

Consider the cost of a future failure...

Will this tile installation contractor?

- ✓ Use **methods & standards** verified by the TCNA Handbook
- ✓ Stand behind their work if there are **call-backs**, or headaches
- ✓ Be sure the **surface is properly prepared** before tiling
- ✓ Factor **movement accommodation** into the installation
- ✓ **Honor specifications** and ask good clarifying questions
- ✓ Solve, not create, jobsite **concerns & conflicts**
- ✓ **Add value** to your tile installation & construction team
- ✓ Use appropriate **safety measures & equipment**
- ✓ Adequately **train** his own people
- ✓ Enhance **your reputation**

*Qualified Labor leads to fewer headaches, more professionalism, happier clients.
Tile won't bend to make up for a bad installation.*

Choosing a Quality Tile Installer

	NTCA member	Non-member
Knows where to find the best tile industry resources	✓	?
Has open-line access to industry experts	✓	?
Receives TCNA Handbook with latest industry methods & standards for correct tile installation	✓	?
Views tile as a profession worthy of investment	✓	?
Has NTCA Reference Manual for cause, cure, & prevention	✓	?
Regularly hears from industry peers to stay up-to-date	✓	?