

From: Mark Birmes westonpoolsllc@gmail.com
Subject: Re: Tile Discussion For Chris Boaz
Date: April 14, 2023 at 7:18 PM
To: CustomerService USA CustomerService.USA@mosa.com
Cc: Alicia Deck Alicia.Deck@mosa.com, Candace Beltran Candace@knoxtile.com, C B B325is@yahoo.com

MB

Good evening,

For the records sake:

1) This morning I went to Knox tile and requested sample tiles for absorption. I wasn't given any. My name and request was noted by a staff member in the showroom. I instead was greeted very kindly by Olin. He showed me around and even had me look at tile in his home. I explained I felt the tile or the grout on my job was allowing absorption beyond the .5 percent ANSI allotment. He countered with again offering to come to the job to show how easy it was to clean. No call or email up to this moment.

2) My customer found a product that has done a brilliant job of removing the graying on the tile. It's called Biodex 300.

Have a great weekend,
Mark Birmes
WestonPoolsLLC.com
832-935-4651
Sent from my iPhone

On Apr 12, 2023, at 10:01 PM, Mark Birmes <westonpoolsllc@gmail.com> wrote:

Good evening,

1) As per Luuk with Mosa:

“The Terra Tones are a suitable tile for pool applications, it's a very dense porcelain tile.

Water absorption is indeed

below the ANSI 0,5% standard (Surface <0,1%, body <0,3%) “

Luuk please cite source of data quoted above including lab and all credentials with all letterhead and contact

information. Include origin/manufacturer details/contact information. PDF Links would be great.

2) Luuk. A façade is the front or face of anything. This is a generic construction term use to cover all surfaces. A pool tile application qualifies as an outdoor facade. Your disclaimer 100% applies to Terra Tones.

3) Luuk, are you saying the Terra Tones being sold in Dallas does not match with the data you had on your website?

Why not?

4) Alicia & Olin: I responded to meet on site next week in another email thread. April 20th, Thursday @ 10:00 AM.

Please confirm.

5) Luuk - Who else in the US sells Mosa Tiles "suitable for pool applications" besides Knox Tile of Dallas?

6) Please simply site where Tera Tones suitable for Pool applications are manufactured, links, address, phone numbers.

**Thank you,
Mark Birmes
WestonPoolsLLC.com
832-935-4651**

On Apr 7, 2023, at 8:18 AM, Mark Birmes <westonpoolsllc@gmail.com> wrote:

Good morning Luuk & Olin,

Thank you very much for the replies. I look forward to meeting with Olin & anyone else after Easter week to witness the removal.

Have a happy Easter,
Mark Birnes
832-935-4651
WestonPoolsLLC.com

Sent from my iPhone

On Apr 7, 2023, at 6:34 AM, CustomerService USA <CustomerService.USA@mosa.com> wrote:

Hello Mark,

How are you?

I am copying in our Mosa rep in your area, [@Alicia Deck](#). She might be able to visit. You've referenced our Façade disclaimer, we do not sell our façade applications in the USA. The Terra Tones are a suitable tile for pool applications, it's a very dense porcelain tile. Water absorption is indeed below the ANSI 0,5% standard (Surface <0,1%, body <0,3%)

Kind regards,

Luuk Janssen
Customer Service USA & Canada

<image009.png>

Royal Mosa
Meerssenerweg 358
P.O. Box 1026
NL-6201BA Maastricht
T (212) 729-6332
E luuk.janssen@mosa.com
www.mosa.com

Van: Mark Birnes <westonpoolsllc@gmail.com>

Verzonden: donderdag 6 april 2023 19:19

Aan: CustomerService USA <CustomerService.USA@mosa.com>

CC: Candace Beltran <candace@knoxtile.com>; C B <B325is@yahoo.com>

Onderwerp: Tile Discussion For Chris Boaz

Good morning Luke with Mosa,

Re: Mossa - Terra Tones

You and I just spoke on the phone. Pleasure to speak with you. You mentioned that this tile is engineered to qualify as an underwater pool tile. I implore you to explore my findings. I am meeting a gentleman with Knox Tile (Olin) here in Dallas Texas the week of 4/17 should you care to join.

Absorption rate is below the acceptable ANSI 0.5% standard.

