

# 9300 CONTRACTOR

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FEATURED INSIDE:

***Fast Food Makeovers***

***2014 Cesery Award***

***TCAA Scholarships***



SUMMER 2014



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# A Message from the President

A MESSAGE FROM THE PRESIDENT



## *Total Solutions Plus is a Vital Tool*

**Tile installations have become more complex.** With the different additives now being requested and the addition of so many types of membranes now being installed, the timeline of an installation has grown. Yet, the scheduling of our installations has shrunk. This is a problem for all of us in the industry.

It has become so important to explain to the General Contractors in the early stages what they don't want to hear. The process of the installation and the complexities of the timelines based on the various procedures and materials being used sometimes make for longer durations in the installation. Mortar beds need time to cure before being covered by a membrane and membranes have various cure times based on their properties. Waterproof membranes, for example, have different cure times before they can be water tested.

Making the GC aware of this beforehand will usually make for less stress and understanding once the installation begins. Understanding the timelines of the installation will also make for a better lasting installation.

We are in an industry that has changed so much in the last 10-15 years. I personally find attending the various conventions and being able to participate in the education programs to be so beneficial. As industry professionals, this is where we are able not only to learn from others, but to bounce ideas and practices off our peers that we can apply to our operations.

In just a couple of months, we all have the opportunity not only to better ourselves but our own business by attending Total Solutions Plus. Nowhere as

an industry is there a convention that I feel is geared more towards the tile contractor. This is not just a social event, it is a vital tool for learning both technical and business practices for us to use in our own companies.

This year at *Total Solutions Plus*, the Tile Contractors of Association of America will be presenting the Carl V. Cesery Award to John Mason. Although John and I have not always seen eye to eye, he has always been a friend. There are not many who have devoted so much time and passion toward this industry and bridging the gap between labor and management as John has done. I would sincerely like to thank John and his wife Penny for all their support. I look forward to seeing them and you at *Total Solutions Plus*.

Until next time,

**Ron Schwartz**  
**TCAA President**







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*Newly finished counter area*

## **Fast Food Makeovers: The Need for Speed**

The days of big-box fast-food joints with sterile plastic booths and bland, utilitarian interiors are gone. In their place, limited-service brands like McDonald's, Burger King and Wendy's are getting makeovers to create sleeker, more attractive and more welcoming restaurants that give customers even more reason to trade down from full-service dining experiences. Updated McDonald's stores, for example, feature plush armchairs, flat screen TVs, fireplaces, wi-fi and clean, modern lines throughout that give a more airy and comfortable feel. The iconic exteriors are being updated to replace ketchup red roofs and mustard yellow accents with more earthtones and grassy landscapes. And the towering "golden arches" are giving way to more sophisticated and understated versions of the familiar McDonald's arch.





*Counter area before*

According to restaurant industry experts, brands no longer can compete on cost, speed and quality alone. Aesthetics are just as important and the design elements seen in today's fast food restaurants play as much of a role in showcasing the food as the menu board. That's why brands ranging from the biggest quick-serve chains to upstart fast-casual stores are adding more sophisticated design and architectural touches.

John Trendell of Trendell Tile, LLC is an expert when it comes to the installation of tile in fast food stores. "Our company has been involved with fast food restaurants

for over 30 years," he said. "In fact, we've been at it so long that we've done multiple remodels of some stores and even installed tile in brand new stores built on the site of the original ones where we did the first installation three decades ago." And in recent years, he's seen many changes in the types of materials used and installation methods required. Where he once installed nothing but 6"x6" quarry tile on the floors and 4-1/4" ceramic tile on the walls of fast food stores, he now

installs large format tiles on floors and walls outside the kitchen area. And even those large format tiles have changed, sometimes more closely resembling the soft tones of hardwood than tile.

