

GEOCERAMICA®

Porcelain + Paver

WARRANTY



GeoCeramica® is a patented luxury outdoor flooring system that combines the timeless beauty of high-quality porcelain tile with the strength and installation benefits of concrete pavers. Backed by almost a decade of research, testing, and over 90 million square feet installed, GeoCeramica® is the leading choice for a variety of design applications such as patios, pool decks, walkways, entryways, rooftops and public spaces.

LIMITED WARRANTY

Best Way Stone offers a **10-Year Limited Residential Warranty** and **5-Year Limited Commercial Warranty** on GeoCeramica®, covering failures in structural integrity or abnormal deterioration resulting from reasonable application of sodium chloride (common rock salt). This does not cover damage by external forces, such as snow removal equipment or other tools.

Warranty coverage applies to products that have been installed according to recognized industry practices outlined by CMHA (Concrete Masonry & Hardscape Association) as recommended by Best Way Stone. Additional installation resources are available at geoceramicabws.com/resources. Products must be used for their intended purpose and properly maintained.

All claims are subject to review, inspection and approval by Best Way Stone. Best Way Stone reserves the right to conduct a site visit or request an independent professional inspection to determine the cause of the product failure.

If a valid warranty claim is confirmed, Best Way Stone will provide replacement product at no cost for the defective materials. Warranty is limited to replacement of the defective product only. This does not include labour, transportation or any associated costs. Products not manufactured or supplied by Best Way Stone are not included. Proof of purchase is required.

Best Way Stone will make reasonable efforts to provide replacement product of the same type and colour. However exact colour matching cannot be guaranteed. If the original product has been discontinued a comparable product of the same series will be supplied.

EXCLUSIONS

This warranty does not apply to:

- Claims regarding colour, size, or texture after installation as installation deems acceptance of the product
- Differences between product colour and printed or digital representations
- Improper installation or construction practices
- Damage caused by sealers, chemicals or cleaning products
- Damage caused by pressure washers, compactors, snow removal equipment
- Deterioration caused by misuse of de-icers (including but not limited to sodium chloride)
- Negligence, misuse, or abuse by the owner, installer, or third parties
- Efflorescence, jointing sand residue, or construction residue
- Normal wear and tear, including natural colour variation or minor surface abrasion
- Natural disaster or other uncontrollable events
- Site-specific conditions and influences, including but not limited to foliage, tree sap, organic staining, tire marks, and similar environmental factors

GEOCERAMICA®

Porcelain + Paver

📞 1-800-BESTWAY (237-8929)

🌐 geoceramicacanada.com



SCAN FOR INSTALLATION GUIDES
AND TECHNICAL RESOURCES

MANUFACTURED BY:



CARE & CONSIDERATIONS

GeoCeramica® combines the refined and precise surface of porcelain with a concrete base. Due to the nature of porcelain and the conditions associated with transportation, palletization and job site handling minor chipping, cracks or edge abrasion may occur during delivery or installation. These minor imperfections are considered normal and are not covered under GeoCeramica® limited warranty.

For GeoCeramica®, Best Way Stone recommends projects to expect up to 5% of material waste or breakage during transport, cutting and installation which aligns with industry practice when planning projects.

Recommended Tools

- Vacuum Lifting Device
- Wet-cutting saw with continuous rim, non-segmental porcelain rated tile blades
- Roller Compactor
- Pressure Washer (optional)

Base Prep

GeoCeramica® is recommended to be installed on an open-graded aggregate base or sand set.

- Base layer (Sandy soils/non-freezing climates): Minimum 100 mm (4") of ASTM #57 open-graded angular clear stone
- Base layer (All other soils/freezing climates): Minimum 150 mm (6") of ASTM #57 open-graded angular clear stone
- Bedding Layer: Minimum 40-50 mm (1.5-2") of ASTM #8 or #9 angular clear stone (6-10 mm / 1/4"-3/8")

*Maintain a minimum slope of 3 mm (1.8") per foot away from structures

Preparation & Handling

Before opening any pallets, confirm that all pallet label shade codes match to ensure consistency. Always handle GeoCeramica® tiles with extreme care and do not allow tiles to rest on their edges without protection; use empty packaging or other suitable material as a protective layer when transporting. For best results, use a vacuum lifter when handling tiles. When unpacking pallets, open them carefully and ensure the tiles are stable before cutting the strapping to prevent shifting or damage. Avoid sliding tiles against each other and limit excessive handling. Each tile is packaged with a small glue-dot spacer, which should be removed using a putty knife or trowel prior to installation. In the rare event of excess bonding agent or surface staining, it can be removed using a solvent-based cleaner.

PLEASE NOTE: GeoCeramica® comes with 3mm spacers as part of the Stabikorn base layer, these auto-spacers create an approx. 1/8" wide sand joint. With joints of this minimum size, irregularities in the product and paver base can be identified and corrected. Individual GeoCeramica® tiles heights may vary, these variances under 1/8" can be removed while compacting. Variances greater than this may require replacement or manipulation of individual tiles

Cutting

Tiles can be cut to size using a wet-cutting saw fitted with a continuous rim, non-segmental blade rated for use on porcelain tile. For the best results, use a table or tub saw equipped with an appropriate blade. Cut carefully and slowly maintaining consistent blade RPMs. Be certain the RPM rating of the blade meets or exceeds the max RPM's of the saw.

Compaction

Proper compaction practices are essential to help prevent damage during installation. Before compaction, any areas with height variations of 3 mm (1/8 in.) or greater should be adjusted by hand to ensure a level surface. Only roller compactors equipped with rubber- or plastic-coated rollers should be used. Vibratory plate compactors should not be used, as they may damage the surface or edges of the product.

Joint Sand

Power wash/clean tiles thoroughly before you begin. For best practices and a longer term performance a stabilizing sand for 3 mm joints is recommended. Read and follow manufacturer's use and install instructions.

Edging

A concrete curb, retaining wall or cementitious troweled edge restraint is recommended for best long-term stability. Aluminum or PVC edge restraints may be used where appropriate, provided they are compatible with open-graded base systems.

Cleaning

For cleaning, use a low-pressure power washer not exceeding 1,600 PSI and avoid concentrating the pressure stream on the same area for extended periods.

GEOCERAMICA®
Porcelain + Paver

📞 1-800-BESTWAY (237-8929)

🌐 geoceramicacanada.com



SCAN FOR INSTALLATION GUIDES
AND TECHNICAL RESOURCES:
geoceramicabws.com/resources

MANUFACTURED BY:

BWS **BEST WAY**
STONE®