Cut and pasted from your website:

"Important note and disclaimer"

Façade application, cladding, or similar: Mosa tiles have not been tested, nor approved, for exterior façade application (traditional or ventilated/rainscreen), outdoor cladding, or similar applications in the United States. Among other things, the installation of Mosa tiles in these applications can lead to a failure of the bonding to the structure onto which the tiles are attached due to possible moisture intrusion. Mosa will not be held liable for any Mosa tiles installed or used in exterior façade applications, as outdoor cladding, or in similar applications, nor of any damages resulting from failure to heed the foregoing warnings. Use of Mosa tiles in any of the foregoing applications will void all otherwise applicable warranties. If more information is required, please contact us."

Your tiles were installed as an "outdoor cladding", subject to even harsher conditions than those listed in the disclaimer above.

Moisture intrusion is definitely a concern in a pool application, let alone a spill-over or submerged application.

Bottom line: This product is unsuitable for the application for which it was installed.

C.c. Chris Boaz
Knox Tile

Respectfully,
Mark Birmes
WestonPoolsLLC.com
832-935-4651

From: Mark Birmes <westonpoolsllc@gmail.com>
Subject: Re: Tile Discussion For Chris Boaz
Date: April 5, 2023 at 1:16:12 PM EDT
To: Candace Beltran <Candace@knoxtile.com>
Cc: C B <B325is@yahoo.com>

Candace,

Pease have a look at your Terra Tones Mosa PDF Brochure.

Its a ceramic floor tile.

Respectfully,
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On Apr 5, 2023, at 12:49 PM, Candace Beltran
<Candace@knoxtile.com> wrote:

Mark,

I just saw your request for technical documents for the Mosa porcelain. Please see attached as well as the following links for more information.

<https://knoxtile.com/wp-content/uploads/2019/08/Mosa-Terra-Tones-brochure.pdf>

<https://www.mosa.com/en-us/products/collection/terra-tones>

<https://www.mosa.com/en-us/services/download-center/technical-data-sheets-and-DCOF>

Let me know if you have any questions.

Thank you,

Candace Beltran

knoxtile.com

<http://knoxtile.com/>

3034 Commerce

Dallas, Texas 75226

P: 214-761-5669 x 235

F: 214-749-5669

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We are here to help.

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From: Mark Birmes <westonpoolsllc@gmail.com>

Sent: Wednesday, April 5, 2023 11:35 AM

To: Candace Beltran <Candace@knoxtile.com>

Cc: C B <B325is@yahoo.com>

Subject: Re: Tile Discussion For Chris Boaz

<image001.jpg><image002.jpg>

Candace,

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Please provide me with the specific manufactures PEI Rating & categorization data for Terra Tones.

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On Apr 5, 2023, at 12:10 PM, Candace Beltran <Candace@knoxtile.com> wrote:

Mark,

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chlorine (very important that it is non-chlorine) as he explained it has the most grit. However if you are unable to find that one Bar Keepers Friend or Bon Ami (both need to be non-chlorine) will work as well.

Please give that a try and let me know how it turns out. As I mentioned on our phone call, Mosa porcelain is a very dense tile that is perfect for pools. It will not absorb moisture and is generally easy to clean.

Let me know if you have any questions.

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From: Mark Birmes

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Sent: Wednesday, April 5, 2023 8:42 AM

To: Candace Beltran

Candace@knoxtile.com

[<Candace@knoxtile.com>](mailto:Candace@knoxtile.com)

Cc: C B [<B325is@yahoo.com>](mailto:B325is@yahoo.com)

Subject: Re: Tile Discussion For Chris Boaz

Thank you Candace.

An additional observation. The same phenomena is happening with the darker tile above the white tile as pictured above.

I look forward to a resolution and appreciate your help.

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WestonPoolsLLC.com

832-935-4651<image001.png>

Sent from my iPhone

On Apr 4, 2023, at 4:36 PM,
Candace Beltran
[<Candace@knoxtile.com>](mailto:Candace@knoxtile.com)
wrote:

Mark,

Thank you for sending the images. I will be getting with the owner of the company for some suggestions.

