

# Tile Maintenance

## COLORMATCH PROGRAM

Ceramic tile is one of the most durable and maintenance friendly surfaces you can choose for your walls, floors, countertops, etc. With proper care & minimum maintenance, it will retain its original beauty and luster for many years. Generally, all that is necessary to keep your tile looking as good as new is a quick wipe with a clean damp cloth or mop. Prompt cleanup of spills and regular cleaning will keep your ceramic tile surfaces looking their best.

### General cleaning

Remember that you should sweep or vacuum floor areas prior to cleaning with other products. In some cases, regular sweeping may be all that is required for general cleaning as it loosens and removes most dirt and debris. A vacuum cleaner may be used for sweeping, but make sure you use one without a beater bar to avoid dulling and scratching the tiles. Vacuum cleaner attachments are excellent for picking up loose dirt along edges or in between tiles.

Glazed tile products should be cleaned routinely with an all-purpose, low VOC household or commercial cleaner. Follow the cleaner manufacturers directions. The entire area should be cleaned and scrubbed with cleaner solution through the use of a cotton mop, cloth, sponge, or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue. Routine cleaners should never contain hazardous or polluting products including, but not limited to acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout.

### Mats

Use doormats to keep dirt being from coming into your home, business or installation. And shake them out often. This will reduce the amount of dirt being tracked across your ceramic tile floor, and will reduce the wear to the finished surface.

### Heavy Cleaning

Mild scrubbing with a soft brush or electric polisher/scrubber may be required for textured tiles. Be sure to consult the cleaning product's instructions to ensure the product is recommended for your type of tile. After cleaning with an all-purpose, low VOC household or commercial cleaner, rinse thoroughly with clean, warm water to remove leftover residue. If necessary, wipe the tile dry with a clean towel to remove any film.

### New installations

Immediately after tile has been properly installed and grouted, the new installation should be covered with brown paper to protect it from debris during the remaining construction process. The grout joints should be dampened daily with clear water using a clean sponge or mop during the first 7 days. This procedure facilitates the grout cure and color lock. The paper will allow for two important things: (1) to protect the newly installed tile grout and (2) to allow moisture to escape from the grout as it cures further protecting the look and utility of the floor. This is an important step in achieving color consistency. Never use plastic or non-absorbent materials to protect freshly installed tile. These types of non-absorbent products will trap moisture causing the grout to discolor during the curing period. The protective brown paper should remain until construction is complete and the floor is opened for intended (post-construction) use.

### Dos and Don'ts

**Do** clean up spills as quickly as possible so your grout won't become stained.

**Do** use an all-purpose, low VOC household or commercial cleaner.

**Don't** use steel wool, scouring powders, or other abrasives that can scratch the finish of your ceramic tile.

Do remember that while ceramic tile is very durable, it's not indestructible and may crack or chip under extreme force.

**Don't** use bleach or ammonia-based cleaners - these products can discolor your grout if used too often.

**Do** take the proper precautions when moving heavy objects across a ceramic tile floor. Do cover furniture and table legs with protectors to guard your floor against scratching. Do remember that if a repair is necessary, the replacement product may be a slightly different dye lot and/or texture than the original tile, however, with time and usage, the replacement tile will blend in with its neighbors.

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# Installation Guidelines

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**FOR INSTALLATION GUIDELINES** please contact Tile Council of North America. The installation guidelines can be purchased on TCNA's website: [www.tcnatile.com](http://www.tcnatile.com)

## **CERAMIC INSTALLATION GUIDELINES**

Please read carefully before beginning installation. We recommend the hiring of a licensed professional tile installer who is experienced with the installation of ceramic tile. The owner or owner's representative is responsible for determining the acceptability of the product prior to installation. Upon delivery, open and inspect each piece of tile to verify order accuracy and tile-to-tile color consistency, keeping in mind that due to the hand-made, artistic nature of this product, variation in color, shade, tone, shape and size should be expected. Any discrepancies should be communicated immediately to the point of purchase. Installation Constitutes Acceptance

