



# FREQUENTLY ASKED QUESTIONS

## Reference for Regional Sales Managers



# FREQUENTLY ASKED QUESTIONS

## Material

### 1 *What is WETMAR BiO™?*

WETMAR is an advanced natural stone composite material. It is a blend of naturally occurring mineral stones (marble, silica, granite and quartz) and a bio-based resin composed of vegetable extracts (corn and soy). We have extracted the petro-chemicals from the product that are commonly used in acrylic tubs and other solid surface bathtubs. Green Good Design Winner 2015. Can be used in LEED projects.



### 2 *Where are the WETSTYLE products produced?*

WETMAR BiO products are produced in the WETMAR BiO plant located near Montreal, Quebec, Canada.

WETSTYLE wood furniture products are produced in the WETSTYLE furniture factory in Montreal, Quebec Canada.

Some products are produced under contract in Europe and Asia (less than 5%).

From time to time for larger volume project orders of sinks, shower trays or bathtub when capacity is strained at the Montreal facility, WETSTYLE will produce under contract overseas (Europe and Asia).

## Bathtubs

### 3 *What plumbing infrastructure/piping is included?*

Plumbing Infrastructure included:

- Pop-up drain
- Drain basket
- Plug & Bathe™ Connection system including vertical and horizontal connections in either ABS or Copper (local market specific).

**WETSTYLE Plug & Bathe™** overflow and drain connection system includes:



Soft-touch pop-up drain, for built-in overflow. Fits both 1 – ½” ABS drain waste and 1 – ½” tubular brass



1 – ½” ABS direct vertical drain waste fitting (copper/brass options also available)



1 – ½” ABS 90° Elbow drain waste fitting (copper/brass options also available)

### 4 *What is a soft toe touch drain?*

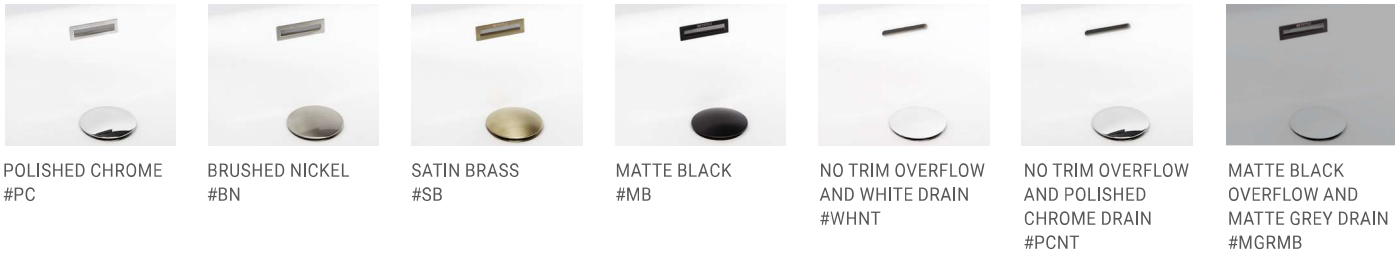
Soft Toe Touch Drain: Soft toe touch drain is one that simply closes and open by a simple push on the face of the drain cover.



## 5 What options are available for the drain and overflow trim?

Drain Finishes: polished chrome, brushed nickel, matte black, satin brass, matte grey

Overflow Finishes: polished chrome, brushed nickel, matte black, satin brass, no decorative trim (to be used when matching a faucet or tub filler that is not one of these finishes).



## 6 Are your products compliant to code?

All WETSTYLE fixtures are compliant with North American plumbing standards including CSA/IAPMO standards.