While the aesthetics and design elements of today's fast food stores are rapidly changing, the "need for speed" in completing the makeovers remains the same. This was the case in a recent installation project completed by Trendell Tile at a McDonald's restaurant in Waterville, Ohio. There, the company installed 4,500 sq.ft. of tile in a three week schedule that included demo and construction of new walls in the restroom areas and installation and finishing of tile in the restroom, dining and service areas – all while the



*Bathroom before*



*Bathroom during remodeling process*

*New exterior (right) and old exterior (below)*



kitchen and drive-through remained open. (Most McDonald's stores generate about 75% of their revenue from drive-through customers. This particular store posts 80% of its revenue from drive-through sales.)



An early challenge in meeting the three week schedule – and a first according to Trendell – came from the local health department inspector who required that one restroom be kept operational at all times for the McDonald's kitchen and drive-through staff rather than having employees use an outside portable toilet. This meant that all work in one restroom had to be finished before work could begin in the second restroom. Euowest Bright Color Glaze tile was used on the walls of the restroom, dining and service areas while Crossville large format tile (12"x24") was installed on the floors and wainscot.

*Euowest Bright Color Glaze Tile*

Trendell says there are two keys to successfully meeting such a tight schedule: One is flexibility in scheduling. To keep work disruptions to a minimum, Trendell brought in a team of seven installers on a Saturday to install the floors in the dining and service areas. "This actually helped improve our productivity because it gave us unfettered access to the entire area at one time without having to work around other trades," he said. Trendell's team grouted the tile early Monday morning so the floors were ready for traffic and returned the following Sunday night when drive-through traffic was slow to make minor patches connecting the new floors to the existing kitchen floor.



*Floors in progress*

The other key is using the right setting materials. Trendell's installation team used MAPEI LFT Rapid Set and Ultra color grouts which he calls "life-savers" in keeping the installation on schedule. "The quick setting properties of these products allowed us to have all the floors installed and ready for use in a single weekend without interfering with the Monday-Friday schedule of other trades working on the project," he said. Other products used on the installation included Mapelastic 315 for crack isolation at saw joints, MAPEI Ultralite for wall tile setting and Schluter cove and bullnose trim products.



*New interior (above) and old interior (left)*

Another factor in successfully completing such a time sensitive installation is having the right material suppliers. McDonald's buys two million sq.ft. of tile each year and because scheduling and downtime are so critical, McDonald's tends to work with just a handful of material suppliers who can be counted on to quickly respond to changes or problems. This proved to be true in the Waterville project when a last minute material change required immediate shipment of additional materials from Eurowest. The material supplier stepped up, getting the needed materials from Chicago to the jobsite in Ohio in just two days.

According to Trendell, time may be critical but at the end of the day, McDonald's wants the same thing that every customer wants – a quality installation. To ensure

that quality, McDonald's recently revised its national specifications and now requires that tile installation contractors working on their restaurant stores have *Trowel of Excellence™* or similar certification. Trendell's expertise in McDonald's restaurant installations prompted McDonald's to invite his participation in the review and revision of its national specifications.

Installation work on the Waterville McDonald's store began on June 2, was essentially finished by June 20, and the store reopened on June 28 with a new ambience that invites dine-in customers to get their food fast but linger a bit longer to enjoy it. ♦

**Project Location:** McDonald's, 7240 Dutch Rd., Waterville, OH

**Tile Installation Contractor:** Trendell Tile, LLC

**General Contractor:** Midwest Contracting, Inc.

**Tile Distributor:** Virginia Tile

**Material Manufacturers:** Crossville, Eurowest, MAPEI and Schluter Systems.

### ***About Trendell Tile***

*John Trendell has been in the tile and stone business since 1975. He opened his first contracting company in 1981 and has performed successful tile installations for a long list of restaurant chains that include McDonald's, Burger King, Wendy's, Tim Horton's, Buffalo Wild Wings, Panera Bread and Five Guys. Trendell Tile is a Trowel of Excellence certified installation company and employs skilled IUBAC craftworkers for its installation projects, several of whom have achieved ACT (Advanced Certifications for Tile Installers) certification in all installation areas. For more information on Trendell Tile, visit [www.trendelltile.com](http://www.trendelltile.com).*



