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Tile Installation Guidelines

Our tiles are supplied finished and ready to be laid. They are calibrated, squared, pre-polished and chamfered. **A diamond disc or diamond water cutter is required to cut tiles.**

For correct Tile Installation:

THE STATE AND PREPARATION OF THE FOUNDATIONS MUST BE OPTIMAL.

The supporting surfaces or foundations (screed) must be stable, solid, resistant to compression, and sufficiently level.

The screed must be absolutely dry and free of dust, grease, wax, paint, dismantling agents and anything else that could impair adhesion.

The concrete slab surface must be sufficiently mature.

The maturity of slab is calculated as about 6-8 days per cm of thickness, unless special quick-drying cements are used.

Any pre-existing concrete, tiled, ceramic or marble foundations must be solid, free of cracks, well attached to the base, resistant to the expected loads and complete with adequate structural joints.

Eurostone Quartz tiles have minimal water absorption qualities because they are manufactured using high pressure vacuum industrial procedures. This results in a high level of compactness, accentuated by the minimal percentage of structural polyester resin subjected to hot catalysis.

This means traditional laying methods – requiring the use of large quantities of water- **ARE NOT RECOMMENDED.** If the water cannot escape from the underlying screed, from the joints between the tiles, or from the perimeter border, it may result in “detachment and tension”, and possibly warping.

The use of traditional sand and cement for the laying EuroStone tiles is to be utterly avoided.

***EuroStone** will not Warranty material if these guidelines are not followed.*



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Tile Installation Guidelines continued

RECOMMENDED ADHESIVES

We recommend adhesives that have been specifically studied for the general bonding of recomposed stone material. This includes Mapei, Laticrete, Kerakoll etc.

Existing commercial adhesives are ideal, as they are composed of sand and cement **with synthetic latex additives** and are made to **respond well to stress and thermal strain**.

Example: for internal flooring and coverings we recommend the two-component Granirapid Mapei, made up of component A (bag of powder) and component B (tin of latex). Please follow manufacturers recommendation for quantities and mixing.

Customers are reminded that the vertical bonding of our materials to exteriors is risky: For this we suggest mechanical anchoring systems.

When underfloor heating systems are involved, the maximum size of tile which can be used is 24x24". The best adhesive to use is the C2FTE S2 type (EN:12004, EN:12002), for example Mapei's *Elastorapid* or *Kerabond T + Isolastic*). When floors are exposed to direct sunlight, the best adhesive to use is R2T (EN:12004), for example Mapei's *Keralastic T*).

USE OF ADHESIVES

To use the adhesive effectively, the manufacturer's dosages and instructions must always be followed.

We recommend the spreading of a small quantity of adhesive at a time, making sure that the tiles are laid within the laying time for the adhesive.

Apply the adhesive with a serrated spatula, ensuring that the amount spread onto the foundations covers at least 80% of the EuroStone tiles.

For laying of larger sizes (over 12" x 12") and areas subject to intensive use (hospitals, factories, department stores, etc): we recommend the double spreading system, which guarantees the soaking of 100% of the surface.

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Tile Installation Guidelines continued

HOW and WHEN TO POSITION THE SLABS and TILES.

The environmental temperature must be between +5° and +30°C;

The residual humidity of the foundations (screed) must be less than 3% (approx. 2% - 2,5%). The difference in evenness of the foundations must be no greater than 3 mm/meter.

We recommend positioning the large-sized tiles with the help of a sucker. In order to ensure contact with the foundation, it is advisable to tap tiles with a rubber hammer to avoid the formation of air bubbles and empty spaces.

Good laying and the correct alignment of the tiles require the use of open and uniform joints using specially made nylon spacers.

Closed joints laying is to be utterly avoided except under specific conditions and only in small areas (see next page for further information).

It is advisable to leave joints wide enough to allow filling with one-component silicone sealant around the perimeter and at walls, pillars and steps etc.

The joints to seal must be thoroughly cleaned (removing all traces of adhesive) and then filled with grout by pressing with a smooth spatula.

Excess grout should be removed immediately with a damp sponge. Grouts are available in various colours and different granulometries, depending on the width of the joints. These can contain latex additives to improve ease of cleaning, resistance, waterproofing and elasticity.

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Tile Installation Guidelines continued

EXPANSION and CONTROL JOINTS & GROUTING JOINTS.

In new constructions, expansion and control joints are usually specified by the Architect and Civil Engineer whereas in refurbishments and renovation projects, expansion joints should be repeated in the areas where ground settlement took place and 'natural' openings occurred throughout the years.

Expansion joints should be placed in the perimetral walls, curved walls, columns, etc.

The width of the joint depends on the size of the tiles and must be according to European regulations (with minimum values from 3 to 5 mm according to tiles sizes: i.e. for 24"x24", 24"x48", or 48"x48" we recommend 5 mm); the size and thermal strain (linear thermal expansion coefficient) must also be taken into consideration.

In any case, pre-existing expansion joints and required distribution joints must be respected, dividing up the flooring area into 4x4m or 6x6m squares by inserting a special 5-10mm PVC batten.

Regardless of sizes, **tiles should always be laid with a joint due to the linear thermal expansion coefficient** of engineered quartz and/or marble resin bonded products, although minimal, but still relevant.

