

Frequently Asked Questions 常见问题

Here you will find our frequently asked questions. If this does not answer your questions please contact us. 以下就是常见的问题，如果找不到你要的答案请联系我们。

Q: WHAT SIZE PANELS ARE TYPICALLY USED FOR BATH

SURROUNDS? 浴室墙通常使用什么尺寸的板？

One bath surround will typically take two 32" x 72" and one 60" x 72" size panel.

一块浴室墙通常使用 2 个 32" x 72" 和一个 60" x 72" 的板。

Q: WHAT SIZES ARE USED MOST OFTEN FOR SHOWERS AND

FEATURE WALLS? 淋浴墙和景观墙用到最多的尺寸是多少？

The sizes most used for showers and feature walls are listed below. These sizes lend themselves to several different designs options. For example, with a 10' high bathroom, by taking two panels of 60" x 96" and turning them horizontal, the design would create a paneled area of 120" x 96" with only one joint.

淋浴墙和景观墙用到最多的尺寸如下所示。这些尺寸适合于不同的设计选择。比如，10 英尺高的卫生间，通过使用 2 个 60" x 96" 的板并把它们变成水平，这种设计可以打造出一个大小为 120" x 96" 的区域。

Other available panel sizes: 其他可用尺寸为：

36" x 96"

48" x 96"

60" x 96"

Q: HAVE THE AGATE STONE PANELS PRODUCTS BEEN TESTED BY AN INTERNATIONALLY RECOGNIZED TESTING COMPANY?

你们的玛瑙板是否通过了国际认证检测公司的检测？

Yes. They have been SGS tested. SGS testing is equal to ASTM testing, both are recognized in Canada and the United States as accredited testing facilities.

是的。我们的产品都通过了 SGS 检测。SGS 检测公司与 ASTM 检测等同，这两家检测公司都是加拿大和美国公认的检测机构。

Q: WILL THE AGATE STONE PANELS EVER RUST? 这些玛瑙板会生锈吗？

No. All of our backings are rust proof. 不会的，因为所有背衬都是防锈的。

Q: IF THE AGATE STONE IS POROUS (FOR EXAMPLE TRAVERTINE) WILL MOISTURE SEEP THROUGH THE PANEL? 如果玛瑙板是多孔的（比如石灰华），湿气会不会渗过面板？

No. Our agate stone panels have been SGS internationally tested and are water resistant. Water cannot penetrate the backing which is an aluminum alloy or fiberglass. 不会的，我们的玛瑙板都通过了 SGS 防水性检测。水或湿气无法渗透过铝合金/玻璃纤维背衬。

Q: BECAUSE THE BACKING MATERIAL IS METAL, DO I NEED TO WORRY ABOUT CONDENSATION? 因背衬材质为金属，需担心冷凝的问题吗？

No. As per SGS standards for temperature transfer test, the panels act as an insulator and do not promote condensation. 不用，根据 SGS 标准温度传输测试，面板发挥了隔离层的作用，不会促使冷凝。

Q: WILL WATER EVER GET THROUGH THE RECESSED SOAP BOXES? 水会渗入内嵌的肥皂盒吗？

Not if installed properly. During installation all soap compartments will need to be sealed with a silicon adhesive. There are many choice on the market.

如果安装正确，此类情况不会发生。在安装过程中，所有肥皂格都会用硅胶粘合剂密封，市面上有多种可选。

Q: ARE THE SEAMS WATERPROOF? 接缝是防水的吗？

During installation all seams should be waterproofed with the proper sealant adhesives. 在安装过程中，所有接缝都应使用恰当的密封粘合剂作防水处理。

Q: ARE THE AGATE STONE PANELS MANUFACTURED TO BE AT 90 DEGREE ANGLES? 玛瑙板可以被做成 90 度角吗？

Yes. We have portable tools to allow for a 45 degree angle to be cut allowing more applications. 可以。我们有便携工具将玛瑙板进行 45 度角切割，以适应多种用途。