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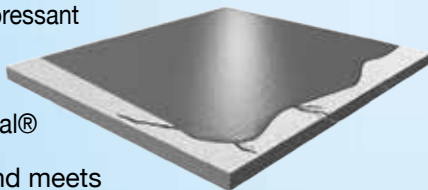
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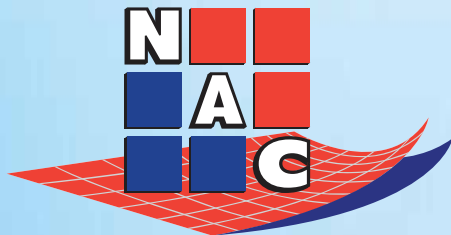
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# National Restaurant Chains Committed to Tile

By: Mike Granatowski, Mapei Technical Services Manager  
Cris Bierschank, Mapei Technical Services Department



**When it comes to interior finishes in national restaurant chain construction,** the second largest expense is ceramic tile and its installation (just behind the HVAC system and just ahead of kitchen equipment). With tile playing such an important role, restaurant chains look closely at industry changes that can affect the budget for new construction or remodeling.

A modern, stylish finished look plus ease of cleaning and durability under heavy pedestrian use have always been the main reasons for restaurants to prefer tile as the most suitable floor covering. While the increasing trend toward using large format tile is very appealing, it has changed the requirements for substrate preparation as well as the need for different installation systems.



## Solving the Problems

Chain owners have identified two distinct problems that contribute to cost increases for tile installations:

- Inconsistencies in the way installation products work when they are obtained from different sources
- Inconsistencies in labor due to unqualified workers and poor time management

One major national restaurant chain has reached out to contractors and their professional associations to develop a consistent labor program. They have looked at the International Masonry Institute's training programs and view the next step in this process as the move to certify individual installers.

The chain is specifying qualified contractors for their construction projects, particularly contractors who have achieved TCAA's *Trowel of Excellence*.™ They have also made the decision to incorporate wording from the Tile Council of North America's handbook regarding the employment of certified installers into their specifications.

In a search for consistency in installation materials' product performance, this major national restaurant chain has included the classifications set forth in the ISO 13007 Standards for Mortars and Grouts in their specifications.

## Matching the 'right product' to the 'right application' is key to a durable installation

- *Back-of-house (TCNA Environmental Classification: COM5)\** – Commercial grade epoxy grouts (ISO 13007: RG) are necessary to address the issues of enzymatic cleaners used in restaurant kitchens. These grouts should be non-shrinking, non-sagging and resistant to high temperatures (up to 212°F). In addition to the epoxy grout, it is a good design practice to specify an epoxy mortar (ISO 13007: R2/T) or high-performing cementitious mortar (ISO 13007: C2ES2P2/ANSI A118.15E), that creates a more chemically resistant system.
- *Front-of-house (TCNA Environmental Classification: COM2)\** – Front-of-house – When designing interior floor spaces with large format tile for a fresh new look, restaurant owners want to make sure the installations have consistent and full mortar coverage (to ensure flatness), and to optimize customer and employee safety. Therefore, they look to use the new generation of medium-bed mortars designed specifically to address this issue. MAPEI's *Ultraflex*™ *LFT*™ mortar (ISO 13007: C2TES1P1/ANSI A118.4/118.11) is one example of these

medium-bed mortars, soon to be re-categorized in the TCNA Handbook as “mortars for large and heavy tile”. Its smooth, creamy consistency makes it easy for installers to apply.



- *Front-of-house (TCNA Environmental Classification: COM2)\** – To attract loyal customers, national restaurant chains look to the tile installation to provide that clean, attractive look that makes people feel comfortable and keeps them coming back. To promote cleanliness, especially in their restrooms, restaurant owners are looking for easy-to-install and easy-to-maintain grouts that are color-fast, mildew-resistant and non-slumping in the tile grouts.
- *Exterior facades (TCNA Environmental Classification: COM6)\** – Exterior veneers that use tiles extend the clean, welcoming look to the outside of the restaurant. For this part of the tile installation, the project benefits from a fast-setting flexible mortar that can withstand freeze-thaw cycles in cold areas and the extreme heat of arid desert regions. Owners/architects are specifying waterproofing of the substrate with a liquid membrane to keep environmental moisture (rain, snow, ice, etc.) from attacking the substrate plus the use of a grout with High-Hydrated Cement Technology to minimize problems related to Portland-cement grout, such as color consistency and efflorescence.

