COOLSPRINGS GALLERIA

Project Spotlight

CUSTOMER:
CBL Properties
Chattanooga, TN

CONTRACTORS:
Profast Commercial Flooring
Monrovia, MD

David Allen Co.
Birmingham, AL

GENERAL CONTRACTOR:
Whiting Turner Contracting Co.
Baltimore, MD

TILE SUPPLIER:
Crossville Inc.
Crossville, TN

ARCHITECT:
Omniplan
Dallas, TX

Photograph courtesy of Crossville Inc.
Product shown: Crossville Shades
Challenges

So what was the project’s main dilemma? How to get the job done in a fast and comprehensive fashion without interfering with the mall’s huge amount of foot traffic, aka, thousands of daily shoppers. The solution was a plan to do the bulk of work at night, using highly skilled teams of installers and craftsmen to bring the ambitious project to completion.

“The most unique challenge for the CoolSprings Galleria project was how quickly the work that was taking place throughout the night had to be turned around for typical mall use,” noted Mark Brooks, technical services manager, LATICRETE International, Inc.

“CoolSprings Galleria has many dedicated mall walkers and, in order to accommodate them,” he explained, “the mall opens its doors at 6:30 a.m. This means an extremely short timeline to complete work during the night.”

A LATICRETE Solution

In the mall and food court, LATICRETE® NXT™ Level or DRYTEK® LEVELEX® (self-leveling underlayments), NXT Skim (for skimming and patching), FRACTURE BAN™ (for crack isolation), 4-XLT Rapid or 4-XLT (as the large and heavy tile adhesive mortars), PERMACOLOR® Select (as the high-performance cement based grout) and LATASIL™ (silicone sealant) were utilized, while in the bathrooms, NXT Level or DRYTEK LEVELEX, NXT Skim, HYDRO BAN® (for waterproofing and crack isolation), 4-XLT, SPECTRALOCK® PRO Premium as the epoxy grout and LATASIL were used.

Harold Waid, division manager, Mid-South region for David Allen, agreed with Brooks, noting that while there were many challenges during the project, the main one was “installing the project after hours in a relatively short time frame with no disruption to the mall tenants or shoppers, with all work areas being required to be open to mall traffic the next morning.”

To accomplish this, he recalled, all tile and setting materials were brought in from an outside storage area each night. “We would prep the floor area and install crack isolation membrane, perform the layout and install tile using a rapid set thinset, clean the installed tile and work area, prep the edge of the installed tile with transition strips, and remove any leftover material back to the storage area.”

Situation

CBL & Associates Properties, Inc. (CBL), owners of CoolSprings Galleria, a massive retail destination located in Franklin, Tenn., were planning to renovate the 1.1 million ft² (102,193 m²) facility, which houses a total of 165 tenants. Areas to be remodeled included a 500-seat Oasis Court, pathways and bathrooms encompassing more than 147,000 ft² (13,656 m²) of space.

The project was a two level mall renovation highlighted by a full demolition of both upper and lower levels, all receiving new tile. The project used two different subcontractors—David Allen Co. for level 2 and Pro Fast Commercial Flooring on level 1.
Crossville®, another major player in the remodel, provided its Shades porcelain tile collection in honed Frost, unpolished Mist, Ash and Thunder, in 6” x 24” (150 mm x 600 mm) and 12” x 24” (300 mm x 600 mm) formats, as well as its Laminam wall panels.

Outcome

The project, which began in April 2016, would be completed on time almost six months later on the eve of the holiday shopping season. Project designer Suzy McHenry of Omniplan gave some insight into the CoolSprings vision, noting, “In our design, we sought to express Franklin’s unique regional influences with a contemporary aesthetic that stays true to the area.

“Our design resolves authenticity with modern materials that elevate the shopping experience,” she added. “These finishes include stainless steel handrails, porcelain tile pattern from material manufactured in Tennessee, and quality stone.

“We went with a much darker floor than our client has ever used on other properties,” McHenry noted. “Rather than using a beige tone, we opted for the cool palate of the grays with a pop of white.”

For the wet walls of the bathrooms, the design team utilized Crossville’s Laminam product for its clean look and durability, especially for the harsh and wet conditions of a public bathroom. The remaining bathroom walls feature Crossville’s Ready to Wear in unpolished Button Up with accents of Groove Glass in the grey Rumba tone.

Like McHenry, Corbett Drew, Senior Project Manager, CBL, noted the project featured all things Tennessee. “Some may find it interesting that CBL’s headquarters, Crossville’s plant and CoolSprings Galleria are all separated by a couple hours drive time, making this floor bought, produced and placed in the state of Tennessee.”

To facilitate the successful installation of the Crossville porcelain tile, LATICRETE® products were used across the installation. Said Brooks, “The LATICRETE products that were used on the project were all fast-setting in order to return the main mall areas back to service in a timely manner.”

As a Senior Project Manager for the owner, Drew endeavored to involve all of the flooring system suppliers well ahead of procurement. “From design input to drawing and specification review to mock ups to installation to system warranty discussions, LATICRETE had a seat at the table at every step of the project.”

As Heidi Vassalotti, strategic accounts, Crossville, noted, CBL takes a very collaborative approach to their projects “by bringing all parties to the table to review/cross analyze information being brought forth. Crossville’s technical team has been very active in working beside LATICRETE on this project.”

“This new floor was very much a product of strong team collaboration,” Drew concluded, “and the LATICRETE Sales and Technical Representatives were right there in the mix throughout.”

Crossville®

Photograph courtesy of Crossville Inc.
Product shown: Crossville Shades