

# FREQUENTLY ASKED QUESTIONS

## PRODUCT INFORMATION

**Q** What is Kuvio made of?

**A** The tile itself is made from rigid polyurethane foam, a common expanding spray foam used for architectural insulation. The finishes are thermofoils commonly used in the cabinetry industry.

**Q** Can Kuvio be wrapped or finished with a textile rather than the standard thermofoil finishes?

**A** Lumicor does not offer that option at this time.

**Q** Is Kuvio an acoustic tile?

**A** Kuvio has minor acoustic value, but is not considered an acoustic product.

**Q** How does Kuvio compare to similar products?

**A** Kuvio offers greater dimensionality due to each tile's high relief. Kuvio tiles also have a Class A fire rating and a unique aesthetic in addition to a lightweight construction.

**Q** Will new shapes and finishes be added to the line?

**A** Yes, however we do not currently have a release date for new shapes and finishes.

**Q** Do half tiles lose any material when cut (kerf)?

**A** Yes, when tiles are cut the saw removes 1/8" total, or 1/16" each side.

**Q** Where is Kuvio manufactured?

**A** The foam is sourced domestically and shipped overseas for the casting process. The tiles are then brought back to the USA for the remaining steps of the process, including the application of finishes.

**Q** Are custom shapes, sizes, and finishes available?

**A** Custom shapes, sizes, and finishes will be considered on a case by case basis. Contact your local sales representative for more details.

**Q** Are proof of concept mock ups available for custom orders?

**A** Mock ups are available on a case-by-case basis.

## INSTALLATION

**Q** How is Kuvio installed?

**A** We suggest using a troweled on FRP adhesive or industrial VHB double stick tape. See our installation instructions for more details.

**Q** Does Lumicor provide the adhesive for installation?

**A** We do not sell the adhesive, however the adhesives listed in our installation instructions are readily available at most construction retailers.

**Q** Does the pattern affect the number of tiles needed?

**A** Yes, but only minimally.

**Q** Does Lumicor provide a pattern key for installation?

**A** No, but Kuvio tiles have a stamped logo on the back to designate the direction of the tile. This will assist in determining tile orientation when installing a pattern.

## INSTALLATION CONT'D

**Q** Can tiles be removed and then repositioned or reinstalled?

**A** Only if a semi-permanent mounting substrate is used, such as magnets or hook and loop type fasteners. VHB and FRP adhesives will not allow for reusing or repositioning as tiles will likely be damaged during removal from the wall.

**Q** Can tiles be removed and replaced if they get damaged?

**A** Yes, a damaged tile can be removed and replaced. During the process a neighboring tile may need to be sacrificed to allow for proper space and leverage to pry the tile away from the wall.

## CARE & HANDLING

**Q** Can Kuvio be installed on sun facing walls?

**A** Yes, if window coverings are available to block the direct sun. Prolonged direct sunlight can cause the finish to lighten or darken over time.

**Q** Does heat affect Kuvio?

**A** Yes, tiles can bubble and delaminate if stored in a high heat environment, such as a hot car or in direct sunlight when temperatures approach 130 degrees Fahrenheit.

**Q** Can Kuvio be installed outside?

**A** No, this is an interior only product.

**Q** Can Kuvio be installed in a wet environment?

**A** We do not suggest installing Kuvio tiles in a wet environment.

**Q** Can Kuvio be used in an elevator cab?

**A** We don't suggest installation in high traffic areas. Our tiles are durable but still susceptible to damage.

**Q** Can items be mounted to Kuvio?

**A** The tiles themselves will not provide support, but they can be easily drilled so the wall behind can be accessed for mounting items such as shelves, picture frames, televisions, etc.

**Q** Can Kuvio be cleaned with bleach?

**A** No, it should not be cleaned with bleach. Please refer to our care and handling document for approved cleaning materials.

**Q** Can tiles be easily cut?

**A** Yes, standard saws can cut Kuvio tiles. See our installation instructions for more details.

## ORDERING

**Q** What is the lead time?

**A** Lead time is three weeks plus standard transit once an order is placed and a purchase order has been issued. Orders of more than ten cases may require additional lead time, as lead time is subject to material on hand at the time of the order.

**Q** Is there a configurator available that will provide actual material quantities and takeoffs depending on the shape and pattern chosen?

**A** Not at this time.

*Disclaimer: We believe this information to be reliable and offer the information in good faith without guarantee, as conditions and methods of use are beyond our control. We recommend prospective buyers perform their own testing to determine product suitability for all purposes before adopting Lumicor products on a commercial scale. In no case is Lumicor liable for direct, consequential, economic or other damages. Lumicor disclaims all other warranties, expressed or implied, including the warranty of merchantability and fitness for a particular purpose.*