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scott@erathtile.com

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96 5th Avenue, Hawthorne, NJ 07506
973.238.9739 • angpez@aol.com

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James Donaghy
29-07 119th Street, Flushing, NY 11354
718.463.7395 • academic@verizon.net

**ARCHITECTURAL MARBLE, TILE & STONE CORP.**
Joe Cassiere
68 Maple Avenue, Bethpage, NY 11714
516.238.5991 • jocarchitecture@gmail.com

**ARTISAN TILE & MARBLE CO. OF NJ INC.**
James Sickoria
468 Elizabeth Avenue, Somerset, NJ 08873
732.764.6700 • jim@artisannj.com
www.artisannj.com

**BAYBRENT TILE CORP.**
Richard Hoshino
1637 Sycamore Avenue
Bohemia, NY 11716
631.563.4500
richard@baybrenttile.com

**CONTINENTAL MARBLE INC.**
Christopher R. McConnell
1361 Sycamore Avenue, Holbrook, NY 11741
631.285.7265 • chrisr@continentalmarble.com

**DEL TURCO BROS., INC.**
Bruce Del Turco
25 Verona Avenue, Newark, NJ 07104
973.483.5770 • brucedelturco@optonline.net

**GOAL ENTERPRISES INC.**
Mary Zimand
361 Eastern Parkway, PO Box 590
Farmingdale, NY 11735
718.335.4625 • goalentinc@aol.com

**JANTILE, INC.**
Anthony Casola
3960 Merritt Avenue, Bronx, NY 10466
718.655.5450 • anthony@jantile.com
www.jantile.com

**JOSEPH W. CURVINO, INC.**
Joseph Curvino Jr.
431 Cutter Street, Fort Lee, NJ 07024
201.944.9262 • jocurvino.com
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472 E. Westfield Avenue, Roselle Park, NJ 07024
908.620.9700 • mkriss@krisstone.com

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Vinnie Delazzaro
1285 Oak Point Avenue, Bronx, NY 10474
718.378.6100 • vdelazzaro@aol.com

**PREMIER TILE & GRANITE, INC.**
Mathew Messina
31 Bishop Lane, Holbrook, NY 11741
516.903.0460 • mmessina@premiertileandgranite.com

**SESSO TILE & STONE CONTRACTORS, INC.**
Ernie Sesso
35 Wilson Avenue, Woodland Park, NJ 07424
973.709.0184 • esesso@sessotileandstone.com
www.sessotileandstone.com

**VAL FLOORS, INC.**
Philip Luppino
555 Gotham Pkwy, Carlstadt, NJ 07072
201.617.7900 • pluppino@valfloors.com

**WM. ERATH & SON, INC.**
Scott W. Erath
51 Ranick Drive, Amityville, NY 11701
631.842.2244 • scott@erathtile.com
www.erathtile.com

**OFFICER**

W.M. ERATH & SON, INC.
Scott W. Erath - President
scott@erathtile.com

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Bohemia, NY 11716
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richard@baybrenttile.com

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516.903.0460 • mmessina@premiertileandgranite.com

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Ernie Sesso
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Scott W. Erath
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631.842.2244 • scott@erathtile.com
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DeTurco Bros., Inc.

Patrick Barrett
Jantile, Inc.
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Tile Contractors’ Association of America
10434 Indiana Ave., Kansas City, MO 64137
Ph: 800-655-8453 • Fax: 816-767-0194
Web: www.tcaainc.org

Carole Damon, Executive Director/Editor
caroled@tcaainc.org

Chris Pattavina, Associate Director/Advertising Sales
chrisp@tcaainc.org

TCAA Board of Directors
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A Message from the President

You Never Stop Learning

Returning from Total Solutions Plus, I couldn’t help but feel refreshed and invigorated and even a cold that had been dragging on could not bring down that feeling. As I talked with various contractors, distributors and manufacturers, two things became very clear to me. The first was that the challenges we face as contractors are very much the same, regardless of which part of the country we come from. The second is that the entire industry is counting on us—and the organizations like TCAA that represent us—to continue down the road of education and certifications that ensure every piece of tile and every stone specified for a project receives a flawless installation. While attending the various seminars and education sessions, I was reminded how education takes on so many forms from practical practices to big picture ideas. Even the “mundane motivational speaker” can get you thinking about how to look at something in a different way and teach you something about yourself. At the tabletop reception, I was presented a mind boggling array of information on the latest products, technologies and methods either recently brought to market or on their way. I’m often impressed with, and sometimes skeptical about, all these new innovations. But most importantly, I walked away with knowledge that will help me in my business. As the saying goes, “you never stop learning”.