*\*Note: Consult the current TCNA Handbook; ‘Environmental Classifications’ for a detailed explanation of the codes (COM 1-6) noted in this document.*

## **Teamwork is the best solution**

Architectural and technical support from tile suppliers, installation materials providers, contractors, professional associations and the owner’s architects, combined in a concerted effort at teamwork, is critical to building a comprehensive, all-inclusive specification covering the right finishing materials, the right setting materials and qualified labor, resulting in a project that can be warranted as well as cost-effective. ◆



## TCAA Announces 2014 Cesery Award Recipient

*John Mason*

**TCAA is pleased to announce that John Mason is this year's recipient of the prestigious Carl V. Cesery Award for outstanding service to the industry.** Mason will be recognized at the 2014 *Total Solutions Plus* conference in San Antonio during the Awards Luncheon on Monday, October 27.

Mason began his tile career in 1967 as a journeyman tilesetter and member of the International Union of Bricklayers and Allied Craftworkers. He was a longtime local union officer and served as Business Manager of BAC Local 32 in Detroit prior to joining the International Union's field staff where he served as National Craft Director for Tile/Marble/Terrazzo. In that role, Mason served on numerous labor and industry committees that included those for ANSI and the TCNA Handbook.

It was here that his drive to improve the industry and skill at bringing together people with often divergent interests helped lay the groundwork for eventual creation of the ACT (Advanced Certifications for Tile Installers) program. His desire to help create a unified voice for contractors on development of materials and installation methods specifications led him to begin hosting informal meetings with union and non-union contractors serving on the ANSI and Handbook committees. "When I first started out, there was a great deal of distrust between the union and non-union side," said Mason. "But there was also great need for the contractors to come together with one voice to advocate on behalf of those responsible for installing the materials developed by manufacturers on the committees," said Mason.

His solution was to invite all contractors serving on the two committees to join him the night before the committee meetings for light refreshments ("talking over food is always better") and informal conversation to discuss concerns involving labor, new materials, installation processes and more. At first, he encountered resistance from some contractors who wanted nothing to do with the union. "I would reassure them that I

had left my 'union' hat at home and was here strictly as an industry representative," he said. And by keeping the focus on concerns common to all tile contractors, he gradually earned the trust of even the most skeptical and saw that same trust – and friendship – build among the contractors. Out of trust came agreement and the impetus to create a unified industry program (ACT) to stem the rising tide of installation failures. When impetus turned into action, Mason was ready and worked tirelessly to secure support within the union and among its signatory contractors. He was equally tireless in his collaborations with manufacturers, organizations and contractors outside the union. His efforts bore fruit in the spring of 2013 when the first class of ACT certified installers successfully completed testing at Coverings.

Mason retired from IUBAC in August 2013 and says that retirement keeps him so busy he's not sure how he ever found the time to work. He and his wife Penny enjoy spending time with their grandchildren, riding with their motorcycle club and traveling. And after logging millions of frequent flier miles during his career, Mason said one of the best things about retirement is getting to travel without setting foot in an airport.

**TCAA congratulates John Mason, our 2014 Carl V. Cesery Award recipient.**



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# 2014 TCAA Scholarships

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**Since 2001**, the Tile Contractors' Association of America has had the honor of awarding two annual merit scholarships in the amount of \$2,000.00 to outstanding architectural students. TCAA is committed to rewarding high achieving students who will lead their industry, shape the language of design, and create new ways to give shape to their vision for public and private space as art for habitation. The TCAA 2014 Architectural Scholarship Recipients are:

## Jonathan Shaffer

**Jonathan will be attending University of Oregon studying for his Masters in this fall.** He graduated this past May from Clemson University with a Bachelor Degree in Architecture where he was ranked #1 in his class and maintained a 4.0 GPA.



