

FREQUENTLY ASKED QUESTIONS

GENERAL

What is the minimum order requirement?

Standard designs- No minimum
Custom designs- 100 sq. ft.

What is the lead-time?

Standard lead-time- 7-8 weeks
Rush lead-time- 5-6 weeks with \$2.00/ sq. ft. upcharge.

How much overage should I order for my project?

We recommend ordering a minimum of 10% overage for each project.

Can tiles be adhered to ceilings?

Tiles can be adhered to ceilings using an FRP / panel adhesive.

Can I use the tiles in washrooms and powder rooms?

Yes, tiles can be used in washroom and powder rooms. However, we do not recommend using tiles where it is in direct or constant contact with water such as in showers.

Can I apply the tiles around a curved surface?

If the entire back surface of the tile is in contact with the curved area, the tile can be installed on the curved surface.

Can I get samples?

Yes, of course! Please contact the Nappatile customer service department to request samples.

SPEC

How durable is NappaTile?

All of our faux leathers have been tested for heavy-duty contract upholstery with most passing over 100,000 double rubs (Wyzenbeek). This surpasses the strictest of abrasion testing for walls. The base material is a natural magnesium oxide board, which is inherently fire-resistant, water-proof, mold/fungus/bug free, and impact-resistant.

What is the fire rating for NappaTile?

NappaTile passes ASTM E-84 (adhered) Class A for commercial and residential applications.

Does NappaTile have acoustical ratings?

Yes, NappaTile has acoustical properties. Please contact our customer service department, as the acoustical rating will vary depending on the materials used.

How strong is the 3M adhesive?

The 3M peel & stick adhesive is a strong permanent adhesive that can be applied to a variety of surfaces. Tiles must be pressed firmly on all sides of the tiles for a full minute to activate the adhesive.

What adhesive is recommend for non-3M/large format applications?

We recommend using an FRP or panel adhesive. An option we recommend is Titebond Interior GREENchoice Fast Grab FRP Construction Adhesive, which can be purchased at any Lowe's or home improvement store.

Can I drill into the tiles to install a mirror, frame etc...?

Yes, tiles can be drilled/hammered/screwed into. Please refer to installation instructions.

CUSTOM

Can NappaTile create filler/edge pieces?

Yes, we can create custom size pieces to accommodate your wall dimensions. Custom sizes must be in quarter inch increments, ranging from 2"x2" to 42"x42" in any square or rectangular format.

What is the largest size offered with 3M Tape?

The largest we offer with 3M Tape is 24"x24". We recommend using an FRP adhesive for tiles larger than 24" x 24".

What material can I use to create my custom tile?

We offer over a thousand different faux leathers, faux suede, textiles, glass beads, and wall coverings. Please refer to the Concertex binders to select your preferred materials.