



CMS – COLOR MATCHING SERVICE

FOR REPOINTING

Submission Instructions

Important Instructions - Please Read Carefully To Avoid Delays!

Thank you for ordering our color matching service for repointing mortar. The U.S. Heritage Group will manufacture a sample of an appropriate replacement mortar to match sample in color from the standard USHG mortar blend you specify by adding precisely measured masonry pigments. Our color matching service for mortar is economical and provides you with a new replacement mortar formulation that closely resembles your original mortar in color using one of our standard pre-blended mortars. Your match will be uniquely identified and permanently recorded using a 5 digit USHG file number. You can order color matched mortar at any time in the future in any quantity by referencing the USHG file number when placing your order.

What Samples To Submit

It is important to carefully select the area to extract the sample and give special consideration to soot and dirt build up. If you are planning to wash down the building after repairs, please wash a small portion of the wall first, and then extract the sample. We also suggest that you plan to install your custom 10lb. sample, which will be sent to you after the testing is completed, in the same wall area you took the sample from to confirm our match.

Our laboratory requires a **MINIMUM** of three pieces of original in-tact (not crumbling) mortar showing weathered side of the material measuring a **MINIMUM** of 1" x 1" by joint width. The mortar pieces can be larger. We understand that most historic mortars are soft and larger pieces may be difficult to extract from the wall. Mortar samples are usually extracted from the "bed joints" which are the horizontal joints in the wall. Mortar located high on the wall that is protected an eve/overhang is generally in the best original condition. The most common problems encountered during mortar matching occur as a result of collection of samples that are of inadequate size, condition or that are not original to the building. Mortar at sample collection point(s) **MUST** be removed to a **MINIMUM**

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of 2.5 times the joint width or half of the depth of the masonry units. If you are still unsure then dig deeper!

How To Submit Samples

Samples need to be extracted by someone with good understanding of the building. The collector must clearly identify the sample and themselves as well as the exact location and masonry unit information on all sample tags.

-Place each sample in a zip-lock bag along with a **COMPLETED** Sample Collection Tag that includes information all information requested. (This information is found on the plastic zip lock bag, which needs to be filled out by the person extracting the sample).

-Wrap your mortar samples in shock-absorbing material with completed tags should be and pack in a shipping box.

-Place **COMPLETED** Color Matching Service Request Form in box, along with a few photographs illustrating mortar in situ with a brief description of proposed repairs.

-Mail to: The U.S. Heritage Group, 3516 North Kostner Ave., Chicago, IL 60641.

WE CANNOT PROCESS YOUR REQUEST IF YOU HAVE NOT PROVIDED COMPLETED SAMPLE COLLECTION TAGS WITH ALL SAMPLES AND A COMPLETED COLOR MATCHING SERVICE REQUEST FORM.

Turnaround, Status and Questions

Your custom mortar will be shipped to you within two weeks. Please contact USHG to discuss expedited service. Any questions may be directed to USHG Laboratory Manager Tom Glab at 773-286-2100 x 307 or via email at glab@usheritage.com.