Jonathan stated that while at Clemson University, he gained an understanding of how a building is put together and gained hands on experience in his design + build courses. He has opted to earn his Master's of Architect degree at the University of Oregon to allow him to study in a location more urban and less traditional than South Carolina. According to Jonathan, "There are many opportunities for me while earning my Master's of Architecture degree at the University of Oregon, including Energy Studies in Building Laboratory and professional practicum program that places students in firms throughout Portland. I believe that the education I will undertake will broaden my understanding and help expose me to the complexities surrounding building design and how it relates to the environment".



## Ryan Falk

**As Ryan enters his 5th year of his Master's of Architect degree, he is ranked in the top 10% of his class at the University of Kansas.** He is in the University Honors Program and has received the esteemed Summerfield Scholarship for 4 years.

Ryan was a member of the Dirt Works Studio, a design build program at KU. According to his professor, he proved to be a dedicated and instrumental member of the team. The project over the course of a semester,



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forged relationships with clients and vendors, created and maintained construction schedules and budgets, experimented with new materials and methods in full-scale mockups and ultimately designed and built a remarkable, award-winning rammed earth structure.

According to Ryan “The goal of my career is to redefine how architecture, from home to school to work, and the city are viewed in the eyes of the public. I want architecture to become places instead of objects and for people to understand their city and its buildings as an influence on their lives and identities.”



## **TCAA also offers a scholarship award to relatives of our TCAA Contractor members.**

This program is designed to recognize the academic achievements of our exceptional college, or college-bound, students with a monetary scholarship based solely on merit. One student is chosen each year to receive the \$2,000 scholarship.

### **2014 TCAA Family Scholarship Recipient Melanie Ramirez**

Melanie Ramirez is the daughter of Josephina Lee, a project manager for Miller Druck Specialty Contracting, Inc.

Melanie is ranked 10 in a class of 249 students and holds a 4.92 GPA. She is a member of the National Honor Society, Language Other Than English National Honor Society and has been on the Principal's List all four years. She was awarded the Saint John's University Women in Science Award for three of her four years in high school (2011-2013). This prestigious award requires students to maintain above a 95% average every trimester in biology, chemistry and physics.

According to her school counselor, “Helping others is part of Melanie's way of life, which is reflected in her membership in Pax Christ, our school's community service club, the Human Rights Club and the Service Homeroom Program. As a member of these programs, she has spent a significant amount of time planning and participating in events that help the surrounding community”. Melanie also served at a local soup kitchen on a weekly basis and has volunteered as a tutor for children.



## TCAA Labor Report

John Trendell, TCAA Labor Committee Chair

Trendell Consulting, LLC

# Membership Does Have Its Privileges

**The Tile Council of North America (TCNA) Handbook Committee held its biannual conference in Atlanta on June 26, 2014.** The big news for the contractor and installation community was the passage of quality assurance language that now includes a program description of the Advanced Certifications for Tile Installers (ACT). This language, added to already included language for TCAA's *Trowel of Excellence*<sup>™</sup> certification, IMI programming, and IUBAC apprenticeships, adds another dimension to helping the architects and designers identify the most qualified contractors and installers for their projects.

In just the last month our company has experienced direct positive results from the types of programming TCAA has helped put in place. An architectural firm in our area, that does many institutional projects, asked for a copy of the ACT and *Trowel of Excellence* language so that they can include it in their ceramic tile specifications. One of the largest hospital systems in the state of Ohio recently put out for bid a new mental health facility. It was specifically stated in the ceramic tile that a bidding contractor had to be *Trowel of Excellence* certified and that the foreman on the job would have to have completed IMI's foreman certification.