And, of course, there were old friends to see and new friends to meet. I often think back to the world in which I and most of my colleagues grew up, a world in which our parents and grandparents made it a point to attend various
industry conventions and events. At least once a year, my grandparents would take one of the grandchildren with them to an industry event. As a child, I saw a lot of dressed up people, shaking hands, having a drink and enjoying a meal while they talked passionately to each other about things I didn’t begin to understand. It was fun to be with them and go to different cities and experience different things. But it wasn’t until I became an adult, joined this great industry and began attending industry events myself that I got it. And I’m still getting it.

At the same time, I look at the world today where some, especially the younger generation of contractors, believe they can accomplish the same objectives through email, social media or teleconferencing from their computers or mobile devices, and don’t see the benefits of being an active member of the industry with participation at events like Total Solutions Plus and organizations like TCAA. Yes, we lose a day or two out of the office and travel can be a hassle. But the benefits of being part of something bigger than ourselves, or our companies, are so much better and needed. With so much emphasis on communications technology, we are losing much of what made this such a great and FUN industry. The People. Attending industry events may seem like a chore but it’s really a reward we should give ourselves for being a part of this great industry.

Next year, Total Solutions Plus is going to be in Savannah Georgia, October 24-27. Savannah is a great city and this event is going to be a great place to meet with colleagues, learn and experience what our industry can and should be about. We make it that way by attending and working together.

Until next time,

Ron Schwartz
TCAA President
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Revisiting A Winner

‘The project consisted of the remodel of an existing 360,000 square foot retail mall and new construction of over 100,000 square feet of expansion.’

That was the project description explained by Greg Games, President of tile contractor Premier Tile & Marble, who performed that installation at the Oaks Mall in Thousand Oaks, CA. The project earned the First Place Commercial Project Award for 2009 as recognized by the TCAA.

Multiple project partners contributed to the success of this large scale installation that took more than 14 months to complete. Approximately 95% of the flooring was installed over crack isolation and waterproofing membranes supplied by NAC Products.

So, how has the nearly half a million square feet of tile and stone held up in the 5 years since the project was completed?
“I was visiting a different job site in the area and decided to stop in the mall to take a look at how the floor system has been holding up, said Brian Petit, Vice-President of Operations for NAC Products. “I was surprised that it has been 5 years since the project was completed, but not surprised that it still looks new.”

The Oaks Shopping Center, a two-level indoor/outdoor, super-regional shopping mall located in Thousand Oaks, California was originally built in 1978. The Oaks has undergone a couple of renovations over the years and most recently in 2009.

“One of the challenges with doing this mall renovation was the difficult transitions between the main walkways with concrete or existing terrazzo and the store fronts,” said Greg “We had to cut four feet out at the storefronts and ramp the new tile to the existing store fronts.”

All new tile in the center walkway
“ECB® membrane was an important consideration for us because of the strict requirements necessary to keep the mall open during the day while we completed a specific area each night,” said Greg. “We could get our tile crew out ahead of the setting crew by installing the membrane at the end of our shift and allowing the membrane to be walked on during the day, then when the setters came in that night they were setting tile while the other crew was setting the membrane. It simplified the process and kept our teams working while reducing the down time.”

Multiple installation methods were used in the project although it mainly involved stone tile and ECB® membrane over existing Terrazzo, Ceramic and Stone tile.

“A project like this really enhances the natural beauty of the stone and of the floor design,” said Brian. “It gives me great confidence and pride to see that type of installation knowing that NAC membranes are an integral part of that system and will provide lasting protection for years to come.”

