



Step 1: Introduction, Initial Consultation & Site Visit

Hi, and thank you for contacting Ace Tile Installations.

My name is Adbel, and I've been in the tile business here in the Chattanooga area for over 25 years. From bathrooms and kitchens to custom showers and detailed flooring, I take pride in delivering quality craftsmanship and helping my clients bring their vision to life. I'll be the one meeting with you to take a look at your tile project.

By now, we've likely set a day and time for the site visit, so I just want to give you a quick idea of what to expect.

During our meeting, we'll go over:

- The areas you're looking to have tiled — whether it's a floor, shower, kitchen backsplash, fireplace, or something else.
- The type of tile materials you're considering — ceramic, porcelain, natural stone, glass, or even a combination.
- Tile sizes, patterns, and any special features you might be interested in — like a border on a floor, or a niche or bench in a shower.

If you have any inspiration photos, feel free to share them — they're a great way to help communicate your style and preferences.

We'll also talk about the tear-out process, if needed, and what other trades may need to be involved to complete your project. Typically, all rough-in work — including plumbing, electrical, insulation, and drywall — must be completed before we can begin the tile installation.

I look forward to meeting you and learning more about your tile project.
See you soon!

Step 2: Review of Estimate & Tile Material Planning

By now, we've completed the initial site visit and I've taken detailed notes on your tile project. You'll soon receive a comprehensive estimate that includes tile quantities, labor breakdowns, and material descriptions.

Please take your time to review the estimate carefully. If you have any questions or need clarification, don't hesitate to reach out.

If you're ready to move forward, simply approve the estimate from Ace Tile Installations.

If you haven't already purchased your tile, there are several excellent tile stores right here in Chattanooga. If your tile is sourced locally, I'm happy to handle pickup and delivery when the time comes.

As long as the scope of your project hasn't changed, the tile quantities listed on the estimate can be used to place your order. Be sure to include **an additional 10% overage** on all tile quantities. This accounts for:

- Pattern layouts and precise cuts
- Breakage during handling or installation
- Future tile repairs or replacements

This is standard practice to help avoid material shortages and ensure the smooth progress of your project.

If you have any questions about tile materials or the estimate, feel free to contact me by text, email, or phone. I'm here to help.

Step 3: Tile Coordination & Scheduling

Once the estimate is approved and your tile selections are confirmed and ordered with an estimated arrival date, we begin coordinating the project logistics. If your tile is sourced locally, we're happy to assist with pickup and delivery when the time comes.

We'll schedule the installation based on material availability, jobsite readiness, and what works best for your timeline.

To help prevent delays, we recommend having all special-order materials on site and ensuring that any required rough-in work—such as plumbing for shower fixtures, electrical for lighting or ceiling fans, insulation, and drywall—is completed ahead of time.

Clear coordination at this stage helps ensure a smooth and timely start to your tile installation.

If you have any questions about scheduling or jobsite readiness, feel free to reach out by text, email, or phone — I'm here to help.

Step 4: Start Date & Installation Process

This is a key stage in your project where all decisions are finalized before installation begins. We'll meet to review and confirm tile layout patterns, direction of patterns, trim, bullnose or edging profiles, grout colors, and any other important details. Clear communication at this stage ensures we're aligned before any work starts.

We'll also determine the best location outside your home for cutting, mixing, and polishing tile, and take steps to protect your property. Pathways to and from the project area will be covered, and if any demolition or tear-out is involved, we'll contain dust using spring-loaded poles, plastic sheeting, exhaust fans, and HEPA vacuums — all to help protect your home and maintain a clean environment.

Once materials are on site and the jobsite is ready, we begin the installation. Our process follows industry best practices for surface preparation, waterproofing (where applicable), precise tile layout, and detailed installation.

Throughout the project, we maintain a clean, organized workspace and prioritize craftsmanship, efficiency, and attention to detail.

Communication remains open — if any questions or adjustments come up, we'll address them promptly to keep everything on track.

Step 5: Completion

As we reach the final phase of your project, we'll walk through the completed work to ensure everything meets your expectations. This includes reviewing tile alignment, grout joints, edging details, and overall finish quality. If any final touch-ups or adjustments are needed, we'll address them promptly.

We'll also perform a thorough cleanup of the work area, remove any protective coverings, and make sure your home is left in great condition.

We'll go over any remaining items such as tile care guidelines.

Final payment can be made once the work is complete and you're fully satisfied with the results.

Your satisfaction is our priority, and we want you to feel confident in the quality and longevity of your new tile installation.

Step 6: Care Tips & Warranty

To ensure the long-term beauty and performance of your tile, we provide practical care recommendations and back our work with a lifetime workmanship warranty for the original homeowner.

Recommended Cleaning Practices

- Routine Cleaning: Use a pH-neutral tile cleaner or mild dish soap (like Dawn) with warm water. A soft nylon brush works well for grout and textured tile.
- Steam Mops: Safe for most sealed tile floors once fully cured.
- Shower Maintenance: Keep the area well-ventilated by running the exhaust fan or cracking a window.
- Daily Wipe-Down: Squeegee shower glass and tile walls after use to minimize soap scum and water spots.

Avoid Harsh Products

- Do not use acidic or abrasive cleaners such as bleach, vinegar, ammonia, or scrubbing powders. These can damage grout, tile finishes, and any sealants.

Sealing Guidance (If Applicable)

- If sealing is required, we'll advise you on timing and how to check whether your sealer remains effective over time.

What the Lifetime Workmanship Warranty Covers:

- Installation defects caused by poor workmanship (e.g., improper tile layout, uneven surfaces, incorrect mortar or grout application).
- Necessary repairs or corrections due to mistakes made during the original installation.
- The warranty remains valid for the lifetime of your ownership. If the property is sold, the warranty typically ends with the transfer of ownership.

What It Does Not Cover:

- Damage caused by normal wear and tear, neglect, or misuse.
- Issues stemming from structural movement, foundation shifts, or water damage unrelated to tile installation (e.g., plumbing or roofing leaks).
- Material or tile defects (which are typically covered by the manufacturer).
- Damage caused by unauthorized repairs, alterations, or third-party modifications.

If you ever have questions or concerns after your project is complete, please don't hesitate to reach out. We're here to support you even after the final tile is set.