

FAQ

What colors do your fireplaces come in?

Our cast stone resembles cut limestone. Standard colors are: White, Pearl, Buff, Dark Buff, Limestone, and Soleil. All colors are available in a Smooth texture, and although we offer a Travertine texture, please contact our sales team to see if the mantel you desire can be cast in the Travertine finish. Cast stone will have naturally occurring variations in color, formation, and matrix, inherent as with any natural product. Subtle variations in material enhance the beauty of our mantels, and therefore will vary slightly in color and composition from one blend to another. We hand craft and finish each piece to give you the look and feel of carved limestone, at a significantly lower cost. Please consult your design professional or contractor for guidelines on what are acceptable variances in finish.

What is the fireplace mantel made of, and is it durable?

Using Glass Fiber Reinforced Concrete (GFRC) along with special aggregate and techniques, we have created a fire resistant, and extremely durable surround. A mantel constructed of GFRC can withstand the heat of a very large fire and is also suitable for outdoor use. Your mantelpiece will not deteriorate or wear away when exposed to moisture, and the unique properties of this material also allows our mantels to resist cracking.

Can your cast stone fireplaces be left outside?

Our cast stone mantels are perfect for indoor and outdoor living spaces. You may elect to use a sealer such as [Prosoco Sure Klean Weather Seal Natural Stone Treatment](#).

Can cast stone be painted?

Cast stone can be antiqued, faux finished, or distressed to give it the patina of age. We do not paint at the factory. Sealing is highly recommended since all cast stone is porous and subject to staining. Any high quality, clear, matte finish stone sealer may be used.

What type of fireboxes can DeVinci Cast Stone Mantels be used with?

Our cast stone surrounds can be used with most fireboxes, including masonry, metal, gas, wood burning, and electric.

Does DeVinci Cast Stone sell fireboxes?

No. DeVinci Cast Stone is no longer a distributor for FireRock fireboxes.

Do you have any stock pieces or slightly imperfect mantels for sale?

Yes. These mantels were produced during down time or were showroom displays. Some may have an old or custom color, hearth, and a surround that cannot be matched, or slight imperfections.

Do you offer custom work?

Yes, we produce custom products all the time if you are unable to find a style you are looking for in DeVinci Cast Stone's product line. Just furnish a photo, sketch, or drawing

and some dimensions of what you'd like, and we will be happy to give you a bid on your custom design.

Can I mix and match headers and legs?

Yes, to a point. Some of our cast stone fireplace headers and fireplace legs are interchangeable. Please consult with one of our design staff to see if your choices are available.

Why do I need filler panels?

Filler panels are used to bridge the gap between the firebox opening and chosen surround when our surround is larger than the firebox. Supplementary materials, provided by others, can also be used such as marble, granite, or tile to fill the area.

Can I buy a fireplace mantel without filler panels?

Yes, all of DeVinci Cast Stone fireplace mantel components can be bought separately.

Are there any costs other than the fireplace mantel?

If you require additional options, please refer to our Options page for further information and pricing. Also, there are generally crating and shipping costs for all out of state orders and installation costs with sales tax for sales within the state of Oklahoma. Freight cost will vary according to location and the weight of the fireplace mantel chosen.

How do I order a fireplace mantel?

Using our "How to Order" guidelines is the first step. You may call the DeVinci Cast Stone office and speak directly to our design staff at (405)680-5600, or complete the online measurement worksheet, submit electronically, or fax your information to (405)680-9314. We will submit a proposal that includes a quote for the complete cost of your order, including the crating and shipping to your job site, as well as drawings of your proposed mantel. To start your order, we will require a 50% deposit, signed quote and proposal drawing(s), with the color and finish selected, before production can begin. We accept all major credit cards by phone, as well as checks by mail.

How do I measure my firebox?

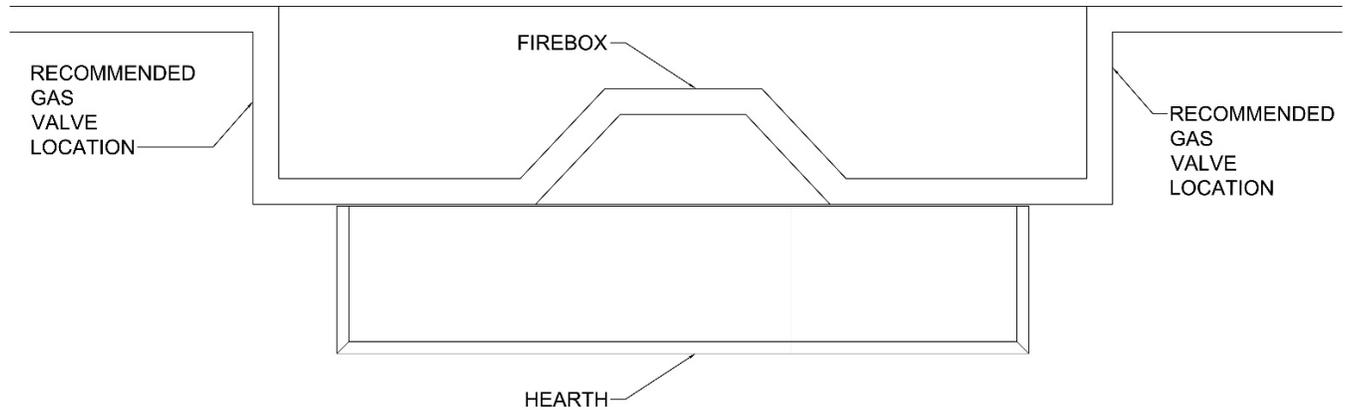
The first thing to be aware of is what kind of firebox you have. If your firebox is masonry or a metal wood burning box, then you'd measure the height and width of the interior opening. If your box has operable glass doors and/or vents then you need to measure the outside of the doors, thus allowing accessibility for maintenance and use of the doors and vents. We also need to know the distance from the floor to the bottom of your firebox opening or bottom of any doors or vents. The distance from floor to the ceiling is also required if an Over Mantel is desired. For more detailed information follow link to measurement instructions.