## **SUBSTRATE PREPARATION**

Concrete slabs (on grade) cured a minimum of 28 days, free of cracks, curing agents and any signs of laitance. Well cured mortar beds (ANSI A108.1B Standards-cured a minimum 7 days). Cement Board/backer units (CBU) to ANSI A118.9 Standards (Note: An ANSI A108A-2.1.8 membrane is required behind all CBU installations in wet areas). Gypsum board (dry areas only) installed to ASTM C1396 or ASTM C1396M-04 Standards. Do not install ceramic tile directly over Particle Board or Plywood! The tile installation's substructure, location and substrate type (e.g. CBU or concrete) will influence the details of how the substrate should be prepared. Appropriate substrate preparation methods are detailed in the Tile Council of North America's "2015 TCNA Handbook for Ceramic, Glass, and Stone. Tile Installation" (or current version) and are organized by alphanumeric designation (e.g. W243-15). Refer to the TCNA Handbook for details. The TCNA Handbook is available for purchase at [www.tcnatile.com](http://www.tcnatile.com).

## **ACCEPTABLE ADHESIVES**

Use Mastic or Thin-set to install ceramic tiles. Follow the adhesive manufacturer's recommendation for ceramic tile installations and usage requirements.

## **PROCESS**

Key or apply adhesive into substrate evenly with a v-notch trowel. Work in sections of approximately 2 square feet at a time. A 3/16" x 1/4" V-Notch trowel is recommended for installation. Check periodically during installation to verify proper coverage. Clean back of tile prior to installation. Before grouting, allow adhesives to cure for the timeframe recommended by the manufacturer. Typically cure times will vary from 24-48 hours.

## **GROUTING**

We recommend using standard sanded grout with our ceramic tile. Apply grout following the material manufacturer's instructions, and let dry 10-20 minutes. Using a slightly damp sponge, wipe diagonally across the tile to remove grout film and haze from the surface. Let dry, then wipe with a lint free cloth as a final step, buffing away all residual grout from the surface of the tile.

\*Note on Grout Color: We recommend using a similar/complementary grout color to the tile color and to avoid use of a high contrast grout color to minimize the effect of any grout that may remain on the surface after cleaning. If you do choose a contrasting grout color, we recommend that your professional installer seal or use grout release on the tiles to avoid staining. The sealer and grout release should be tested on a sample tile before application on the entire installation.

## **GROUT HAZE**

Do not allow grout to fully dry on the surface! Grout haze is a very thin layer of grout which results from allowing the grout to fully dry on the surface of the tile. During installation the grout must be completely wiped from the tile surface followed by buffing with a soft cloth to remove any residual grout film. Once the grout dries overnight there is little that can be done to remove grout haze, aside from washing the tile with one of the commercial acid grout haze removers.

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# Warranty

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## Warranty:

Quarry Tile Co. warrants that our products meet or exceed the requirements of American National Specifications Institute, Specification ANSI 137.1-2018. For some products, crazing is a desired effect. Contact your manufacturer's representative for specific instructions for installation and required sealing of these products. We warrant that we will provide replacement tile or refund the purchase price at our discretion of any product that fails to meet the requirements above for a period of 12 months from the date of shipment of the product. Labor cost for removal of existing product and installation of replacement product is not included. Shade match of replacement product to that being replaced cannot be guaranteed. The installation of QTC tile is acceptance of the tile.

## Warranty Limitations:

The manufacturer makes no other warranties, express or implied for merchantability or fitness for a particular purpose. Purchaser's remedy is limited to replacement as described above, and under no circumstances shall the manufacturer be liable for any loss or damage arising from the purchase, use, or inability to use this product, or for any special, indirect, incidental, or consequential damages. No Installer, dealer, agent, or employee of manufacturer has the authority to modify the obligations or limitations of this warranty.

These warranties give specific legal rights. Since some states have laws governing consumer rights and damages, some of the above limitations may not apply to you, and you have other rights which vary from state to state. Except for these other rights, the remedy provided under these warranties state the limit of the manufacturer's responsibilities.