

ENCORE CERAMICS

Installation and Care Instructions

PLEASE READ these Installation and Care Instructions carefully **PRIOR TO INSTALLATION**. This information will help insure a quality installation and long-lasting performance of your handmade tiles.

Inspection

Inspect all material for damage and acceptability. **INSTALLATION SIGNIFIES ACCEPTANCE**. Issues of acceptability must be resolved prior to installation. Under no circumstance will Encore accept responsibility for the installation of unacceptable product. If the product is damaged, please contact your place of purchase immediately for replacement tiles.

Blending/Variation of Tiles

Encore Ceramics hand makes all of their products, so there is an inherent variation in color, shape and size. Before installing, we suggest that all the tiles be laid out in order to balance the range over the entire installation area. If it is impossible to lay out the entire order, take several pieces from each carton to check variation. We cannot be responsible for issues regarding color/range variation after installation.

Marking Tiles

Take care during the measuring and marking process to protect against hard-to-remove marks and stains. Pencil marks and permanent marker can sometimes be impossible to remove prior to sealing your tile. When marking for cuts, make the mark so that the blade will remove it when cutting.

Sealing Your Tile

Although Encore's glazes and body are vitreous, they are not impervious. **WE RECOMMEND SEALING ALL OF OUR GLAZES BEFORE GROUTING** using an impregnator penetrating sealer.

Grout Testing

With all glazes we advise testing grout on tile before the installation is begun. Dark colored grouts may stain light colored tiles or matte finishes. Light colored grouts may leave a "haze" on dark colored tiles, especially matte finishes. Grout only a small section at a time. Remove excess grout and clean surface thoroughly. Do not allow grout to cure on tile surface before removal.

Care & Maintenance

Please consult your tile installer or tile dealer regarding care and maintenance of your tile installation. For Every Day Cleaning we recommend a neutral pH cleaner that removes dirt and soil buildup from tile, such as mild non-acidic and non-abrasive soap. For Heavy-duty Cleaning we recommend an alkaline-based cleaner appropriate for degreasing and removing wax. Always consult the cleaning instructions listed on whatever sealer you decide to use. Each manufacturer has a recommended cleaner.