

Frequently Asked Questions:

1. What is NappaTile?

NappaTile is handcrafted, faux leather wall tiles used for interior spaces that serves both functional and aesthetic purposes.

2. What is the lead time?

Standard lead time is 7-8 weeks from when payment is received.

Rush lead time is available at \$2/SF upcharge for a 5-6 weeks lead time from when payment is received.

Custom projects may extend the lead time, depending on the complexity of the project. Please contact the Concertex Team for a custom project lead time.

3. How is NappaTile adhered to the wall?

All tiles under 24"x24" come standard with 3M peel and stick permanent adhesive.

All tiles greater than 24"x24" do not come with 3M peel and stick. We recommend using an FRP or panel adhesive for installation. For additional information, please refer to the Installation guide located on the Concertex website.

4. What is the fire rating for NappaTile?

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

5. Does NappaTile have acoustical properties?

Yes, NappaTile has acoustical properties. NRC rating increases when paired with acoustical offerings. Please reference the acoustical section located on the Concertex website.

6. Who installs NappaTile?

Professional wallcovering contractors typically install NappaTile.

7. Can tiles be adhered to ceilings?

Yes, tiles can be adhered to the ceiling using an FRP/panel adhesive.

8. Can I apply tiles around a curved surface?

Yes, tiles can be installed on curved areas as long as the entire surface on the back side of the tile is flush against the wall.

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9. Can I use NappaTile inside elevators?

Yes, NappaTile can be installed inside elevators.

10. Do you provide extra tiles? How much overage should I order for my project?

No, we do not provide extra tiles. We recommend ordering a minimum of 10% overage per project.

11. How durable is NappaTile?

NappaTile can be used in all high-traffic environments and is suitable for hospitality, healthcare, and corporate projects. For additional specification information please contact customer service.

12. Is NappaTile a permanent installation?

Yes, NappaTile is a permanent installation.

13. What is NappaTile made of?

Materials are dependent on the pattern selected. Please reference individual pattern specifications for additional information.

14. What is a custom project?

A custom project is changing the scale of a tile, altering a pattern, or creating a new pattern. Custom projects may extend the lead time, depending on the complexity of the project. Please contact the Concertex Team for custom project lead time.

15. What sizes do the tiles come in?

Each pattern offers standard tile sizes recommended per design. To accommodate all projects, custom tiles sizes range from a minimum of 2"x2" tiles, growing in quarter inch increments, up to 42"x42" tiles.

16. Can I change the size/scale of the tiles shown per individual pattern?

Yes, you can change the size of a tile or scale of the pattern to fit your project. Changing the tile sizes may extend the lead time, depending on the complexity of the project. Please contact the Concertex Team for custom project lead time.

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17. Is there a minimum order requirement?

Standard designs have no minimum. Custom designs have a 100 sq. ft. minimum.

18. What coverings can I select for my tiles?

Coverings for tiles can be selected from the approved NappaTile covering offerings located on the Concertex website.

19. How do you clean the tile?

Cleaning is dependent on the coverings selected. Please reference individual pattern specifications for cleaning instructions.

20. Can I use my own material on NappaTile?

No, we do not allow customer's own material.

21. Can I cut tiles?

Yes, please refer to the installation guide for additional information on how to cut tiles in the field.

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

Yes, tiles can be drilled into by installer. Please refer to the installation guide located on the Concertex website.

23. When should I install frames, trim, molding, etc...?

NappaTile should be installed before any frame, trim, molding, etc. Please note that we do not provide these products and it should be purchased from an outside vendor.

24. Is the edge on NappaTile finished?

No, NappaTile is recommended as a wall to wall product. If your desired layout stops short of the wall, we recommend using a frame, trim, or molding to finish the design.

25. How are tiles shipped?

Tiles are shipped in boxes organized by size and shape.

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26. What is the return policy for NappaTile?

All sales are final due to the custom made-to-order nature of NappaTile. Please refer to the Concertex Terms of Sale for further information.

27. Is there a warranty on NappaTile?

Yes, there is a one (1) year limited warranty to the original purchaser for NappaTile.