## 7 What types of bathtubs does WETSTYLE offer ?

Solid Surface bathtub models:

- Free standing
- Alcove
- Drop-In
- End and Center Drain

## 8 Why are Solid Surface tubs more expensive than acrylic tubs?

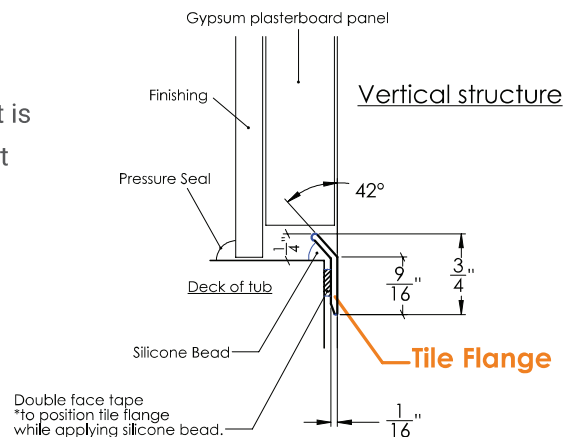
One cannot fairly compare Solid Surface or composite bathtubs to those made from Acrylic.

**Acrylic tubs** are made from a sheet of plastic that is 5 - 10 mm in thickness with no material substrate or backing. This is the reason an acrylic tub feels hollow when one knocks on it or rebounds when one steps into an acrylic tub or shower tray. Acrylic is a good material for high volume lower cost products.

**Solid Surface tubs** have walls that are 1" to 3" in thickness composed of stone aggregate. This is why you get a product that is much heavier, with no rebound or deflection when stepping in and that permits heat retention. More material, better quality materials and better performance all in one seamless piece.

## 9 What is a tile flange? Which side is it on?

**Tile Flange:** A tile flange is a thin metallic or plastic threshold that is used to more securely protect water from penetrating an adjacent wall. The bathtubs or shower trays designed for an alcove set up (next to a wall or in between 2 or 3 walls) come with the tile flange provided for each wall that would be adjacent to the bathtub. See installation instructions for technical specification.



## 10 *How does your overflow work?*

WETSTYLE pioneered the slot design integrated overflow in 2003 and was the first to bring this to market in the USA and Canada. This is a channel built into the part of the wall that connects to the drain system of the tub rather than to an external plumbing channel or pipe. The overflow does not need to be connected to any external piping or plumbing. This saves the plumber on installation time and materials and reduces the risk of in wall leakage issues.

## 11 *How are the tubs installed? (Reference underneath access)*

Installation: See installation instructions as provided on the website and provided with each product shipped. We have introduced the Plug & Bathe™ system which enables complete installation and serviceability of freestanding bathtubs with integrated overflow 100% from above. We provide both the horizontal and vertical connection for the plumber to decide what connection is better suited to their installation.

## 12 *What is the clearance between the tub and the floor?*

Typical clearance is 2.5" to 3" depending on whether levelers on feet are used to adjust. Reference technical specification documents found on line.

## 13 *How do you keep the material clean?*

WETMAR BiO™ - TRUE HIGH GLOSS™ finish requires a soft cloth, soap and water. NOTHING ABRASIVE.

WETMAR BiO™ - MATTE finish- one can use any off the shelf mildly abrasive cream cleanser (Fantastic, Comet, Mr. Clean), water and cloth. Magic Erasure or 1000 grit sandpaper.

*Note: MATTE finishes require more frequent cleaning than TRUE HIGH GLOSS™. It is the nature of this finish.*

See cleaning guide here: <https://wetstyle.ca/cleaning-guide/>

## 14 *Can you tell me how to repair cracks and chips?*

Complete instructions for simple repairs can be found here: <https://wetstyle.ca/cleaning-guide/>

For products in TRUE HIGH GLOSS™, mild scratches can be buffed out using an automotive compound and buffing pad. Car Bright or equivalent compound is effective for bringing back the products to their original luster.

WETMAR BiO™, unlike porcelain and cast iron-based products, is repairable and often renewable. For chips and deeper cracks, a repair kit for filling and touch ups can be sent out. For such situations, please send pictures to [service@wetstyle.ca](mailto:service@wetstyle.ca) for guidance on how the damage is to be treated.

## 15 *What colors do you offer?*

In sanitary ware (bathtubs, sinks, shower pans), the color offered is white in TRUE HIGH GLOSS™ and MATTE finishes.

As of 2023, WETMAR BiO™ is also available in:

- Black Matte
- Grey Matte
- Custom Colors are available with a RAL code, Pantone code, or color sample

In furniture, the finishes and colors offered are as seen in the WETMAR Furniture Catalog and 2023 Price Book. Custom Wood finishes are available with a wood finish sample or reference.

