williams.



Front: Jennifer Panning, TCAA President and John Trendell, Past President. Back row: Directors Ron Schwartz, Brian Castro, Lucinda Noel, Brad Trostrud, Pat Barrett and Tommy Conner.

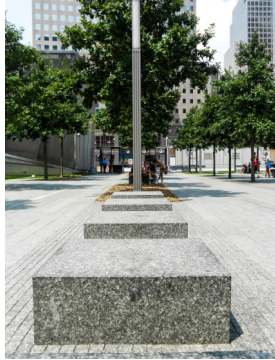
9300 Contractor is published electronically four times a year by the Tile Contractors' Association of America, Inc. To submit an article or story idea, contact us by phone, fax or e-mail. TCAA is a membership-based organization serving the needs of the ceramic tile industry since 1903. Annual membership dues for active contractors and suppliers are \$950 and \$25 for retired members.

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Port Morris wins MIA's 2012 Pinnacle Award of Excellence

Job Name: National September 11 Memorial
Location: World Trade Center, New York, NY
Company: Port Morris Tile & Marble

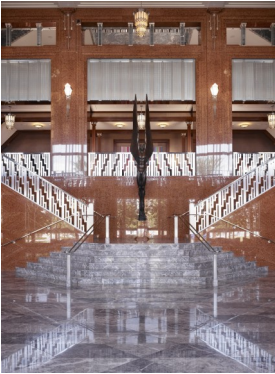
The building of the National September 11 Memorial was a very special project to be awarded and Port Morris is extremely proud to have been able to be a part of it, especially since we had worked on the original Twin Towers. Port Morris installed both of the 200ft by 200ft North and South fountains, which have honed Jet Mist Granite, from A Lacroix Granit in Canada, installed on the interior walls. These weigh approximately 300lbs each and there were 3,500 pieces (63,000sf) of this granite used.



The flamed granite pavers and cobblestones, installed over the entire concourse, were also part of this project. We installed 115,000sf of cut-to-size Verde Fontaine granite pavers and 65,000sf of Verde Fontaine cobblestones throughout the Plaza. All 180,000sf is now installed along with over 100 benches and steps in the same material.

There were major milestones that needed to be hit in order to stay on track for the Memorial opening date on the 10th anniversary of the attacks, 9/11/2011. Completing the walls in time was crucial to ensure all water tests, bronze plating and other items were also completed in time. Both fountains with running water were completed by the 10th anniversary, along with at least 90,000sf of pavers and cobblestones on the plaza.

Superior Tile and Stone wins MIA's 2012 Pinnacle Award of Merit for the Smith Center for the Performing Arts



In search of a timeless and elegant design befitting a world class performing arts center, Myron Martin, President and CEO of the Smith Center, solicited design concepts from several renowned architects, and ultimately selected David M. Schwarz Architects. Mr. Martin and the Smith Center's Board of Directors were impressed with Schwarz' proposed Art Deco style incorporating 1930s motifs and echoing the design elements of the Hoover Dam.

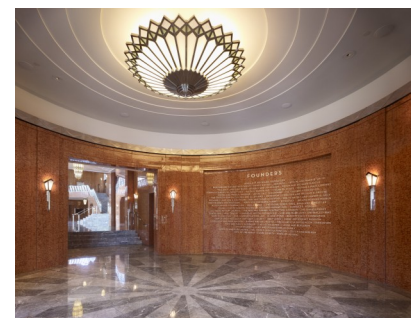
The final design, composed of a large concert hall and two smaller theaters, emphasizes stone: white Indiana Limestone for the façade, and extensive marble floors and walls incorporating sculpted jams, layered headers and cubic columns. The floors of the large concert hall and the theatre are composed of light and dark polished Fior Di Pesco in an alternating pattern. The walls are a mixture of polished Rosso Asiago and Rosa Verona – installed in both book matched and diamond matched patterns. A winged sculpture in the center lobby is modeled after the dam's famous Winged Figures of the Republic statues.

All of the marble on the project was imported from Italy by Intertile Natural Stone Surfaces located in San Leandro, California. Superior's engineering and fabrication teams in Las Vegas and Northern California, working closely with Intertile and its Italian stone producers, supplied all the marble to the project cut to size and ready to install.

The complexity of the project is self-evident. Superior produced over 1200 different shop tickets based on over 100 pages of shop drawings. Cut tickets for some areas were still in the drawing stage as containers of marble for other areas were arriving at the jobsite. In the end, the success of the project turned on the quality of Superior's engineering team, the accuracy of the fabrication and the skill of the masons, setters and finishers that installed the stone.