“This was a very large project and there were a lot of partners who contributed to the success of this installation,” said Greg. “We were truly honored to be recognized with the Project of the Year award, especially when you consider the number of projects that are submitted for consideration from throughout the US.”
Even Mother Nature Can’t Stop Cracks

NAC Membrane Systems are Guaranteed Fracture Free

Mother Nature could learn something from NAC. Our surface protection systems for crack isolation, waterproofing, sound and moisture control protect tile, stone and wood flooring from lateral substrate movement up to 3/8”, are mold & mildew resistant, and exceed ANSI A118.10 and A118.12...making them the highest performing, longest lasting, most reliable on the market.
In 1991, Nancy and Larry Bourbon were newly married and making a plan for their future. They decided to put their education, experience and work ethic together to start a tile business. Nancy was 6 months away from getting her accounting degree and had been running her own cleaning company for 5 years. Her husband, Larry had also worked his way through college earning degrees in both finance and economics. By then he had over 10 years of experience as a union tile finisher, as well as a lifetime of practical knowledge, with three generations of Bourbons coming before him as union tile members. Starting with a loan from a family member, Bourbon Tile & Marble, Inc. was born in the dining room of their two bedroom apartment in Chicago.

When they first started, their projects were small residential and commercial jobs. After a few years, their workload became larger commercial projects and Larry’s brother, Danny, joined them as an installer/superintendent. They had established their company and proven themselves as skilled and reliable in the Chicago market. In 2003, they opened a stone fabrication shop, which included water-jet capabilities, giving them the diversity to create unique designs for discerning clients and adding a new dimension to their products and services. Today, they have grown to an average of 80+ exceptional tile and stone installation professionals.
Halfway through tiling the intricate design of the labyrinth at Chicago’s Fourth Presbyterian Chruch

Many have over 15 years of experience with Bourbon and are skilled in every facet of installation. Their entire team, including seven Bourbons, of project managers, administrative staff and craftsmen, work closely with their clients to execute quality installations and consistently exceed customer expectations. They are proud to have been involved in the construction of some of Chicago’s most exciting and distinctive buildings such as the Soldier Field renovation, Fourth Presbyterian Church, Four Seasons Chicago renovation, The Waldorf Astoria, The Legacy at Millennium Park, the elegant 2550 Lakeview in Lincoln Park, The Grand Lux Café, Chicago Public Arts Group special projects and the Bulls practice facility.

From the start, they had a clear vision and strategy for Bourbon Tile & Marble. Their commitment to their clients, employees and themselves has always been to have the highest level of integrity in their business practices and to provide only the best quality workmanship with superior service. Perseverance and dedication have allowed them to consistently exceed those goals. Part of that dedication includes a responsibility to the Chicago tile industry. Nancy has been involved in the Ceramic Tile Contractor’s Association of Chicago (CTCAC) for about 20 years. She has held the offices of both Secretary and President of the association and sat on the welfare, pension and promotion joint boards for six years. She has negotiated the union contract on behalf of Chicago’s signatory tile contractors for the last five contract negotiations. Nancy is the sole owner of the company and has maintained a 100% WBE certification with the City
of Chicago for 18 years. Other affiliations include the Tile Contractors’ Association of America (TCAA), the Marble Institute of America (MIA) and the Federation of Women Contractors (FWC). Bourbon Tile & Marble’s work won the TCAA Craft Award for the “2005 Best Tile Project of the Year”. They are especially proud to have been awarded the “Trowel of Excellence Certification” in 2011 by the TCAA.

Bourbon Tile & Marble, Inc. was contracted to complete the tile work for a new addition at Chicago’s Fourth Presbyterian Church on Michigan Avenue. The existing church dates back to 1914 and is one of the oldest churches in Chicago. Eddie Bourbon, project manager, worked in conjunction with foreman, Pat McInerney, General Contractor, Turner Construction and Gensler Architects to complete the gathering space, staircase and the chapel and classrooms on the 2nd floor. They used 12,000 square feet of 12 x 24 tile & dimensional limestone material on the entire project. Bourbon’s capability and expertise in water jet fabrication and installation was vital to the success of the project. The showpiece of the venture was the intricate Labyrinth in the chapel which was comprised of 555 unique pieces of tile, each piece cut and installed separately with perfect precision. The result is a beautiful piece of art incorporated into a Chicago architectural jewel.

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VIDEOS, INFO AND MORE!
Installation of Reduced Thickness Porcelain Tile Finishes

By Arthur Mintie, Director, Technical Services

Reduced thickness porcelain tiles have been out in the marketplace for a few years now. Our industry has gained some valuable information on how these finishes perform, where they can be used and how they are installed. This article will review some important factors to consider with these finish types.

