

FLOORING YOU CAN SHOW OFF



Extra Materials

- Keep any extra material left over from installation stored in a safe place in case it's required for a repair - you'll want to have the same dye lot on hand so the repair won't stand out.



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TILE MAINTENANCE & WARRANTY GUIDE

Residential Installation Warranty:

Floors by Design warrants all tile labour for a period of **one (1) year from date of installation.**

Types of services covered under this warranty: grout haze or grout vacating grout lines.

The warranty does not apply to repairs necessitated by negligence, abuse, flooding, natural disasters, improper cleaning, damage from pets, subfloor movement, improper sub-straight, site conditions or by customer's own repairs/alterations.

To obtain service on a warranty issue, contact Floors by Design to report the issue and schedule a service call. A representative will come and inspect the issue to determine a course of action to remedy the problem. Depending on the representatives' findings, the homeowner may be charged for materials and/or labour to complete the work.

Manufacturer's Warranties:

Floors by Design conveys all product-specific manufacturer warranties to the consumer. Please refer to the literature provided by the manufacturer for each product's specific warranties. We make no claims or guarantees over and above those listed by the manufacturer.

It is the home owner's responsibility to register their floor with the manufacturer for warranty coverage.

Please be aware of the following conditions that may exist after installation:

- **GROUT HAZE** - After your tile is installed you may find there is still a haze or film left behind on the surface of the tile. Since grout is a form of cement, it becomes difficult to remove after drying completely. Use a grout haze remover which usually contains Sulfamic Acid. These cleaners should only be used on ceramic and/or porcelain tiles. **Never use acids on natural stone tile as this could lead to permanent etching.** Use a natural stone cleaner for grout haze on natural stones.
- **SHADING** - In the case of natural products such as marble, stone and slate, all variations in color and shade are natural characteristics of the product and are not considered defects. Shading in ceramic and porcelain tiles are sometimes intentionally designed into the tile to enhance the characteristics of the tile.
- **TRIM/DECOS/LISTELLOS** - These products are designed to coordinate, not match, your tile. They are generally made at different times, which means that they may be a different shade.
- **DYE LOT** - Each time raw materials or a glaze are obtained from a supplier, the components of the tile are mixed and each time a tile is pressed and fired some slight variations may result. Generally, this presents no problem because the customer receives all the same dye lot in their purchase.



Preventative Maintenance

Most tile products are very easy to care for and maintain. However, some products require more maintenance than others. It is very important to make sure you fully understand what maintenance is required to keep your floor looking beautiful for years to come.

Cleaning

- Allow tile and grout to dry for at least 72 hours after installation before any type of maintenance occurs.
- Sweep your tile floor prior to mopping to remove any dust or debris.
- Damp mop once a week (or more often for heavy traffic areas) with an approved floor cleaner. We recommend using **Bona® Swedish Formula® Stone, Tile & Laminate Cleaner**. Make sure that any cleanser you have chosen is compatible with grout cleaning (neutral pH) and will not stain the grout. Never use detergent or soap because it can dull the surface or promote the growth of mildew. Routine cleaners should never contain acids, vinegar, chlorines or ammonia, as these chemicals can damage and discolor grout or the surface of the tile.

Tile and Stone Sealers

The primary function of a tile or stone sealer is to render a porous tile or stone installation more stain resistant. In providing greater stain resistance, a secondary benefit will be to reduce ongoing maintenance.

Sealers are designed as penetrating (impregnator) or coating-type, based on whether they are designed to penetrate below surfaces or form a barrier on the surface. Typically, penetrating sealers are highly viscous and designed to completely penetrate the tile or stone, leaving little or no surface residue. They usually leave no surface sheen and may be either solvent or water based. Solvent based sealers have a tendency to darken the tile or stone. Penetrating sealers are usually designed to stand alone without the need for a topical finish to protect the sealer.

Coating type sealers will normally penetrate the porous surface to some degree (at least on initial application), but are designed to form a coating or film on the surface of the tile or stone and may vary from very low sheen to very high sheen. Most coating sealers are meant to be used only with a wax type finish to be applied after the sealer.

Which sealer is right for your tile?

A good rule of thumb is that the denser the tile, the more important it is to use a penetrating versus a coating type sealer. Although penetrating sealers can be used on virtually any type of porous stone or tile, coating sealers should be used primarily on only the more porous tile and only unpolished, textured stones. Currently, it is suggested that polished stone such as marble or granite should be sealed only with penetrating sealers.

Sealers are not permanent and all varieties will eventually require reapplication. A premium penetrating sealer not only penetrates the tile or stone and is therefore not subject to surface wear, but also should possess excellent chemical resistance to both acidic and strong base cleaners as well as UV stability.

Make sure you apply the sealer or enhancer on a test piece of tile to make sure you are happy with the results before proceeding on the entire area.

Other important factors to consider:

- **Slip Resistance** - the sealer should not render the tile or stone slippery
- **Breathability** (moisture-vapor transmission) - refers to the sealer allowing any moisture from the tile or subsurface to pass through the sealer as a vapor.

It is the home owner's responsibility to seal the tile/grout.