

Industry Quality Standard Checklist - Backsplash

ILG must comply with all industry quality standards, and therefore all of ILG's independent contractors must do so as well. These quality standards include supplier/manufacturer requirements for their products, standards published by industry trade associations and similar bodies, and other common and generally followed standards in the industry (collectively "Industry Quality Standards").

1. Surface Preparation:

- Ensure the wall surface is clean, dry, and free of any grease, dust, or loose particles.
- Verify the wall is flat and smooth. Use a straightedge to check for any dips or bumps. The wall should not have variations exceeding 1/8 inch over a 4-foot span. If the surface is uneven, consider sanding down the high spots or filling in the low spots with the appropriate materials to achieve a flat surface. **Reference:** National Tile Contractors Association (NTCA) Reference Manual
- Confirm that the surface is properly primed or sealed, if required.

2. Material Verification:

- Check that all tiles are of the correct type, color, and size as specified in the design plan.
- Inspect the tiles for any damage, cracks, or defects before installation.
- Ensure that all adhesives, grouts, and sealants are suitable for the type of tiles being used.

3. Layout and Alignment:

- Verify that the layout lines are correctly marked to ensure a symmetrical and balanced installation.
- Check that the tiles are laid out according to the design pattern, with the correct spacing for grout lines.
- Ensure that any cut tiles at the edges or around obstacles are measured and cut accurately.

4. Adhesive Application:

- Confirm that the correct type of adhesive is being used.
- Mix to achieve the consistency and mix ratio required per the manufacturer's instructions.
- Ensure that the adhesive coverage is adequate, with no gaps or voids.

5. Tile Placement:

- Verify that the tiles are properly placed and pressed into the adhesive, with full contact and no air pockets.
- Check that the tiles are aligned correctly and spaced uniformly.
- Ensure that any adjustments to the tile positions are made promptly before the adhesive sets.

6. Grouting:

- Confirm that the grout joints are of uniform width and depth.
- Check that the grout is applied and worked into the joints evenly, filling all spaces completely.
- Ensure any excess grout is cleaned from the tile surfaces before it hardens.

7. Curing and Setting:

- Verify that the tiles and grout are allowed to cure and set for the recommended time periods.
- Ensure that the installation is protected from impact, water, and other potential damage during curing.



Industry Quality Standard Checklist - Backsplash (cont.)

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Below is the checklist corresponding to the Critical to Quality (CTQ) items:

8. Sealing (if applicable):

- Check that the grout and tile surfaces are properly sealed if required by the material specifications.
- Ensure that the sealer is applied evenly and allowed to cure according to the manufacturer's instructions.

9. Final Inspection:

- CTQ:** Perform a thorough visual inspection to ensure there are no visible defects, such as uneven tiles, inconsistent grout lines, or missed areas.
- CTQ:** Verify that all tiles are securely attached and that there are no loose tiles.
- CTQ:** Ensure that the overall appearance meets the design specifications and quality standards.
- CTQ:** Installation is free of lippage greater than 1/32" (credit card thickness).

10. Cleanup and Finishing:

- CTQ:** Confirm that all excess materials, adhesives, and grout residues are cleaned from the tiles and surrounding areas.
- CTQ:** Ensure that any caulking required at the edges and corners is applied neatly. Caulk is required at all changes of planes from tile to countertop and tile to tile.
- CTQ:** Check that the finished backsplash is clean and ready for use.



INTERIOR LOGIC GROUP

Industry Quality Standard: Backsplash Installation

Standard References

- ANSI A108/A118/A136 - American National Standards for the Installation of Ceramic Tile, Glass Tile, and Stone.
- ANSI A137.1 - American National Standard Specifications for Ceramic Tile.
- TCNA Handbook for Ceramic, Glass, and Stone Tile Installation - Tile Council of North America.
- ANSI A108.10 - Installation of Grout in Tilework.
- ANSI A118.4 - Standard for Modified Dry-Set Cement Mortar.
- ANSI A118.11 - Standard for EGP (Exterior Glue Plywood) Latex-Portland Cement Mortar.
- TCNA Handbook for Ceramic, Glass, and Stone Tile Installation - Comprehensive guide for best practices and industry standards.
- NTCA Reference Manual - National Tile Contractors Association
- Manufacturers' Installation guidelines.