Consult with the porcelain tile manufacturer for their recommendation on which specific reduced thickness tile type and thickness is suitable for a specific application (especially for floors and exterior use). Note that not all thicknesses in a manufacturer's product...
range are suitable for all applications. In addition, several of the labor organizations have taken a position that tile thinner than 5.5mm are not suitable for floor applications.

**SUBSTRATE PREPARATION:**
The main challenge for installers is to make sure that the substrate is extremely flat, so as to achieve the required coverage. Approved substrates should meet the maximum allowable deflection standard of L/360 under total anticipated load. Maximum variation in the substrate is not to exceed 1/8” in 10’ (3mm in 3m) from the required plane, and no more than 1/16” in 12” (1.5mm in 30cm) when measured from high points. Typically, polymer fortified thick bed mortars (e.g. LATICRETE 3701 Fortified Mortar) or Self-Leveling Underlayments (e.g. DRYTEK® LEVELEX™ Plus) can be used to properly prepare a substrate prior to the installation of these reduced thickness porcelain units. The flatter/smooth the substrate; the easier the tile installation will be.

**EXTERIOR FACADES (if approved for use by reduced thickness porcelain tile manufacturer):**
The 2015 International Building Code (IBC) - Chapter 14 – Exterior Walls - requires that “adhered veneer finish types” (which include ceramic and porcelain tiles) be a minimum of ¼” (6mm) thickness for use as exterior cladding. In addition, facial size dimensions can also be a factor. For porcelain tile, the 2015 IBC [Section 1405.10.2] requires that exterior adhered porcelain tile be a maximum of 24” (610mm) in any face dimension nor more than 3 square feet (0.28m2) in total face area and shall not weigh more than 9 lbs. per s.f. (44.2 kg/m2).

Therefore, the project Architect or Engineer will have to gain code approval for the use of a reduced thickness, larger format porcelain tile finish material for use in these applications. Upon code approval, a high performance ANSI A118.15 / ISO CT2TES1 Mortar can be used (e.g. LATICRETE® 254 Platinum) along with a suitable waterproofing membrane (e.g. LATICRETE HYDRO BAN® to help prevent the infiltration of water into the structure and to protect building elements from corrosion).
TILE STAGING AREA:
Staging areas on a project site are essential in order to properly prepare the large tiles for installation. For example, a large flat table that serves as the work area is essential. In addition, using “vacuum suction cups” and “installation frames” can facilitate easier handling and placing of the tile and reduce the chance of cracking them during handling and installation.

TILE INSTALLATION:
Maximum or 100% coverage is typically required for reduced thickness porcelain tiles as the current ceramic tile industry standards that pertain to adhesive mortar coverage do not apply. A high performance, latex fortified portland cement thin set or medium bed mortar can be used (e.g. LATICRETE® 254 Platinum or LATICRETE 4-XLT).

Obtaining complete mortar coverage between the porcelain unit and the substrate (100%) is absolutely essential. Using the appropriate specialty notched trowel (e.g. European Tile Masters Euro Notch Trowel or Raimondi Flow Ridge Slant Notch Trowel) along with proper troweling techniques and back-buttering will make achieving complete coverage easier. To help ensure maximum coverage to both the substrate and to the back of the porcelain tiles, mix the adhesive mortar to a slightly wetter consistency than a typical thin bed mortar (mortar ridges must still hold their shape).

Apply notched coats of the thin-set mortar to BOTH the back of the tile and the substrate. Typically, the trowel ridges are applied in straight lines, on both the back of the tile and on the substrate, and should be parallel to each other and perpendicular to the long edge of the tile when placed (unless otherwise directed by porcelain tile manufacturer). The use of hand held “vibrating” pads can assist in properly bedding the tiles and achieving maximum adhesive mortar coverage. Using mechanical edge-leveling systems can help to reduce lippage at the edges and corners.
GROUTING:
Since the reduced thickness tiles are thinner than typical tile, extra attention must be given to “clean out” any adhesive mortar left in the joints during the installation in order to facilitate the acceptance of enough grout within the grout joint. Therefore, the entire depth of the tile should be free of adhesive in the joints to receive the grout. Polymer fortified sanded grouts, suitable single component pre-mixed grouts and epoxy based grouts can be used for these applications. Exterior grouting applications should be limited to the use of polymer fortified portland cement based grouts.

