



ADORN® Stone Care & Maintenance

General Care, Maintenance & Warranty

We want your ADORN® Stone to look its best for years to come. Please refer to our general Care & Maintenance Guide for tips on preserving the beauty of your mortarless stone siding. If you encounter a situation not covered in the guide, don't hesitate to reach out, we're here to help.

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HANDLING & STORAGE

ADORN® Mortarless Stone Veneer should remain in its original packaging until ready for installation. Once removed, always transport and store panels with the top aluminum flange facing upward.

Caution: The aluminum flange may have sharp edges. Wear protective gloves when handling to prevent injury.

CUTTING

Always wear proper safety gear when cutting ADORN® Stone panels – including eye protection and a dust mask or respirator. Cutting can produce airborne particles that may be harmful if inhaled.

Note: A wet saw is not the preferred method for cutting ADORN® Stone. If a wet saw is used, panels **must be cleaned and dried immediately** after cutting to prevent concrete dust from hardening and building up on the surface.

CLEANING

During installation, construction dust may settle on the panels. This can be easily cleaned using clean water and a nylon-bristle brush. Outdoor environments are exposed to harsh weather and natural debris. Periodically inspect your ADORN® Stone for dirt or buildup. If water alone isn't sufficient, use a mild or granulated general-purpose detergent with a soft nylon bristle brush. Always rinse thoroughly after cleaning, **do not allow soap or detergent to dry** on the surface.

SALT & DE-ICING CHEMICALS

All concrete and masonry products can be damaged by salt and de-icing chemicals. For this reason, we do not recommend using them on ADORN® Stone or any of our concrete products. If salting nearby walkways or driveways, take care to prevent salt or de-icing materials from settling on or near ADORN® Stone surfaces.

OIL & GREASE

For installations in areas prone to oil or grease splatter, such as outdoor kitchens or behind cooktops, we recommend sealing ADORN® Stone with a water-based product like Silane or Siloxane. These sealants typically provide protection for up to four years before reapplication is needed. Always follow the sealant manufacturer's instructions for application, care, and cleaning.

PANEL REPAIR/REPLACEMENT

If a panel or sill needs to be replaced without removing the entire installation, you can carefully cut out just the section that requires replacement.

Using an oscillating saw or utility knife, cut the top attaching flange of the panel to be removed, taking care not to damage the weather-resistant barrier behind it. If any damage occurs, repair the barrier and, if needed, add an additional layer, making sure to overlap properly to allow for effective water drainage.

Remove the flange from the replacement panel using snips or a saw and secure it using a high-quality construction adhesive, such as PL® Premium. As with any installation, always wear protective gloves, eye protection, and hearing protection, especially when cutting.

EFFLORESCENCE

Efflorescence is a natural, cosmetic occurrence that may randomly appear on concrete products as a whitish, powder-like deposit. It results from natural minerals migrating to the surface as concrete cures and moisture evaporates. Efflorescence does not affect the structural integrity of the product and typically wears off or washes away over time. Because this is a natural phenomenon, efflorescence is not covered under warranty.

How to Clean Efflorescence

If efflorescence appears, follow these simple steps:

Dry Scrub

- Use a soft-bristle brush to gently scrub the surface and remove the powdery residue. Avoid abrasive tools that could scratch or damage the finish.

Rinse with Water

- Hose down the area using clean water. Avoid high-pressure washers, which may damage the surface texture.

Use Efflorescence Cleaner (If Needed)

- For more persistent deposits, apply a commercial efflorescence remover formulated for concrete.
- Always test a small, inconspicuous area first to ensure the cleaner does not damage the finish or painted surface. Follow the manufacturer's instructions for safe application.
- Rinse thoroughly with clean water to remove all residue and neutralize the surface.
- Repeat if Necessary
- Multiple cleanings may be required depending on the extent of the efflorescence and environmental conditions.

Note: Do not apply any sealers until the efflorescence has been completely removed, as sealing can trap residue beneath the surface and worsen the appearance.

IMPORTANT:

Using improper cleaning methods or harsh materials can damage the finish and affect the long-term durability of your ADORN® Stone.

Avoid the following:

- Harsh or abrasive chemicals
- Metal-bristled brushes
- High-pressure sprayers
- Acid washing

LIMITED LIFETIME WARRANTY

- ADORN® STONE VENEER SIDING PRODUCTS ARE UNDER WARRANTY FOR A LIMITED LIFETIME FROM THE DATE OF PURCHASE WHEN INSTALLED IN CONFORMANCE WITH LOCAL BUILDING CODES AND MANUFACTURER'S INSTRUCTIONS. NCP WILL REPLACE ANY MATERIAL DEEMED DEFECTIVE AT NO CHARGE.
- THIS WARRANTY IS LIMITED TO THE ORIGINAL PURCHASER AND MAY NOT BE TRANSFERRED.
- THIS WARRANTY DOES NOT COVER DAMAGE RESULTING FROM THE FOLLOWING:
 - SETTLING OF BUILDING, CONCRETE FOUNDATION, OR OTHER STRUCTURAL MOVEMENT
 - DISCOLORATION DUE TO AIRBORNE CONTAMINANTS; CONTACT WITH CHEMICALS OR PAINT; STAINING OR OXIDATION; EFFLORESCENCE.
 - USE OF A NON-BREATHABLE SEALER.
 - USE OF QUALITY EXTERIOR CONSTRUCTION NAILS OR SCREWS. NCP IS NOT RESPONSIBLE FOR THE CORROSION RESISTANCE OF FASTENERS. TREATED LUMBER MAY REACT WITH METAL OR COATING OF FASTENER. DETERMINE COMPATIBILITY WHEN SELECTING FASTENERS.
 - DAMAGE CAUSED BY NATURAL ELEMENTS, INCLUDING BUT NOT LIMITED TO HAIL, WIND, SUN EXPOSURE, WATER INTRUSION, OR ANY OTHER ACTS OF NATURE.
- THIS WARRANTY COVERS ONLY MANUFACTURING DEFECTS IN STONE VENEER SIDING PRODUCTS MANUFACTURED BY NCP INDUSTRIES.
- NCP IS NOT RESPONSIBLE FOR LABOR COSTS INCURRED IN REMOVAL AND REPLACEMENT OF DEFECTIVE PRODUCTS.

IMPORTANT NOTICE:

- IN ORDER TO MAKE A CLAIM UNDER THIS WARRANTY, THE OWNER MUST RETURN THE DEFECTIVE STONE VENEER SIDING TO THE DEALER WHO SOLD THE PRODUCT. ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION AS STATED ABOVE.
- THE EXCLUSIVE REMEDY UNDER THIS WARRANTY IS THE REPLACEMENT OF THE DEFECTIVE STONE VENEER SIDING.
- NCP INDUSTRIES SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE ARISING FROM ANY BREACH OF WARRANTY.

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