



ESTB. 1978

WATERWORKS

SURFACES BASIC PRODUCT USAGE INFORMATION

IMPORTANT — PLEASE READ — APPLIES TO ALL PRODUCT CATEGORIES BELOW:

- **Tile should be installed by a licensed and experienced tile setter**
- Refer to Tile Council of North America (www.tcnatile.com) or ANSI standards for installation guidelines (www.tile-assn.com)
- Installation constitutes acceptance
- Store material in a dry area and do not let boxes or tiles get wet. Moisture or dampness might cause stains, color fades, cracking, pitting or efflorescence.
- Carefully inspect all boxes upon receipt for damage. All claims must be brought to the attention of your salesperson within 72 hours.
- All tile must be inspected prior to installation
- Color variation is an inherent characteristic of handmade material and stone products and should be expected.
- Slight variation in size as well as slight cupping/bowing and/or warping is an inherent characteristic of handmade materials and should be expected
- Natural stone products come from the Earth and therefore no two pieces of stone are exactly alike. Color and veining will vary from piece to piece and should be expected.
- Most material should be sealed prior to installation and re-sealed regularly, including grout (please refer to category specific areas for additional info)
- A high quality glass cutting blade is recommended to prevent chatter/chipping. Please consult you installer for more information.
- White thinset may be required for certain materials. Please consult your installer.
- Rapid set thinset may be required for certain materials. Please consult your installer.
- Dark or contrasting grout can stain tiles. A test panel should always be made to test grout selection.
- Sanded grout can scratch tiles. A test panel should always be made to test grout selection.
- Please consult with Waterworks Sales Consultants for best application of each product or family
- For care and cleaning information please visit our website (www.waterworks.com)
- **This guide is for reference only and in no way implies any warranty or guarantee. These guidelines are not to be used as installation instructions. ALL INSTALLERS SHOULD FOLLOWING TILE PROCEDURES AS OUTLINED BY TILE COUNCIL OF NORTH AMERICA OR ANSI STANDARDS FOR INSTALLATION GUIDELINES.**
- **WATERWORKS ASSUMES NO RESPONSIBILITY FOR INSTALLATION**

CEMENT

- Dry lay tile prior to installation to allow for blending of color variation (Pull tiles from all boxes to ensure tile is properly blended)
- Cement tile is extremely porous and prone to staining

CEMENT (CONTINUED)

- Slight differences in tile thickness should be expected. This is compensated for by adjusting the setting bed.
- Dark grout can stain lighter colored tiles. Please be careful in selecting your grout color AND be sure to make a control panel prior to laying job.
- Grout should be sealed after installation and maintained
- Portlandia Instock tiles may arrive damp to jobsite requiring tiles to be laid out to dry. Damp tiles will look darker in color.
- Portlandia Instock tiles arrive with a clear film on the tile. This film is used to ensure the tiles dry evenly and acts as protection during handling. The film should be removed after grouting.
- Additional installation information available — please contact Waterworks Product Support

CERAMIC (INCLUDING GROVE TWENTY)

- Most ceramic collections are handmade — color, and surface variation should be expected from tile to tile
- Slight differences in tile thickness should be expected. This is compensated for by adjusting the setting bed.
- Dry lay tile prior to installation to allow for blending of color variation (Pull tiles from all boxes to ensure tile is properly blended)
- Relief decorative tiles should be taped off during grouting for protection and to facilitate clean up
- When using a dark grout — do a small test area for review and approval PRIOR to installation
- Using dark grout on a crackled tile may intensify the crackled look
- All tile should be sealed prior to grouting to protect tiles from potential staining
- Grout release should be used when using a dark or contrasting grout to facilitate fast clean up
- Seal tile and grout after installation and maintain regularly
- Grout should be sealed after installation and maintained

GLASS

- Dry lay tile prior to installation to allow for blending of color variation (Pull tiles from all boxes to ensure tile is properly blended)
- **IMPORTANT!** Check that the building structure is sound and secure. Any movement will result in cracking tile.
- Slight differences in tile thickness should be expected. This is compensated for by adjusting the setting bed.
- Grout should be sealed after installation and maintained
- **Kromaglas and Repose Installation Guidelines available** — please contact Waterworks Product Support for this information (Important that you adhere to these guidelines for a proper and successful installation)
- Sanded finish requires sealing prior to grouting and after installation

PORCELAIN

- Dry lay tile prior to installation to allow for blending of color variation (Pull tiles from all boxes to ensure tile is properly blended)
- Grout should be sealed after installation and maintained regularly

STONE

- Dry lay tile prior to installation to allow for blending of color variation (Pull tiles from all boxes to ensure tile is properly blended)
- Some tiles are often wet when boxes are first opened – wet or damp tiles appear darker in time. Allow tiles to dry to determine true color and variation.
- Slight differences in tile thickness should be expected. This is compensated for by adjusting the setting bed
- All stone should be sealed twice during installation – prior to grouting and after installation is complete and has been thoroughly cleaned
- Grout should be sealed after installation and maintained