## 16 *Are the bathtubs tested for leaks before they leave the factory?*

Yes, 100% of WETSTYLE bathtubs undergo a water test before being packaged to ensure no leaks.

## Bathroom Furniture

### 17 *How do you adjust the drawers in the furniture?*

Drawer Adjustment: there are two drawer levelers underneath the drawer towards the front and two on the glides near the back. These adjustments can be manipulated to level and adjust the drawers. For more technical and detailed guidance refer to the BLUM drawer and hinge manual.

### 18 *How is the furniture going to hold up in the bathroom environment with water and moisture? (Refer to level 5 AWI finish, top finish in industry)*

WETSTYLE furniture is finished to the American Woodworking Institute's level 5 rating, the highest rating given for finishing of wood products in our industry. Two coats of a formaldehyde free pre-catalytic marine grade sealant and two coats of marine grade finish are applied to give the product maximum protection against moisture, UV and other elements. Despite this, as the finish is real wood, care must be taken with the product- wipe down standing water and don't let it sit and pool. All wood products and assembling ingredients come from FSC certified renewable forestry and are CARB compliant.

For more on furniture see BE&M training presentation.

### 19 *What type of woods are use in WESTYLE furniture?*

WETSTYLE uses a combination of solid wood and real wood veneers. This is specific to each collection. Generally – legs and various other parts are solid wood. The core carcass is constructed of dimensionally stable MDF (not particle board) and real wood veneer. Dimensionally stable MDF is used as will work/warp less in bathroom environments than other types of wood. Dimensionally stable MDF will absorb only up to 3% volume of water whereas other woods will absorb more than 15% and are not appropriate for wet environments. Plywood is also used for carcass construction.

## 20 What is the difference between the #11 and #12 wood finish?

Walnut Natural **with Calico** is the #11 finish. The Calico is the sapwood portion of the tree with the lighter and more white elements in the wood. This portion of the wood will tend to patina over time and grow more orange or red in appearance. Walnut is a photosensitive species of wood and will tend to change over time. This is limited to approximately 20% of the surface area of the part.

Walnut Natural **without Calico** is the #12 finish. In this finish, the Calico is removed, and the finish will change less over time than the #11 finish.



## 21 Wood furniture wall mounting installation (Z-Clip)

Most of the wall mounted vanities in wood (M Collection, Frame Collection, Deco Collection, Element Rafine, Bauhaus Collection) are installed using the Z-Clip system. See installation instructions for each product on the website: <https://wetstyle.ca/collection/>

**22** *What is the common thread regarding sinks ordered for installation on C Collection, Floating Sinks and sinks to be used on the FRAME Linea Collection vanities?*

Wood is installed on the underside of the sink that is intended to be mounted on C, Floating with brackets, and Frame Linea applications so that screws for mounting may be used without the need for drilling a screw hole into the material.

**23** *Why do Wall Mounted Shower benches not come with screws?*

The Wall Mounted Shower Benches DO NOT COME with screws as the installer will decide at the job site which screws are appropriate for each specific installation.

## Sinks / Washbasins

**24** *What are the minimum requirements for a faucet that will be used with the 15" cube vessel sink? Height and spout extension? It will be mounted on top of the counter.*

- Height of spout: 8½ inches
- Length of spout: 4½ inches

**25** *What types of sinks are offered by WETSTYLE?*

WETSTYLE has the largest selection of composite solid surface sinks in the industry and its not even close. WETSTYLE has 3 sink families:

- Lavatory (aka countertop aka integral): sizes of 18" to 72", Collections: Cube, Ove, Deco, Element, Bauhaus
- Vessel (above and under-mount): sizes of 15" to 54": Cube, Ove, Be, Tulip, Couture
- Drop-In Lavatory (a hybrid of lav and vessel style): sizes of 16" to 24". Collections: Lab

Reference **PAGE 45** of the Wetstyle Price Book for understanding code logic

**26** *What is the difference between a VC vs. VCS in WETSTYLE product codes?*

The "S" stands for Slim and offers a 2" profile/sink height

<ul style="list-style-type: none"><li>• V= Sink</li><li>• C= Cube Collection</li><li>• VC (no "S") = 4" profile/sink height</li></ul>	<ul style="list-style-type: none"><li>• V = Sink</li><li>• C = Cube Collection</li><li>• S = Slim with a 2" profile/sink height</li></ul>
---	---