These are real examples of how being a member of TCAA provides great opportunities for success and proves to the industry that your company is committed to high quality training, education, and installation of ceramic tile. ♦



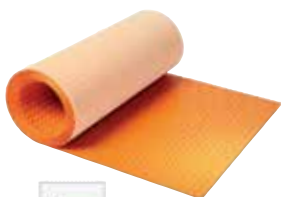
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## ***Trowel of Excellence™ Showcase***



**DE ANZA TILE CO., INC.**

**De Anza Tile Co., Inc.**

**Fremont, California**

**Richard Papapietro, Jr., President**

***Trowel of Excellence™ Certified 2011***



*Richard Papapietro, Jr and family*

**George Forencich entered the tile trade after WWII**, when he returned home to Mountain View, CA. After doing his apprenticeship, he started American Tile and was joined later by his brothers Phil and Frank. Frank would eventually take over the business side of American Tile as George enjoyed the art of setting tile. De Anza Tile founder, Rick Papapietro entered the tile business by helping his father in law George Forencich part time on his days off. After working part time for 6 months, he decided to join American and apprenticed under George and Frank for a 5 year period. American

Tile was known for their great craftsmanship and unsurpassed tile design layout abilities.

In 1981 Rick decided to venture out his own and started De Anza Tile as a small residential tile installation company. Frank was retiring at that time and George continued to work alongside with Rick for another 7 years before retiring. Rick along with his wife Cathy worked towards growing their business and started doing smaller commercial projects, opened a fabrication shop, and a retail tile showroom.

In 1998 Rick and Cathy's son Rich Papapietro, joined De Anza Tile, as a third generation tile contractor. As the business environment continued to change, the decision was made to change the business focus from residential to commercial projects in the Bay Area,





*Water garden and fountains at Intuit's Mountain View corporate headquarters*

resulting in exponential growth. Throughout the years Rick and Rich have sat on the jointly trusted JATC, LMCC, and health and welfare trust funds. For the last 13 years, Rich has been President of the TTMRCA, the northern California tile contractors association, and currently sits on all jointly trusted boards.

Today De Anza Tile is owned and operated by Rich Papapietro Jr., employing 80-100+ people within the Greater Bay Area. De Anza Tile is one of the Bay Area's oldest and most renowned tile and stone installation companies and has been involved in some of the Bay Area's most complex and memorable residential and commercial projects, working with intricate designs and rare materials, mosaics to large format stone, and exterior veneers to cut-to-size stone lobbies.

Thanks to decades of seamless workmanship, De Anza Tile has become known for its pristine work and unsurpassed integrity. They're proud to add to the beauty of Bay Area institutions such as; Apple, Brocade's corporate campus, Oracle, Google, Intuit's corporate campus, UCSF Mission Bay Hospital, renovating Stanford's basketball and football stadiums, 301 Mission, various hotels, and San Francisco International Airport Terminal 2, to name a few.

Their work has won local and international recognition, including; *Commercial Project of the year (Tile Contractors Association of America 2011)*, *Residential Project of the Year (Tile Contractors Association of America 2008)*, *Commercial Project of the*





*Year (Ceramic Tiles of Italy 2011), MIA Pinnacle award 2013, The Tile Contractors Association of America awarded De Anza Tile with the coveted Trowel of Excellence™ certification in 2011. As exciting as this recognition is, the crew at De Anza Tile is even more pleased by the fact that our installations consistently exceed contractors' expectations.*

**De Anza Tile** was contracted to work on a new water garden and fountains at Intuit's Mountain View corporate headquarters that would bring their employees together from multiple buildings. De Anza Tile project manager Ted Pierce and superintendent Joe Gallagher worked closely with general contractor SC Builders, architect AECOM, Clayton Peck, technical rep for Custom Building Products and Cold Springs Granite on the cut to size Mesabi Black to ensure precise dimensions to allow for the continuous stream to cascade from one water feature to another. Like many projects, the schedule was compressed and De Anza Tile had to work seven days a week to bring the project in on time over a six week period. With a veteran team of installers, the company brought the project in on time, waterproofing and installing over 6500 SF of stone sculptural benches, stepped faced water fall pieces, and various flat and radius pieces weighing over 81 tons of benches. The project won the *2013 MIA Pinnacle of Achievement Award of Excellence for a Commercial Exterior.* ♦



2014 Total Solutions Plus

# Partners in Progress



Mark your calendar and get ready for the best industry event of the year – and in one of the best locations in the country!