The Founders Wall was perhaps the most difficult aspect of coordination for the entire project. The wall is composed of sixteen large diamond matched panels, eight of which are incorporated into the concave rotunda entry walls of the large concert hall. Custom fonts were developed for engraving over two thousand characters, and many of the founders' names span more than one marble panel. As one might expect, the final engraved panels arrived on the eve of the Smith Center's opening.

The Smith Center for the Performing Arts opened to rave reviews on March 10, 2012. Every piece of carved stone was in place.





Annual Architectural Presentation Addresses New Developments in the Tile Industry

This fall the International Masonry Institute (IMI) co-hosted the 14th Annual Architectural Tile Educational Seminar with the Ceramic Tile Contractors Association of Chicago (CTCAC). The topic of the presentation was Ventilated Tile Facades, presented by Jerry Joyce of Marazzi USA. Nearly 150 local architects, designers, contractors, and industry representatives attended this dinner program.

The presenter addressed ventilated tile facades and the myriad benefits provided by this new system. Following the general presentation, he then recognized the recently completed ventilated tile project, First Bank and Trust in Skokie, Illinois, constructed by TCAA Trowel of Excellence contractor DTI of Illinois, and designed by Behles & Behles Architects. Joe Behles of Behles & Behles and Brian Castro of DTI were in attendance, and they led a fantastic, candid discussion of the design and construction efficiencies realized with the ventilated tile system on this project. The architects were fascinated, and asked many questions.

In addition to the architectural seminar, this event featured tabletops by material suppliers, a short IMI presentation on the new recommended quality language for specifications, a short summary of the industry's direction on advanced skills certifications, as well as a presentation to the Trowel of Excellence contractors of CTCAC. By taking part of this industry event, the architects undoubtedly came away with a heightened awareness of our industry's focus on quality tile installations.



Brad Trostrud, Trostrud Mosaic & Tile, CTCAC Board member and TCAA Tile Council of North America Handbook representative.



John Trendell (left), past president of Tile Contractors Association of America, with Chicago-area Trowel of Excellence certified tile contractors Dan Kotel, G.M. Sloan Mosaic & Tile Co.; Brad Trostrud, Trostrud Mosaic & Tile Co.; Nancy Bourbon, Bourbon Tile & Marble, Inc.; and Brian Castro, DTI of Illinois, Inc. Not pictured: Grace Gebhardt, Venice Terrazzo & Tile Co.



Jerry Joyce of Marazzi USA discusses ventilated tile facades with Chicago architects.

Industry News

Got Glass?

Installing Glass Tile Requires Special Methods and Products

Glass tile has become a desirable option for designers and homeowners who are looking for a clean, vibrant look. Today, the industry is seeing more and more glass tile installed in areas where ceramic tile was the norm. In fact, the Tile Council of North America (TCNA), with the assistance of the manufacturers of glass tile, has developed a new standard specifically for glass tile, ANSI A137.2.

For years, glass tile was used for accent and trim pieces with ceramic tile filling the field. There was not much thought given to the installation materials, and these were generally the same as those used to install the ceramic tile. Design trends continue to push the envelope with glass tile. Moving beyond the traditional accent pieces, glass tile is now being used as field tile with sizes 12" x 12" or larger. To install these larger glass tiles, the industry called for new bonding mortars and modified installation methods.

A NEW THIN-SET MORTAR, EXCLUSIVELY FOR GLASS TILE.

With the introduction of Glass Tile Premium Thin-Set Mortar, Custom Building Products has filled the need for a new bonding mortar that's ideal for use with glass tile. In most cases, the color of the thin-set mortar was not an issue when installing opaque ceramic tile. However, with clear and translucent glass, the mortar appears through the tile and if the color varies in the mortar, so does the shade of the glass tile. To eliminate variations across a glass tile installation, Custom Building Products developed Glass Tile Premium Thin-Set Mortar in bright white that is controlled to a consistent standard color. Now, even in large installations that require multiple batches of mortar, no variations will be seen through the face of the glass tile. In many cases, the mortar's bright white color actually enhances the color of the clear or translucent glass tile.



No variations will be seen through the face of the glass tile. In many cases, the mortar's bright white color actually enhances the color of the clear or translucent glass tile.

A typical ceramic tile installation involves spreading a thin-set mortar on the surface with a notched trowel, then pressing the ceramic tile into the mortar with a back-and-forth action. This sliding motion helps to collapse the ridges and to improve the contact between the tile and the thin-set mortar. The industry standard is to achieve contact to at least 80% of the back of the tile. Unfortunately, this can leave many voids in the mortar behind the tile. While this has not been a problem with opaque ceramic tile, it may be visible through clear or translucent glass tile. These air pockets or voids in the mortar are randomly distributed throughout the installation and can distract from the beauty of the glass.