That is why we highly recommend both expansion and control joints in a grid pattern with big squares of 4x4 meters or 6x6 meters and Standard joints between tiles of at least 1.5 mm which is a sufficient space required for grout.

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Care and Maintenance

Polished Surfaces.

Simply wipe the surface using a cloth or sponge with soap and warm water to maintain the beauty and shine. For the more-stubborn food stains, use a multipurpose house cleaner or soft scrub and wipe with soap & water. Adhered material such as gum or paint can be removed by scraping with a sharp blade and then clean with a cleaning agent. Pure concentration of Acetone and Mineral Spirit can safely be used to clean Eurostone surfaces.

Grain finish Stones.

This surface may be cleaned with a sponge and soap for everyday maintenance. Do not rub hard with a scouring pad as this action may cause blemish marks on the surface. Also note that grease leaves marks on the darker Grain colors, but these marks can be easily removed using a mild detergent. It is recommended that the Grain finishes be sealed per instructions on the textured information sheet.

Jaipur & Rocface Textured Stones.

Jaipur models (Anis, Pepper, Vanilla, Ginger, Thyme) are cleaned much the same as the grain finish. Oils in the kitchen will enhance the color of these honed & textured surfaces. If left for a long period tea, coffee, red wine, markers, ink, mustard may stain. This will easily clean with soft scrub with bleach. To minimize this effect, it is recommended that these surfaces be sealed per instructions on the textured information sheet.

Mother of Pearl (Lido, Pittiperla, Poloperla)

This natural product (mostly calcium carbonate) is unpredictable in composition and needs extra care. Acidic foods such as lemon or tomato juice, vinegar, red wine, yogurt etc. should not be left on these surfaces and should be wiped off as quickly as possible. It is not uncommon for some smaller pieces to dislodge from the slab. This does not constitute a defect and the void can be filled with a suitable material.

Special Models with glass. (Glass, GreenBell)

Smaller pieces of glass may dislodge from the slab. Again this does not constitute a defect and the void can be filled.

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Warranty

One Year Material Only Tile Warranty.

EuroStone offers a one year limited material only warranty on all permanently installed Quartz Tile. This warranty covers failure caused by product defects during the first year after the original installation. This warranty applies only to materials that have been maintained according to EuroStone's care and maintenance guidelines (available at www.eurostone.us). This warranty does not cover products installed in an outdoor application.

EuroStone's obligation under this warranty is limited solely to the repair or replacement of the failed product. This shall not include any other work, repair or modification such as plumbing, sink installation, electrical or backsplash which may be necessary to repair or replace the warranted product. Such other repairs and modifications shall be the responsibility of the customer. Replacements are done strictly at the customer's own risk. Damage to cabinets or backsplash are possibilities. EuroStone at its discretion, retains the option to refund the original purchase price of the fabricated product paid, in full and final satisfaction of this warranty obligation.

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Warranty Exclusions

- Failures arising from physical or chemical abuse, improper maintenance, excessive heat or uneven exposure to UV light or weather conditions, and damage from mishandling of the product are not covered under this warranty.
- This warranty does not cover chips or other impact damage to the product.
- This warranty does not cover scratches. EuroStone is scratch resistant, not scratch proof.
- This warranty does not cover failures due to fabrication by unauthorized fabricators, or fabricators not following proper installation guidelines. Fabricators are required to perform a visual inspection of materials prior to fabrication and again prior to installation. This warranty does not cover defects that were visible at the time of fabrication that were not reported by the fabricator.
- Seam appearances and/or performance, adhesives and caulk are not covered under warranty. EuroStone is a stone product which will not crack spontaneously, unless an external force or interaction causes it to. Therefore, cracks are not covered by this warranty. The main reasons for seam separation or cracking are shifting /movement of the substrate, cabinets or foundation, and/or inadequate support including excessive overhangs. Cracking can also be caused by thermal shock which occurs when a hot pan or other hot receptacle is left on the countertop for more than a brief period. Trivets should always be used. These are not defects and not covered under warranty. This warranty does not cover cracks that are a result of dry cutting or polishing and/or the result of not following the minimum requirements for edge detail.
- This warranty does not cover modification of the material in any shape or form including milling and altering the factory finish.
- This warranty does not cover mitered edges where the joint is not cut correctly.
- Color variances between samples and installed product are normal and not covered by warranty. Variations in pattern, texture and veining are not covered by warranty. Customers dislikes of these variations are not covered by warranty.
- This warranty does not cover spots or blemishes smaller than .5 centimeters. A certain level of spots or blemishes are inherent to the manufacturing process and do not affect the integrity of the product.
- This warranty is only applicable to the original owner in whose residence the EuroStone product is installed. This warranty is not transferable and is void if the surfacing product is relocated.
- Securing mechanical fasteners directly into the material voids the warranty.
- This warranty does not cover routine maintenance such as removing stains or water spots.

EuroStone is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents. Except to the extent expressly stated herein or otherwise required by applicable law, all other warranties, written or oral, whether expressed by affirmation, promise, description, drawing or sample; any and all warranties other than this one, whether expressed or implied including implied warranties of merchantability or fitness for a particular purpose, in either contract or tort, for any loss, including, but not limited to, direct, indirect, special consequential or incidental damages, arising out of the inability to use, or delays in installation of or repairs, to the surfacing products provided or to be provided by EuroStone, are hereby disclaimed.

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