*Total Solutions Plus* is set to kick off later this fall and promises to be an event offering cutting edge education, outstanding networking and lots of fun – all in the beautiful and relaxed surrounds of the **Hyatt Regency Hill Country Resort & Spa** in **San Antonio, TX**. Convention dates are **October 25-28**.

**Information and Education.** Featured speakers include **Frank Miles**, “*Laugh at Fear*”. This off-the-wall, hilarious, refreshing, and absolutely unique presentation focuses on helping people address the issues of change, fear, stress, and achieving goals. **Scott McKain’s**: “*The Collapse of Distinction: How to Differentiate Yourself in a Crowded Marketplace*” reveals how to create more compelling connections between you and your customers and how to stand out and move up, regardless of the economic climate in your industry. Tile Council of North America Executive Director **Eric Astrachan** will provide an overview of the breadth of tiles available in the market today, especially in terms of thickness and strength. From thin to thick, there’s a tile for every application and a decoration for every surface.

You’ll also enjoy breakout sessions that will discuss the “Best Practices of Successful Tile Contractors”, “Design Build Obligations: You May Not Know It, but You Own It” and “Creating a Culture of High Employee Engagement”. Also plan to attend the intriguing session called “Specification Smackdown!” and IMI’s Contractor College for signatory contractors.

**Fun and Games.** From golf to **Cave Walking Tour** and **Canopy & Zip Line**, *Total Solutions Plus* offers plenty of play to go along with the work.

*Total Solutions Plus* is a partnership of four or the industry’s largest and most respected organizations: Ceramic Tile Distributors Association, National Tile Contractors Association, Tile Contractors’ Association of America and the Tile Council of North America.

Visit the *Total Solutions Plus* website at [www.ctdahome.org/tsp/2014/](http://www.ctdahome.org/tsp/2014/) for more information and to register and make your hotel reservations.

# It Pays to be a *Trowel of Excellence*™ Contractor



**Leading industry manufacturers** know that putting their materials in the hands of *Trowel of Excellence* certified contractors ensures the highest quality installation of those materials. To reward these elite contractors for the investments they make in the education and training necessary to become Trowel-certified, these manufacturers offer vouchers and rebates worth thousands of dollars in savings every year. It's one more reason to consider becoming a TCAA *Trowel of Excellence* certified contractor.

To learn more about the requirements for *Trowel of Excellence* certification and the vouchers and rebates available only to Trowel-certified contractors, visit [www.tcaainc.org/trowel-of-excellence.php](http://www.tcaainc.org/trowel-of-excellence.php) or call TCAA at **800-655-8453**.





## **Trowel of Excellence™** **Certified Contractors**

**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.

### **CALIFORNIA** **De Anza Tile Co., Inc**

Richard A. Papapietro, Jr.  
45755 Northport Loop West  
Fremont, CA 94538  
Ph: (650) 424-0356  
Website: [www.deanzatile.com](http://www.deanzatile.com)

### **Superior Tile & Stone**

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### **ILLINOIS**

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Ph: (847) 229-9694  
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#### **DTI of Illinois, Inc.**

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2511 Molitor Road  
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#### **GM Sloan Mosaic & Tile Co.**

Dan Kotel  
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Mundelein, IL 60060-3826  
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#### **Trostrud Mosaic & Tile Co., Inc.**

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## **OHIO**

### **Commercial Tile & Stone, Inc.**

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Strongsville, OH 44136-1412  
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### **Corcoran Tile & Marble, Inc.**

Doug Taylor  
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Brook Park, OH 44142  
Ph: (216) 898-9920  
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### **Trendell Consulting, LLC**

John Trendell  
6335 Brown Road  
Oregon, OH 43616  
Ph: (419) 351-2302



United States Patent No. 6,881,748 (and other patents) issued on 2/13/03. See SpectraLOCK PRO Grout Reference. See Data Sheet 7231-09 for complete warranty information.  
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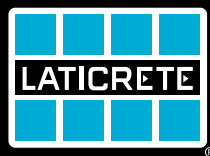


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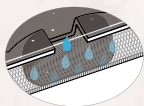
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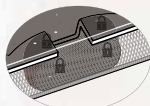


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