To solve this problem, Custom's Glass Tile Premium Thin-Set Mortar is formulated for easy spreading. To avoid air spaces behind the tile, the proper installation is to trowel the thin-set mortar on the substrate with a notched trowel and then spread (back-butter) an even, thin film (1/16") onto the back of the clear or translucent glass tile.

The two mortared surfaces are pressed together with a back-and-forth motion to collapse the ridges. Since the back of the tile is already covered with thin-set mortar, any remaining voids in the trowel-applied mortar are hidden and do not show through the glass tile. CUSTOM's Glass Tile Premium Thin-Set Mortar has also been formulated to resist shrinkage. With standard thin-set mortar, the mortar can shrink and pull away from the tile, leaving unsightly voids behind the glass. CUSTOM's Glass Tile Premium Thin-Set Mortar will not shrink away from the tile.

THREE TYPES OF GLASS TILE; ONE THIN-SET MORTAR SOLUTION

The ANSI A137.2 standard identifies three different types of glass tile: cast glass tile, fused glass tile, and low-temperature-coated glass tile. It also defines large format glass tile as any tile with dimensions



greater than 3" x 3". TCNA recommends the use of a high-performing thin-set mortar meeting the requirements of ANSI A118.4 and with bond strength greater than 400 psi per section 5.2.4. Because of the smooth surface of the glass tile, it is important to use a premium, high-performance thin-set mortar with higher polymer content. The polymer enhances the bonding to the smooth glass. CUSTOM's Glass Tile Premium Thin-Set Mortar meets this requirement with high polymer content and a polymer compound that was selected for its higher bond strength to glass surfaces.

Be aware that there are also a large number of glass tile products available through small boutique glass tile manufacturers that do not meet the requirements of the ANSI A137.2 standard. It is important that each of these be assessed for suitability. Backings, either metallic or painted, are not compatible with cement-based thin-set mortars. The alkali in the cement can react with the backing in wet environments and loosen the mortar's bond to the glass tile. Any glass tile that does not conform to ANSI A137.2 should be tested with the thin-set mortar prior to installation.

(continued on page 7)

Got Glass?

(continued from page 6)

Also, some mosaic glass tiles are mounted on a mesh to simplify their installation. It is important that the adhesive used to hold the mesh on the back of the tiles resists water and will be compatible with the cement mortar used. Many times the mesh is not bonded well, which can result in loose tiles in the installation. If there is doubt about a glass tile, the Custom Building Products Technical Service department is available by phone to answer any questions (800-282-8786).

While installation failures with glass tile installations are uncommon, when they do happen they are usually related to exposure to sunlight or other forms of heat. The coefficient of thermo expansion and durability of glass tile is quite different than that of the cement based thin-set mortar and ceramic tile. The polymer in the flexible thin-set mortar will absorb some of this movement, but it is more critical with glass than with ceramic tile to incorporate soft movement joints in the glass tile assembly. This will allow the tile to expand as it is heated and prevent cracking of the glass from compression. The TCNA movement joint placement guidelines in EJ171 in the TCNA Handbook should be followed. Movement joints should be placed every eight feet with a caulk meeting the requirements of ASTM C920. Custom Building Products Commercial 100% Silicone Caulk meets this requirement.



When glass tiles are installed properly, they make a beautiful statement. With CUSTOM's new Glass Tile Premium Thin-Set Mortar and high performance grout selections, it is now easier than ever to achieve the perfect installation. To maintain the elegance of glass tile, the surface should be cleaned regularly with a neutral pH cleaner that will not dull the glass surface. Aqua Mix® brand cleaners offer a variety of choices that are safe for routine maintenance of glass tile.

*By Steve Taylor
Director of Architecture and Technical Marketing,
Custom Building Products*

Steve Taylor is Director of Architecture and Technical Marketing for Custom Building products and has more than 30 years of experience developing products for the construction industry. Steve is a member of the Tile Council of North America (TCNA), helping to determine proper tile installation methods and standards, including the simplification of tile installation processes which enables tile professionals to save time and money.



Happy Holidays!

**The TCAA Board of Directors and Staff
would like to wish everyone a
Happy Holiday and a
prosperous New Year!**

Trowel of Excellence™



Trowel of Excellence™ certification designates that a company consistently delivers outstanding skilled craftsmanship and superior management practices. Trowel of Excellence™ contractors employ only the best trained and most knowledgeable installation professionals and demonstrate their commitment to performing at the highest levels of industry standards, ethical business practices and financial responsibility on each and every job. That's why the Tile Council of North America and Arcom both recognize Trowel of Excellence™ certification in contractor qualifications language recently added to the TCNA Handbook and MasterSpec.

Trowel of Excellence™ Certified Contractors

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2012 Convention Highlights