MOVEMENT JOINTS:
Joints scheduled to act as movement joints should also be cleaned out of all adhesive mortar and grout in order to receive bond breaker tape and a suitable flexible sealant (e.g. LATICRETE LATASIL™). Follow standard industry guidelines for movement joints in accord with Tile Council of North America’s movement joint details and information EJ-171.

CURING / PROTECTION:
Allow a minimum cure time of 72 hours at 70°F (21°C) prior to grouting and exposing floor installations to light foot traffic. Regardless of whether rapid or normal setting thin set/medium bed mortars are used, floors need to be protected from heavy traffic, lifts, etc .... for at least 7 days at 70°F (21°C). However, cooler temperatures (and other climatic conditions) and the size of the porcelain tile can impact the cure rates. In addition, anytime heavy lifts or other equipment is exposed to the floor, protection of the tile should be put into place (typically 3/4” thick plywood/OSB). See the Tile Council of North America’s (TCNA) statement of protection on this matter in the current TCNA Handbook for Ceramic, Glass and Stone Installations. It is important to note that the above cure rates are typical, but can be affected by many variables. Consult with the reduced thickness porcelain tile manufacturer for their suggestions on cure rates, time to traffic and protection of newly installed projects.

CONCLUSION:
Our industry continues to gain valuable information on these installations and is making progress through our standards and methods committees with the goal of establishing typical installation criterion for these finish types. Be on the lookout for more updates as progress is made. In the interim, consult the reduced thickness porcelain tile manufacturers and the specified installation materials manufacturer for installation information and guidance.
I am not sure that the title is an actual word but it reflects my thoughts regarding what will be in store for us over the next 5-10 years. Qualified labor is becoming a hot issue, especially on both coasts and in the south. The Great Recession wiped out over 2 million construction jobs. The AGC just completed a national survey in August and September. Eighty three percent of over 1000 construction companies surveyed were having trouble finding qualified labor.

Demographically, cities are seeing a big uptick in residential living. The energy sector, both in the upper midwest and the southwest, requires infrastructure. Educational and institutional building, which was put on hold during the recession, is now playing catch up.

Combined with the job losses and retirement of so many skilled trade workers was the double whammy of the loss of educational and training programs. Union training programs were cut way back and high school vocational programs suffered from both cut backs and an ill-perceived idea that all school curriculum should be college prep based.

The IUBAC recognized this and has been working for almost a year on establishing new training programs and revitalizing existing ones. Your TCAA is part of the BAC Apprenticeship and Training Task Force. Our next meeting will be held in mid-December. Please contact me (john@trendelltile.com) with any ideas, comments, or suggestions you might have.

We at TCAA have been an integral part of industry training since our inception. Our most recent and very successful contribution has been the Advanced Certifications for Tile Installers (ACT) program. To date, over 175 certifications have been completed. Now that over 20 regional BAC training centers have made ACT certifications available, we look to build on our success.

We are not resting on our laurels either. In April 2015, at the national tile and stone trade show, Coverings, we will be introducing two new certifications—“Grout” and “Thin Porcelain Tile”. So, TCAA is not just being proactive, we are in Proaction!
Diverse Tiles, Set with TEC® Products, Transform North End Zone Complex

Michigan State University’s football team finished 2013 undefeated in Big Ten Play and won the 2014 Rose Bowl. Its new North End Zone Complex not only celebrates the team’s previous success, but also looks toward future victories with a state-of-the-art recruiting center. The new facility features about 16,000 square feet of tile, set with TEC® products.

Comprising 50,000 square feet in two levels, the new North End Zone Complex is an inspiring home base for the Spartans. The locker room alone measures 5,000 square feet, with two 500-square-foot shower areas. The renovated space also features a prominent recruiting center for all MSU athletic teams, support spaces, media rooms, concession areas and additional restrooms.

The addition hosts hard-working athletes – and hard-working tile. To make sure the tile performed at its best in a variety of spaces – including the locker room’s showers – installer Artisan Tile, Brighton, MI, consulted with TEC® technical sales professionals. A TEC® representative worked with Artisan Tile to help them select an array of products suited for the demanding environment.
“Early on, we were concerned about moisture levels on the job site. Our TEC® representative helped us work through those issues for a successful installation,” says Jennifer Panning, owner of Artisan Tile. “We knew we could count on TEC® for support throughout the installation.”