Candace Beltran
knoxtile.com

<http://knoxtile.com/>

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<westonpoolsllc@gmail.com>

Sent: Tuesday, April 4, 2023
1:52 PM

To: Candace Beltran
<Candace@knoxtile.com>

Cc: C B
<B325is@yahoo.com>

Subject: Tile Discussion For
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<image001.png>

Sent from my iPhone

<image002.jpg>
<image003.jpg>
<image004.jpg>

Sent from my
iPhone

<ASTM C650 Resistance to Chemical Substances.pdf><TCNA
278-10 Stain Resistance.pdf>
<specificationsunglazedfloortilesUSA.pdf><PTCA-Terra-Maestricht-
Terra-Greys-Terra-Tones-Royal-Mosa MASTER GRADE.pdf>

Begin forwarded message:

From: Mark Birmes <westonpoolsllc@gmail.com>
Subject: Re: Tile Discussion For Chris Boaz
Date: April 5, 2023 at 12:11:36 PM EDT
To: Candace Beltran <Candace@knoxtile.com>
Cc: C B <B325is@yahoo.com>

Candace,

Thank you for clarifying. I was in deed comparing the two.

"I've included all the photos of the complete project as well as the construction photos prior to clean up." <—Did not receive.

Respectfully,
Mark Birmes
WestonPoolsLLC.com
832-935-4651

On Apr 5, 2023, at 11:47 AM, Candace Beltran
<Candace@knoxtile.com> wrote:

Mark,

Are you saying the photo you took from our website is experiencing the same issue? The tiles in the photo from our website is Mosa Terra Tones 203 X/Y/Z Black, which are a light, medium and dark tones that are installed at random. The pool in this photo is an infinity pool and water is going over the tile. Perhaps the glare of the water is giving you the impression that there is an issue? I can assure you that the tile in that photo has not had any issues staining or otherwise. I've included all the photos of the complete project as well as the construction photos prior to clean up.

To me it looks like the black color from the grout is leaching onto the tiles which I believe should be easily cleaned. However I know you have put your best effort into cleaning it so going to run this up for suggestions on how to clean that off. It's a beautiful installation. I like the contrasting grout color. We'll come up with a solution as soon as possible.

Thank you,

Candace Beltran
knoxtile.com
<http://knoxtile.com/>
2024 Commerce

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Dallas, Texas 75226
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From: Mark Birmes <westonpoolsllc@gmail.com>
Sent: Wednesday, April 5, 2023 8:42 AM
To: Candace Beltran <Candace@knoxtile.com>
Cc: C B <B325is@yahoo.com>
Subject: Re: Tile Discussion For Chris Boaz

Thank you Candace.

An additional observation. The same phenomena is
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I look forward to a resolution and appreciate your
help.

Respectfully,
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WestonPoolsLLC.com

832-935-4651<

Sent from my iPhone

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Thank you for sending the images. I will be getting with the owner of the company for some suggestions.

Candace Beltran

knoxtile.com

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From: Mark Birmes

<westonpoolslc@gmail.com>

Sent: Tuesday, April 4, 2023 1:52 PM

To: Candace Beltran

<Candace@knoxtile.com>

Cc: C B <B325is@yahoo.com>

Subject: Tile Discussion For Chris Boaz

Hello Candace,

Im the guy you just spoke with. I attempted to clean the tiles this morning for my customer. You mentioned using a scotch pad. The products I've used are in the photos. The black residual does not come off. Product is from your TERRA TONES.

To the right of the two products used is the area scrubbed with a nylon brush, & 80 grit wet dry sandpaper. Nominal improvement.

Also included is a snapshot from your website that looks pretty similar to my issue.

I service the pool and would appreciate any tips and or insight.

Respectfully
Mark Birmes
WestonPoolsLLC.com
832-935-4651

<image001.png>

Sent from my iPhone

<image002.jpg>
<image003.jpg>
<image004.jpg>

Sent from my iPhone

<Royal-Crest-0115-8x12-300.jpg><Royal-Crest-0159-8x12-300.jpg><Royal-Crest-0403-8x12-300.jpg><Spicer 2x24 203 TT (2).jpg><Spicer 2x24 203 TT (4).jpg>

Begin forwarded message:

From: Mark Birmes <westonpoolsllc@gmail.com>
Subject: Re: Tile Discussion For Chris Boaz
Date: April 5, 2023 at 9:41:46 AM EDT
To: Candace Beltran <Candace@knoxtile.com>

To: Candace Beltran <Candace@knoxtile.com>
Cc: C B <B325is@yahoo.com>

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832-935-4651

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Its a ceramic floor tile.

