

Frequently Asked Questions

TIER Stone Panel

Q. What is TIER Stone Panel?

A. TIER stone panel is a modular cladding system which offers a fast, cost effective and easily installed solution to creating a beautiful and distinctive natural stone wall.

Q. How is TIER Stone Panel Made?

A. TIER panels have a moulded reinforced cement backing, into which pieces of thinly cut real stone are embedded. The panels are all made to a standard size and shape for ease of fitting.

Q. Is TIER Stone Panel made with real stone?

A. Yes, TIER products use real quarried stone in its natural state. We do not use reconstituted or cultured products which are manufactured using cements or stone dust and resins. The appearance of natural stone improves with age, unlike man-made products.

Q. How is TIER Stone Panel supplied?

A. TIER Panel is supplied in convenient and manageable box sizes of 0.48m² for Standard and 0.33m² for Multipack.

Q. Does TIER Stone panel come with a warranty?

A. Yes, TIER panel comes with a 25 year warranty.

TIER Stone Panel Applications

Q. Where can TIER Stone Panel be used?

A. TIER panels can be used externally or internally. The applications are endless, facing the outside of buildings, feature walls, landscaping etc.

Q. Can TIER Stone Panel be used around cast iron stoves?

A. Yes. Always follow the local building regulations concerning the essential air gap between the stove and its surroundings. Ensure that the adhesive is properly set before lighting the stove.

TIER Stone Panel Installation

Q. What adhesive do I use?

A. Only TIER adhesive is recommended for use with TIER products. At a weight of approx. 80kgm² it is essential that the adhesive is up to the job. Like the TIER Panels, TIER adhesive comes with a 25 year warranty.

Q. What surfaces can I fit TIER Panels to?

A. We recommend the following surfaces:

- Traditional Block work. (fit directly if at all possible, a scratch coat is also acceptable)
- Concrete Shuttered wall (ensure all release agents and sealers are cleaned off and the surface is slightly rough).
- Brick (Concrete or clay. Fill all recessed joints with adhesive before fitting)
- TIER Building Board (mechanically fixed over studwork)

Before fitting, ensure all substrates are able to bear the weight of the TIER panel and are sound and clean of dust and dirt.

Q. Can I fit TIER Stone Panel to finish plaster, plasterboard or plywood surfaces?

A. No, we do not recommend these as appropriate surfaces to fit to. Simply chip the finish plaster back to the block work and fit, or cover the surface with TIER Building Board, ensuring all screws are penetrating into either block work or timber/steel studs.

Q. How do you begin the fitting process?

A. Set a straight edge (usually a timber lath) at the appropriate starting height. This ensures the panels are level and are supported until the adhesive has set. Begin with the corners first and work inwards until panels meet. Repeat this process upwards making sure to stagger the joints on each row.

Q. Does TIER Stone Panel need to be supported?

A. TIER Stone Panel is self-supporting when the adhesive has set. This means that initially, when the first row is being fitted, it must be temporary supported until the adhesive sets. Thereafter there is no need to support the product. TIER Stone Panel does not need to rest on foundations or a supporting plinth. Treat panel fitted above a window or door lintel as you would a first row.

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Q. How do I cut TIER Stone Panel?

A. The best way of cutting the product is to use a water cooled table saw. A con saw, with diamond blade can also be used but, unlike the table saw, it is impossible to keep the cutting blade totally steady. Due to the high rpms, and the torsion forces created by the slight movement of the con saw blade, it is possible for some pieces of stone to become dislodged from the cement backing during cutting. This is not a cause for concern at all, as they can simply be stuck on again using either TIER adhesive or a high quality polymer adhesive.

Q. How many m2 of TIER Stone Panel can be fitted in a day?

A. It can vary depending on the fitter's experience, the environmental conditions and the complexity of the job. A realistic estimate, taking into consideration cutting around window a door reveals, would be approx. 15m2 per day. For larger expanses where cutting is not required this can rise dramatically to between 20-30 m2 per day.

Q. When do I need to use TIER Clips?

A. We recommend that TIER Clips are used, in conjunction with TIER Adhesive, on areas of panel fitted above 3m from ground level.

Q. How many TIER clips are required per m2?

A. Approx. 8 clips are required per m2. Clips are sold in boxes of 50, so a box will be enough for around 6.25m2

Q. Can TIER clips be used without TIER adhesive?

A. No. TIER Clips are intended solely as a fail-safe device and therefore must be used in conjunction with TIER adhesive.

TIER Adhesive

Q. What is TIER Adhesive?

A. TIER adhesive is a cement based powder adhesive. Its properties have been enhanced by the addition of advanced polymers and reinforcing fibres.

Q. Is TIER Adhesive waterproof?

A. No, although it is water resistant, it cannot be claimed to be water proof.

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Q. How long does TIER adhesive take to set?

A. This is very dependent of the weather an environmental conditions at the time of use. 10 – 16 hours is a good guide, but warmer and cooler conditions can decrease and increase the set rate.

Q. Can TIER adhesive be used in cold conditions?

A. We recommend that TIER adhesive is only used in temperatures above 5°C. Also, bear in mind the temperature of the substrate to which the adhesive is being applied. It is good practice to protect the fitted product if temperatures are likely to drop below 5°C between fitting and setting.

Q. What coverage should I expect?

A. A good 'rule of thumb' is between 3.5-4 m² per bag. This is dependent on environmental conditions, surface quality and the size of notched trowel used.

Q. Can TIER adhesive be used on shuttered concrete surfaces?

A. Yes, but it is essential that any residues of release agents are thoroughly cleaned off. If the surface is very smooth it may require scoring or scuffing to improve key and adhesion.

Q. Can TIER adhesive be used over bituminous surfaces?

A. We don't recommend this as a suitable surface. The surface should be covered with TIER Building board before the panel is fitted.