Artisan Tile used TEC® HydraFlex™ Waterproofing Crack Isolation Membrane to protect the installation from potential moisture damage. As moisture levels change, subfloors, adhesives and tile can expand, contract and even crack. At Spartan Stadium, HydraFlex™ helps stop in-plane cracks at the subfloor from telegraphing through to the tile. HydraFlex™ dries in just two to three hours, which kept this installation on schedule to ensure the locker room was ready for football season.

In the shower areas, HydraFlex™ also provides waterproofing. It resists mold and mildew, helping to provide a place for MSU athletes to cool down on game days. Tile can be bonded directly to HydraFlex™ using a suitable TEC® latex-modified mortar. Artisan used Full Flex® Premium Thin Set Mortar to place 6-by-6 and 3-by-3 inch tiles on the shower floors. The walls feature Spartan-green glass tile, which was adhered with Super Flex™ Ultra-Premium Thin Set Mortar. The green is complemented by white 8-by-20 inch white tiles, set with TEC® Ultimate Large Tile Mortar. The TEC® products worked together to create shower areas with lots of school spirit.

The recruiting center, which will be used to recruit student-athletes for every MSU sport, also features a variety of types and sizes of tile. Future Spartans walk into the recruitment center on porcelain wood-look tile, installed with TEC® Full Flex®. TEC® Ultimate Large Tile Mortar, in a 3/4-inch mortar bed, adheres large-format limestone tile to the walls. The floor and wall tiles create a welcoming, yet elegant, space that reflects MSU’s commitment to its student-athletes.

In high-traffic corridors essential for other trades, Artisan Tile relied on Quik Flex® Accelerated Thin Set Mortar. This mortar is ready for grout in just 3 hours, which kept the installation
on track and helped ensure that all contractors could reach their work areas without disturbing the tile.

Ordering setting materials for a project with such a wide array of tile types and sizes can be complicated. To simplify the process, Artisan Tile used the free TEC™ Installation Systems Coverage Calculator App. This app estimates the amount of surface preparation products, mortars and grouts necessary for a project based on square footage, tile size and size of grout joint.

“I love using the TEC® iPhone App. The Coverage Calculator helps me plan, particularly for projects like this one – with tile of all types and sizes,” says Panning. “It was very accurate, so it made the ordering process easier.”

TEC® InColor™ Advanced Performance Grout, in Light Pewter, Bright White, Light Smoke and DeLorean Gray, was used with all of the many tile types in the North End Zone Complex. Specifically formulated for heavy commercial use, TEC® InColor™ met both the aesthetic and performance requirements of this hard-working space.

“InColor™ is stain resistant and durable,” says Panning. “Those are essential characteristics for a busy athletic facility.”

The $24.5 million renovation was completed in August 2014.

For more information about TEC®, visit tecspecialty.com.

The walls feature Spartan-green glass tile, adhered with Super Flex™ Ultra-Premium Thin Set Mortar.

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*Design FX™ grout is stain-proof against most common household, residential stains when cleaned immediately. See product data sheet for detailed information.

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Eugene G. Sackett Co. Inc.
Rochester, NY
Chris Leva, President
Trowel of Excellence™ Certified 2006

E.G. Sackett Company was founded in 1914 as a small tile and stone shop. Originally, stone work was the primary focus of the company, concentrating on the Greater Rochester area. The Sackett Company’s reputation for quality craftsmanship grew throughout the mid-1900’s and slowly started establishing itself as one of the premier tile contractors in Western NY.

In the 1970’s, Jerry Leva Sr. joined E.G. Sackett with the goal of growing the company in both volume and location. Jerry formed local business relationships, which generated clients that would take E.G. Sackett Co. to the next level of success. Wegmans Supermarkets, University of Rochester, Strong Hospital, Kodak, Rochester Institute of Technology, Xerox, and Bausch and Lomb were early jobs that established the Sackett Company as a leading provider of tile installation in Western New York. Jerry purchased the Sackett Company in 1987.

That early reputation Sackett developed and the Leva family’s commitment to excellence, led them to expand their operations. Sackett has performed work at Epcot Center in Orlando, and the University of Central Florida. E.G. Sackett has been involved in over 60 Wegmans Supermarket Projects covering
5 states. In the early 1990’s, Sackett Company signed up with BAC Local #3, ensuring its customers the highest skilled tile setters in the industry.