## 27 What is the difference between a VC vs. VCM in WETSTYLE product codes?

The “M” stands for Metro Series and offers a depth of 18” for smaller spaces

<ul style="list-style-type: none"> <li>• V= Sink</li> <li>• C= Cube Collection</li> <li>• VC (no “M”) = 22” front to back depth</li> </ul>	<ul style="list-style-type: none"> <li>• V = Sink</li> <li>• C = Cube Collection</li> <li>• M = Metro with an 18” front to back depth</li> </ul>
--	--

## 28 Why is there an “8” in some sink models? VC vs. VC8

<ul style="list-style-type: none"> <li>• V= Sink</li> <li>• C= Cube Collection</li> <li>• 8 = Vessel Sink (vs Lavatory style)</li> </ul>	<p>An “8” later in the code can imply a 3 hole faucet drilling for an 8” widespread faucet.</p>
<p>EX: <b>VC821A-O-MB-GA</b></p> <ul style="list-style-type: none"> <li>• V = Sinks</li> <li>• C= Cube Collection</li> <li>• <b>8 = Vessel Type</b></li> <li>• 21 = 21” length</li> <li>• A = Above Mount Application</li> <li>• O = With Overflow</li> <li>• MB = Overflow Trim in Matte Black</li> <li>• GA = Glossy Apollo White</li> </ul>	<p>EX: <b>VCS36-O-8-PC-MA</b></p> <ul style="list-style-type: none"> <li>• V = Sink</li> <li>• C =Cube Collection (lavatory countertop)</li> <li>• S = slim/short, 2” high</li> <li>• 36 = 36” length</li> <li>• O = With Overflow</li> <li>• <b>8 = 3 pre-drilled faucet holes for a 8” widespread faucet</b></li> <li>• PC = Overflow Trim in PC</li> <li>• MA = Matte Apollo White</li> </ul>

## Shipping

### 29 Can I get my order delivered faster?

WETSTYLE has an extensive list of Quick Ship products in stock and publishes this list on a weekly basis to dealers and representatives.

All other made to order products for showrooms are produced on approximately 4-8 week lead time.

Multi unit order lead times will be approximated at time of quote and firmed up at time of order.

### 30 Can you provide a freight quote?

We publish flat rate freight prices at time a latest price book release.

FFA: Free Freight Allowed is \$15,000.00 net order to WETSTYLE or as outlined on Project Quotations

### 31 Does WETSTYLE offer a Free Freight Allowed (FFA) policy?

FFA: Free Freight Allowed is \$15,000.00 net order to WETSTYLE or as outlined on Project Quotations (new for 2023 starting March 1st, 2023).

For Project Orders it will stipulate on the quotation whether or not freight is included.

## Dealers & Projects

### 32 *What is my discount?*

Dealer discounts are as follows:

- Level 1: 50/10 (55%)
- Level 2: 50/5 (52.5%)
- Level 3: 50 (50%)

Levels are based on display commitment per the latest showroom display program and sales levels.

Reference WETSTYLE 2023 Showroom Display Program:

[https://wetstyle.ca/wp-content/uploads/2019/03/Showroom-Display-Program\\_2023.pdf](https://wetstyle.ca/wp-content/uploads/2019/03/Showroom-Display-Program_2023.pdf)

### 33 *Do you have a warranty on your product?*

For residential applications the warranty on WETMAR products is 5 years from time of delivery and 1 year on Furniture. See Sales Conditions at back of Price Book.

For projects the warranty is one year.

