

**Note to Installer:** This is not a step-by-step installation guide, but general precautions and tips on how to install and care for your tile. Though some are very confident in their DIY skills, we always encourage a professional to perform your installation to ensure the longevity of your tile. Please contact us with specific questions not addressed in this guide. Prior to making your order, make sure your application suits the tile body or glaze for wet or outdoor areas. For wet areas such as pools, kitchens, or bathrooms, be sure the glaze is suitable and acid resistant. Also keep in mind that our tile is frost resistant, but not frost proof.

## INSTALLATION PREP

You are responsible for determining the acceptability of the product prior to installation. Given the handmade nature of our tile, there will be some color, size, and thickness variation. Typical grout spacing is 3/16" for non-rectified Original Ceramic and Natural Press tile, and 1/8" for rectified tile. Size variation is accentuated by grout spacing. Carefully consider grout spacing prior to installation. If deviating from the recommended grout joint size, please have a suitable mock up made that will mimic the conditions on the job site. **Be sure to lay out tiles and pull from different boxes to achieve the best overall blend of color.** Lay out tiles to determine cuts and grout spacing and double check that you have enough tile to complete the project with some leftover pieces. Once installed, claims regarding color and size variation will not be accepted. If you need additional pieces please do not start the installation until you have them. Every tile order is handmade to order and unique. Additional pieces may vary in color from your original order.

## CUTTING

### Recommended Tools:

- **Diamond blade wet tile saw for cutting**
- **Diamond bit with water for drilling**
- **Safety glasses, gloves**
- If any tiles have imperfections, set them aside for cuts.
- A new tile blade will make a cleaner cut than an over-used blade.
- Make sure the water on the blade is clean and working well at full force.
- Stone or sand edges after cutting.
- Use cut edges against the outside walls or ceiling where they are hidden.
- Make sure the faucet flange covers any chipping on the edges of a cut-out.
- Dip tiles in clean water before cutting.
- Dry tiles after cutting and before applying silicone and/or caulking.

### **WARNING**

This product can expose you to chemicals, including Silica, which is known to the State of California to cause cancer. For more information, go to [www.p65Warnings.ca.gov](http://www.p65Warnings.ca.gov)

To reduce exposure to silica dust, only use a wet saw when cutting any tile.

## SETTING & MATERIALS

### Recommended Tools:

- **1/4" notched trowel, sponge, safety glasses**
- The appropriate substrate and setting materials should be determined on a case-by-case basis. Consult with your installer, contractor, or architect. Be careful not to spread thinset in areas larger than can be set within 5–10 minutes.

- We recommend using the Installation Handbook from the Tile Council of North America, TCNA.
- We recommend using a modified thinset mortar at least meeting ANSI A118.4.

## SPACING

### Recommended Tools:

- **Tile Spacers, shims, laser level, construction level, chalk line, tape measure, pencil**
- Tighter grout joints will require a professional. If the grout line is too tight the tile could chip at stress points while the grout dries.

## GROUT

### Recommended Tools:

- **Rubber gloves, grout sponges, clean rags, two buckets of clean water, soft grout float, safety glasses**
- **Grout release (grout release should be used with colored grouts and tiles with crazing/crackle)**
- **Grout haze remover**
- Dark grouts with pigments can stain the tile and should be pre-tested for staining.
- Please refer to the grout manufacturer's guidelines for specific details on the grout.
- We recommend a grout release to ease cleaning after installation and to prevent staining from a dark colored grout.
- Tile with crazing/crackle must have a grout release/wax sealer applied and allowed to dry before grouting.
- A grout release on all unglazed tile is necessary.
- Try grout release in an inconspicuous spot first.
- National Tile Contractors Association (NTCA) recommends cleaning any grout haze the next day with clean water and a white nylon scrub pad or a neutral grout haze remover.

## CARE

### Recommended Tools:

- **Non scratching sponge**
- **Everyday cleaning: mild dishwashing soap with water and a clean rag or mop OR any neutral pH cleaner specified for tile**
- For any cleaning product, test a small amount on your tile to make sure it doesn't affect the glaze.
- Use cleaning products that don't contain phosphoric acid. Avoid cleansers that contain acids such as vinegar or lemon juice.
- Immediately clean up spills or stains.