What can be done if the mantel opening does not fit my existing firebox or space?

If the cast stone fireplace mantel you desire does not appear to fit the drawing technical specifications, call us. Often we are capable of altering the cast stone fireplace mantel in such a manner that we retain the integrity of the design while fitting your individual needs. Height of firebox openings can be altered in most cases. We can also adapt over mantels to go with most of DeVinci Cast Stone's mantel designs.

What is the best location for my gas valve?

The gas valve needs to be located outside the cast stone surround. We recommend placing the gas valve on a wall adjacent to the surround if possible. If your gas valve has already been installed, and will be in the way of the surround, we recommend contacting a plumber to relocate your gas valve to a more optimal place.



What is the lead time for my fireplace mantel?

DeVinci Cast Stone can ship within 6 to 8 weeks after receiving the signed documents and down payment. Production can run longer if mantel requires modification. Custom orders must be estimated and scheduled separately. Please let us know if you are in a rush and we will do whatever we can to accommodate your time frame. However, please also keep in mind that other customers have the same lead time and any request to expedite your order would cause delays in production to your fellow consumer.

What about shipping and handling charges (for orders requiring common carrier delivery)?

The customer is responsible for all freight charges. It is required that all shipping and handling charges be prepaid. Claims for lost or damaged materials in transit must be filed immediately. All fireplace shipments are packed on wooden pallets in reinforced cartons and secured with Styrofoam and plastic wrap to avoid damage. Extra crating may be required on some items and these costs will be quoted in advanced.

How is the stone fireplace mantel delivered?

All orders are manufactured from the DeVinci Cast Stone plant in Oklahoma City, Oklahoma, and shipped by a common carrier to anywhere in the continental United States. The freight company will contact you 24-hours in advance to schedule delivery and will arrive at the delivery location with a liftgate. It will be the client's responsibility to remove the crate from the liftgate. Clients can generally have 3-4 strong people to lift the crate or be prepared with equipment such as a forklift or a pallet jack.

In rare cases where the location is remote or in residential areas that do not allow large trucks, the client may need to arrange a secondary delivery. A white glove delivery option is available for an upcharge based on delivery location, this will allow the freight carrier to remove the crate from the truck and bring it up to the porch or into the garage, the freight company will not go inside your home or up any sets of stairs.

We do have the capability of shipping overseas, but this will require special accommodations according to regional import and exporting guidelines.

How long will you hold our order, if we aren't ready for it?

If you are not ready for shipment upon the manufactured completion date, DeVinci Cast Stone will hold your order for up to six weeks provided that the balance is paid in full. Thereafter, DeVinci Cast Stone will charge a \$250.00 monthly fee to store it. DeVinci Cast Stone will bill 100% percent of the contract amount, to be paid within fifteen (15) days of the invoice.

What if my cast stone surround arrives damaged?

While it is rare, if your surround arrives with apparent damage to the exterior or the crate, **PLEASE DO NOT SIGN AND ACCEPT DELIVERY.** Immediately contact a DeVinci sales representative and we will walk you through the steps of reconciliation. All claims on shipping damage to the cast stone fireplace mantel must be **reported in writing** to DeVinci Cast Stone **within 24 hours of delivery.** Please save all broken or damaged stone and all packaging material so we can make a claim with the freight company.

****Please refer to our transportation disclaimer on page 4 of our installation guide for further instructions. ****

Who installs the fireplace mantel?

An experienced mason is the best choice to install a fireplace. However, with our detailed [instruction manual](#) and [videos](#) anyone from weekend warriors to general contractors can install our surrounds. Our DeVinci's staff is always available, during business hours to offer technical support during the installation of your product. Most general contractors will also have the necessary ability or would be capable of recommending someone to assist you, however if you are having trouble finding an appropriate installer, give us a call and we will do our best to help you.

Local building codes should always be consulted before beginning any construction project.

Is sealant recommended?

It is not required; however, we do recommend a matte finish sealer made especially for porous surfaces. *Prosoco Sure Klean Weather Seal Natural Stone Treatment* is a water-based solution developed to provide long lasting penetrating protection without altering the stone's natural appearance. Please wait approximately thirty (30) days after installation, to allow mortar to cure, before sealing your mantel. We also recommended cleaning before applying sealer. It is also recommended that the sealer be tested in a small, out of the way, area before applying to the entire mantel. If you have received a sample box, testing of the sealer is recommended on a sample that has been provided. If you have mortar residue on the face of the cast stone, it should be cleaned and allowed to dry before the sealing process is started.

How do we clean before sealing?

The cleaning of the mortar will require an acidic cleaning solution, such as Prosoco 101 Lime Solvent diluted with water, 4-parts water to 1-part cleaner. Use a sponge and a soft bristle brush, please be very careful to protect all surrounding surfaces. For best results, consult a local expert, or Prosoco dealer in your area.

How do we clean after sealing?

After the sealing process is completed, you can then clean with mild soap and water, or most household cleaners. Always test any cleaners in a small area before using on your entire surround.

Is there a warranty?

Yes, our cast stone mantels are warranted to be free of any major design flaws and material defects for a period of one year from the date of delivery. Please note that the material defects exclude natural stone variation, typically inherent in the production of cast stone.