## Installation

### 34 *Do you have installation guidelines and technical information?*

All technical specification documentation (also referred to in the market as “tear” or “cut” sheets) and installation documentation can be found on the WETSTYLE website by product:

Example: [https://wetstyle.ca/product/c-console/TECHNICAL\\_DETAILS/Installation\\_Instructions](https://wetstyle.ca/product/c-console/TECHNICAL_DETAILS/Installation_Instructions)

*Note: Basic technical drawings are seen in the price list and more detailed technical images can be found in the PRINTED CATALOG under the relevant collection pamphlet.*

## Environment

### 35 *How are your products “GREEN” or considered environmentally friendly?*

WETSTYLE products are largely made to order. Our scrap rate is less than 1%. WETMAR BiO products are composed of naturally occurring mineral stone and vegetable based resin. Our bathtubs, sinks and shower pans are produced locally and almost entirely by hand requiring a very low energy footprint. WETSTYLE furniture is all made to order and produced locally thereby requiring very little carbon emissions and energy consumption due to transportation. The furniture in our collections is produced using woods sourced from renewable forestry that are FSC and Carb Compliant.

## General Sales Related

### 36 *Does WETSTYLE have a CEU presentation?*

Yes, we have an up-to-date CEU presentation on the evolution of materials used in bathtub fabrication.

### 37 *How are WETSTYLE designs created, what is the influence and inspiration of the collections that are offered?*

Design inspirations and related content on the designers can be seen on the website, in the catalogs and again in all training documentation that has been provided. Each collection has specific content related to this and sales representatives are expected to review and know this when discussing the line with trade professionals and dealers.

### 38 *What makes WETSTYLE a better choice for a dealer than other competing lines?*

#### **For Dealers:**

- WETSTYLE offers one of the highest margin lines in the industry through distribution selectivity and in many cases geographic protection,
- WETSTYLE does not sell to FERGUSON showrooms
- WETSTYLE enforces strict MAP pricing policy
- WETSTYLE offers dealer showrooms partners the largest breadth of solid surface products in the industry. From one book over 20,000 SKUs
- Very few vendors offer the level of marketing support and lead generation provided by WETSTYLE
- WETSTYLE offers designs commonly sought out by the A&D community
- In-Stock Program with shipping of 2-3 days and Made to Order with shipping of 4-8 weeks
- Local support through FACTORY representation in the market that includes training and consistent A&D outreach

#### **For A&D:**

- Unique environmentally friendly material in WETMAR BiO™
- Beautifully designed and hand crafted products – tubs, sinks, shower trays and vanities
- Custom Capabilities
- Reliable and Proven Vendor for residential, multi-unit and hospitality projects
- Attractive builder pricing programs
- Both In Stock and Made-to-Order in 4-8 weeks
- Local support through FACTORY representation in the market that includes training and consistent A&D outreach

### 39 *Does WETSTYLE offer custom solutions?*

WETSTYLE offers custom options for tubs and sinks and shower trays. Custom colors can be accomplished for orders of 1 unit.

For tubs and sinks, when it comes to changing a design, the size or the drain position, the rule of thumb is 100x tub and 50x sink MOQ; as a new mold will need to be fabricated.

#### 40 *For dealer display, does WETSTYLE prefer products to be grouped together or can they be merchandised as the dealer sees fit?*

WETSTYLE prefers WETSTYLE products to be vigneted together and for WESTYLE branding and POS materials to be used in the display.

#### 41 *What is needed for a Project Quotation?*

Project Registration Form completed including name and address of the project, specifier, developer, product model including finish and quantity and estimated timing of delivery of products. Please expect to upload this information to the CRM and keep the project updated. <https://wetstyle.ca/request-a-quote/>

#### 42 *What happens when a project I generate gets delivered into another territory?*

That project is your project from beginning to end. If you need support from a team member in another territory please ask and remember this goes both ways. To ensure commission eligibility project registration form must be completed and history of project must be documented in the CRM.

#### 43 *Does WETSTYLE require a deposit on project orders that are quoted?*

Yes, this will range from 30% to 50% depending on project.