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Let me know if you have any questions.

Thank you,

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knoxtile.com

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Let me know if you have any questions.

Thank you!

Candace Beltran

knoxtile.com

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<ASTM C650 Resistance to Chemical Substances.pdf><TCNA
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<specificationsunglazedfloortilesUSA.pdf><PTCA-Terra-Maestricht-
Terra-Greys-Terra-Tones-Royal-Mosa MASTER GRADE.pdf>

Begin forwarded message:

From: Mark Birmes <westonpoolsllc@gmail.com>
Subject: Tile Discussion For Chris Boaz
Date: April 4, 2023 at 2:52:17 PM EDT
To: CAndace@knoxtile.com
Cc: C B <B325is@yahoo.com>

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<image002.png>

Sent from my iPhone

<image003.jpg>
<image004.jpg>
<image005.jpg>

Sent from my iPhone

Begin forwarded message:

From: Mark Birmes <westonpoolsllc@gmail.com>
Subject: Re: Tile Discussion For Chris Boaz
Date: April 5, 2023 at 12:34:50 PM EDT
To: Candace Beltran <Candace@knoxtile.com>
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<image006.jpg>
<image007.jpg>

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<Candace@knoxtile.com> wrote:

Mark,

The advice I received regarding cleaning the pool tile is to use a non-chlorine scouring powder with a Scotch Black Pad. His favorite brand is the Comet non-chlorine (very important that it is non-chlorine) as he explained it has the most grit. However if you are unable to find that one Bar Keepers Friend or Bon Ami (both need to be non-chlorine) will work as well.

Please give that a try and let me know how it turns out. As I mentioned on our phone call, Mosa porcelain is a very dense tile that is perfect for pools. It will not absorb moisture and is generally easy to clean.

Let me know if you have any questions.

Thank you!

Candace Beltran

knoxtile.com

<http://knoxtile.com/>

3034 Commerce

Dallas, Texas 75226

P: 214-761-5669 x 235

F: 214-749-5669

Your Texas **Mosa.** Connection

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staged for pick up.

From: Mark Birmes <westonpoolsllc@gmail.com>
Sent: Wednesday, April 5, 2023 8:42 AM
To: Candace Beltran <Candace@knoxtile.com>
Cc: C B <B325is@yahoo.com>
Subject: Re: Tile Discussion For Chris Boaz

Thank you Candace.

An additional observation. The same phenomena is
happening with the darker tile above the white tile as
pictured above.

I look forward to a resolution and appreciate your
help.

Respectfully,
Mark Birmes
WestonPoolsLLC.com

832-935-4651<image001.png>

Sent from my iPhone

On Apr 4, 2023, at 4:36 PM, Candace

Beltran <Candace@knoxtile.com> wrote:

Mark,

Thank you for sending the images. I will be getting with the owner of the company for some suggestions.

Candace Beltran

knoxtile.com

<http://knoxtile.com/>

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From: Mark Birmes

<westonpoolsllc@gmail.com>

Sent: Tuesday, April 4, 2023 1:52 PM

To: Candace Beltran

<Candace@knoxtile.com>

Cc: C B <B325is@yahoo.com>

Subject: Tile Discussion For Chris Boaz

Hello Candace,

Im the guy you just spoke with. I attempted to clean the tiles this morning for my customer. You mentioned using a

for my customer. you mentioned using a scotch pad. The products I've used are in the photos. The black residual does not come off. Product is from your TERRA TONES.

To the right of the two products used is the area scrubbed with a nylon brush, & 80 grit wet dry sandpaper. Nominal improvement.

Also included is a snapshot from your website that looks pretty similar to my issue.

I service the pool and would appreciate any tips and or insight.

Respectfully
Mark Birnes
WestonPoolsLLC.com
832-935-4651

<image001.png>

Sent from my iPhone

<image002.jpg>
<image003.jpg>
<image004.jpg>

Sent from my iPhone