Q: ARE THE AGATE STONE PANELS ENVIRONMENTALLY FRIENDLY PRODUCT? 玛瑙板是环保产品吗？

Yes. They are much more environmentally friendly than solid slabs:

是的。它们比实心板更环保：

The production requires less water and energy consumption 产品生产中的水和能量消耗更少。

Less raw material is used 原材料使用少。

Q: WHAT ARE STANDARD SIZES? 标准尺寸都有哪些？

The most common sizes are: 最常用的尺寸是：

32" x 72"

60" x 72"

36" x 96"

48" x 96"

60" x 96"

With custom orders, sizes can be as large as 60" x 108" and even larger in some stones. 定制尺寸最大可做到 60 x 108 英寸。对于有些石材而言，甚至能做得更大。

Q: HOW DO YOU CLEAN THE AGATE STONES? 玛瑙板如何清洁？

Once installation is completed, acetone can be used to remove any residue. For regular maintenance, use hot water and a sponge. As this is real stone you can use your favorite stone care products on the market. 安装完成后可使用丙酮去除任何残留物。日常维护只需热水和一块海绵。这都是真石头，因此可以使用市面上你喜欢的石板护理产品。

Q: HOW LONG DOES IT TAKE TO RECEIVE A SHIPMENT ONCE AN ORDER HAS BEEN PLACED? 下订单后多久发货 ?

In stock orders will arrive 1-2 weeks from receipt of purchase orders. Custom orders take approximately 10-12 weeks from receipt of purchase order. 有库存的订单将在收到订单后 1-2 周送达。定制订单需要约 10-12 周时间。

Q: ARE CUSTOM ORDERS AVAILABLE? DO THEY TAKE LONGER? 你们接受定制吗 ? 要花更长时间吗 ?

Yes. Most special orders may require a longer lead time depending on the agate stone color, as a larger minimum order may be required. 我们接受定制。大部分定制单要求较长的生产时间，这取决于玛瑙板的颜色，且起订量可能有所提高。

Q: HOW MUCH DO THE PALLETS WEIGH? 每卡板的重量是多少 ?

Pallets are kept under 1000KG. 每卡板的重量普遍控制在 1000KG 以下。

Q: HOW MANY AGATE STONE PANELS FIT ON A PALLET? HOW MANY PALLETS FIT IN A CONTAINER? 多少块玛瑙板装一卡板 ? 一个集装箱能装多少个卡板 ?

Depending on the size of the agate stone panels, 8 – 10 panels fit on a pallet. A panel weighs approximately 60KG per sq. m. 这取决于玛瑙板的尺寸，一般 8-10 块板装一个托。一个玛瑙板的重量大约是 60KG/平方米。

Q: HOW DO I BECOME A DEALER? 我如何成为你们的分销商 ?

Applications are accepted here. contact@artiss.com.cn for more details. 更多详情请电邮至 contact@artiss.com.cn

Q: CAN I ORDER SPECIAL SIZES FOR PROJECT WORK? 我们可否为项目定制特殊尺寸？

Yes. These orders are quoted on an individual basis with a quote lead time of about 2-3 working days. 可以，我们会给您单独报价，报价约需 2-3 个工作日。

Q: HOW DO I ARRANGE TRUCKING? 如何安排运输？

We work with a company that brokers shipments throughout the US, full loads or LCL, always getting our customers the best trucking rates possible with companies experienced in delivering/handling agate stones. 我们有合作的货代公司。无论整柜或拼箱，始终为客户提供最优货运价格，他们在玛瑙板配送与装卸方面经验丰富。

Q: DO I HAVE TO ORDER A FULL CONTAINER? 我一定要订购一整柜吗？

No. Talk to us we may have another order which we can place with yours. 不是的，请联系我们，我们可能有其他订单可以与您的订单一起生产。

Q: HOW LONG DOES AN ORDER TAKE TO ARRIVE? 要多久时间才能收到货？

From the point of order it usually takes between 8-10 weeks to arrive. 依订单而定，通常需要 8-10 周才能到达。

DIDN'T FIND YOUR QUESTIONS? CONTACT US. 没找到你要的问题？

联系我们。