#### 44 *What is expected of a WETSTYLE Regional Sales Manager (RSM) ?*

- Specific Sales Goal expectations are outlined in the contract
- Architect, Designer and Trade Presentations of approx. 10-20 per week
- 2-3 Project Specifications Secured Per Month
- 1 Multi Unit Project Order Per Quarter
- 50% of time on Dealer Training and Display Acquisition
- 2 Dealer Product Display orders per month
- Ensure Dealer base is properly trained
- Ensure Existing Dealers have up to date displays in showrooms and are compliant to display/discount program (after 12 months)
- Share calendar of WETSTYLE related appointments
- Understand and comfortably present that material in WETSTYLE & BEMMA training materials (after 3 months)
- Know and can recite by product model and finish what is on display in your territory by dealer (after 6 months)
- Know the showroom managers and key sales people that sell WET and BEMMA in your territory (after 6 months)

#### 45 *How do we work with Trades that do not have a dealer in their area?*

We can offer them Trade Account Status with a discount of 35% on a prepaid basis.

See *Open New Trade Account* document at:

[https://wetstyle.ca/wp-content/uploads/2019/03/WS-NewTradeAccount\\_Form\\_fillable.pdf](https://wetstyle.ca/wp-content/uploads/2019/03/WS-NewTradeAccount_Form_fillable.pdf)

---

## Useful Links:

Blum videos: which are very informative in a training context for how to adjust drawer glides and door hinges:

### M, F, Z COLLECTIONS

Movento Drawer Glides, Blum Hinges CLIP TOP 155D

MOVENTO

[https://www.blum.com/ca/en/downloads-videos/?cat=\\$M01-FUEHRUNGSSYSTEME-\\$M02-MOVENTO,,\\$M01-FUEHRUNGSSYSTEME-\\$M02-MOVENTO&types=FILM,&end=11&search=mov001-montage\\_mo\\_an\\_fi\\_bau](https://www.blum.com/ca/en/downloads-videos/?cat=$M01-FUEHRUNGSSYSTEME-$M02-MOVENTO,,$M01-FUEHRUNGSSYSTEME-$M02-MOVENTO&types=FILM,&end=11&search=mov001-montage_mo_an_fi_bau)

CLIP Top 155D Hinges

[https://www.blum.com/ca/en/downloads-videos/?cat=\\$M01-SCHARNIERSYSTEME-\\$M02-CLIPTOP,,\\$M01-SCHARNIERSYSTEME-\\$M02-CLIPTOP&types=&end=12&search=clp0012-ep-177\\_ep\\_dok\\_bau](https://www.blum.com/ca/en/downloads-videos/?cat=$M01-SCHARNIERSYSTEME-$M02-CLIPTOP,,$M01-SCHARNIERSYSTEME-$M02-CLIPTOP&types=&end=12&search=clp0012-ep-177_ep_dok_bau)

### FRAME LINEA AND DÉCO (share the same drawer glides)

Legrabox drawer glides

LEGRABOX FREE + PURE

[https://www.blum.com/ca/en/downloads-videos/?cat=\\$M01-BOXSYSTEME-\\$M02-LEGRABOX,,\\$M01-BOXSYSTEME-\\$M02-LEGRABOX&types=FILM,&end=17&search=lbx003-montage\\_mo\\_an\\_fi\\_bau](https://www.blum.com/ca/en/downloads-videos/?cat=$M01-BOXSYSTEME-$M02-LEGRABOX,,$M01-BOXSYSTEME-$M02-LEGRABOX&types=FILM,&end=17&search=lbx003-montage_mo_an_fi_bau)

### ELEMENT RAFFINÉ

Tandem drawer glides 560H series Undermount full extension with blumotion

Camar Hanging system <https://youtu.be/1avcPFCpjVM>

HK XS Flap lift

[https://www.blum.com/ca/en/downloads-videos/?cat=\\$M01-KLAPPENSYSTEME-\\$M02-AVENTOSHKXS,,\\$M01-KLAPPENSYSTEME-\\$M02-AVENTOSHKXS&types=FILM,&end=3&search=kla0036-hkxs\\_mo\\_an\\_fi\\_bau](https://www.blum.com/ca/en/downloads-videos/?cat=$M01-KLAPPENSYSTEME-$M02-AVENTOSHKXS,,$M01-KLAPPENSYSTEME-$M02-AVENTOSHKXS&types=FILM,&end=3&search=kla0036-hkxs_mo_an_fi_bau)

---

For more information please contact us at:

Toll-free: 1-888-536-9001

[service@wetstyle.ca](mailto:service@wetstyle.ca)