Jerry Leva Sr. served as President of E.G. Sackett Co. for over 35 years. He is the former President of the Rochester Builders Exchange and also served as President of the Tile Contractors Association of America (TCAA). He has been honored with several industry awards, most recently, the Rochester Builders Exchange Lifetime Achievement Award. Jerry is now retired and E.G. Sackett has been purchased by his sons.

Jerry Jr., Christopher, Patrick, and Brian Leva are continuing to provide Western New York with the highest quality craftsmanship in the tile industry. To keep up with the competitive landscape, the Sackett Company has opened a second office in Buffalo, NY. On average, the Sackett Company employs 50 people. Under the leadership of the second generation of Leva’s, Sackett has achieved many industry awards. These include several TCAA Technical Merit Awards and a TCAA Project of the Year in 2008. The Leva Family remains determined to continue Sackett’s success with the simple philosophy of President Christopher Leva, “Work hard every day and always keep our clients goals and interests at the core of our business.” 2014 marks the 100th year in business for the Eugene G. Sackett Company.

Rochester Genesee Regional Transit Center- Downtown Rochester, NY
Recently, E.G. Sackett Co. finished the new RGRTA project in downtown Rochester. The $50 million, 87,000 sq/ft project included over 15,000 sq/ft of tile and 20,000 sq/ft of terrazzo. E.G. Sackett worked closely with Bergmann Associates, RGRTA representatives, and City of Rochester officials to help bring this high profile project to life.
Daltile Plaza Nova Colorbody Porcelain in multiple sizes and colors was installed in public restrooms, terminal gates, and the center ticketing area. Crossville Colorblox Porcelain tile was installed in the private restrooms, dining area, and dispatch room. All areas were prepped and set with Laticrete products. Bostik TruColor Urethane grout was used in all tile areas. Some of the installation challenges faced on the project were the leveling/flushing of floors, radius layout including several sized tile, and tying wall tile into a terrazzo base and flooring system. The terrazzo floor with radiant heat was leveled by the Sackett Company to properly accommodate the wall tile layout throughout the main terminal.

Local BAC #3 provided over 20 highly skilled tile setters, apprentices, and finishers to tackle the project. The local BAC apprenticeship program and IMI training that BAC members receive prepared the Sackett workforce for such a detailed project. The E.G. Sackett corporate team has well over 150 years of combined experience in the tile industry, which is the force that drives its success on projects such as the Rochester-Genesee Regional Transit Center. The RGRTA will be celebrating its grand opening in November 2014.

For more information on E.G. Sackett Co. Inc., visit www.egsackett.com.
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**CALIFORNIA**

De Anza Tile Co., Inc
Richard A. Papapietro, Jr.
45755 Northport Loop West
Fremont, CA 94538
Ph: (650) 424-0356
Website: www.deanzatile.com

Superior Tile & Stone
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Brian Castro
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Aurora, IL 60502-9682
Ph: (630) 978-0400
Website: www.ctcac.org/dti_illinois_inc.php

**MASSACHUSETTS**

Port Morris Tile & Marble Corp.
Mark Liljegren
66 Von Hillern Street
Boston, MA 02125
Ph: (617) 265-7585

**MICHIGAN**

Artisan Tile Inc.
Jennifer Panning
9864 E. Grand River Ave., #110-132
Brighton, MI 48116
Ph: (810) 220-2370
Website: www.artisanatileinc.com

Boston Tile & Terrazzo Co.
E.C. ‘Bud’ Mularoni
23740 Grand River
Detroit, MI 48219
Ph: (313) 535-7700

**MINNESOTA**

Grazzini Brothers & Company
Al Grazzini
1175 Eagan Industrial Road
St. Paul, MN 55121
Ph: (651) 452-2700
Website: www.grazzini.com

**NEW JERSEY**

Artisan Tile & Marble Co. of NJ, Inc.
John J. Sekora
468 Elizabeth Avenue
Somerset, NJ 08873-5200
Ph: (732) 764-6700
Website: www.ArtisanNJ.com
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Continental Marble
Christopher R. McConnell
1361 Lincoln Ave., Ste 2
Holbrook, NY 11741
Ph: (631) 285-7265
Website: www.continentalmarble.com

Eugene G. Sackett Co., Inc.
Gerard Leva, Sr.
454 Lee Road, P.O. Box 60976
Rochester, NY 14606
Ph: (585) 647-2520
Website: www.egsackett.com

Miller Druck Specialty Contracting
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