1- Choosing the proper tools and implements (notched trowel, rubber mallet, suction-cups and cross-spacers for installing tiles, rubber trowel for grouting) is of the utmost importance.

2- The substrate (wall or floor) to be tiled must be perfectly level, with no defects in planarity. We recommend that damp areas be waterproofed beforehand. A difference in thickness in the adhesive layer will produce different stresses on the ceramic tile surface which will result in projecting tile edges.

3- The surface to be tiled must be completely free of dust or any other substance that could negatively affect tile adhesion. This will promote better bonding strength of the adhesive on the substrate.

4- During installation, there should be enough light to allow us to easily spot any sort of defect, especially the appearance of projecting tile edges. During this phase, work should be performed with more lighting than that which will illuminate the area once the work is finished. The use of spotlights will prove helpful in this regard.

5- Selecting the type of adhesive to use is fundamental. We must take into account the properties of the substrate to be tiled (surface of brick, wood, plaster, metal, etc.), as well as the characteristics of the chosen ceramic tile (porous wall tiles, stoneware tiles or porcelain tiles). The appropriate adhesive is recommended in the PORCELANOSA catalogues.

6- The thin-bed installation method is recommended, with a flexible adhesive. For formats larger than 31.6x31.6 (1.000 cm²) the buttering-floating technique is recommended, that consists of applying the adhesive on both the substrate and the back of the tile.

7- Being as these are rectified tiles, they require careful handling, to avoid nipped edges, chipping or scratches on the surface of tiles. The Ceramic Tile Guide recommends that tiles not be installed with a joint width less than 1.5 mm. between pieces.

8- For the installation of rectified materials, it is recommended that cross-spacers of at least 1 mm. be used. In rustic models the minimum joint recommended is 3 mm. It is recommended that rectangular tiles, when arranged in a staggered layout, be installed at 3/4th-piece intervals.

9- During installation stoppages, it should be kept in mind that the tiles already installed have contracted, and those which we are going to install will experience the same movement. Therefore, it is necessary to predict the possible movement, since if we continue tiling on the same level, the subsequent contraction may give rise to a slight difference in level.

10- It is recommended that you consider the inclusion of perimeter joints, which will help to absorb any movements after installation. These joints must be left empty, or else filled with a compressible material; the minimum recommended width for those joints is 8 mm. This joint is concealed with the skirting or with the tile itself.

11- If the substrate already has its own structural joints or dividing joints, these should be respected when ceramic tiles are installed. It must be remembered that the maximum surface area to be covered with ceramic tiles without dividing joints is 50 m² to 70 m² for interiors and half that size for exteriors.

12- During the installation phase, before setting has fully taken place, we should continuously check already installed pieces, since there is still time to fix any faults. A rubber mallet can be used to tap down projecting tiles and a suction-cup can be used to pull up pieces that are sunken in excess.

13- Before grouting, it should be made sure that installation joints (between tile and tile) are empty and free of bonding materials and traces of dirt and grime. Any intermediary substance may make installation joints less effective, in addition to hindering the adhesion of the grout.

14- Joints should be grouted once tiles are firmly bonded to the substrate. In the special case of floor tiles, the manufacturer's recommendations should be followed, so as to enable enough time to elapse before tiles are walked on or subjected to any loads.

15- The grouting material should be applied with a rubber trowel, and the use of metallic trowels should be avoided at all times, since they may damage the glazed surface of tiles. Grouts in a wide range of colours are available on the market, which make it possible to match the shade of any setting created. The appropriate grout colour is recommended in the PORCELANOSA catalogues.

16- Removing excess grouting material should be performed using a sponge dampened in water. This operation should be done in timely fashion, since if the grouting material is left in contact with the glazed surface of tiles for too long, it hinders cleaning, especially in those models the surface of which has relief.

17- It is absolutely necessary that already installed ceramic floor tiles be protected with the proper means so as to prevent possible damages until the building project is complete, due to the presence of abrasive materials and ongoing movement of tools. This will not only help to protect tiles, but it will also make subsequent cleaning easier.

18- The use of cleaning agents that contain hydrofluoric acid (HF) and solid detergents with particles that may abrade the tile surface should be avoided. Hydrofluoric acid would completely remove the glazed surface of tiles, thus causing irreparable damage.
1. When installing tiles, it is extremely important that you choose suitable tools and instruments (notched trowel, rubber mallet, tile spacers, rubber trowel, and sponge for optimum results when grouting).

2. It is essential that you design and create suitable drainage slopes to avoid stagnation problems and prevent the build-up of surface water.

3. Make sure that the ground is properly waterproofed to prevent ground moisture from filtering through and to protect against the formation of bloom, moss, etc.

4. The substrate must be compact throughout in terms of thickness and surface finish, and any parts that are brittle or that could become easily detached should be removed.

5. The installation substrate must be stable in terms of dimension and structure, and sufficient time left for drying and setting shrinkage to occur. We recommend leaving one week for each centimetre of adhesive applied. If the surface needs to be used sooner, you might consider using a quick-setting compound.

6. Correctly plan the layout of the area to be tiled in advance. When planning the layout, decide where to place perimeter and intermediate expansion joints, maintain structural joints, and do not install any tiles on these to prevent any breakage or cracking after installation.

7. In outdoor areas prone to frost, the crack must be covered with a class C2 cement-based adhesives as per European standard EN 12004 (Adhesives for Ceramic Tiles) to install outdoor ceramic tiles. Follow the manufacturer’s instructions at all times to enjoy the full benefits offered by the adhesive properties.

8. Apply all adhesives with a notched trowel using the thin-bed method. Make sure that the size of your trowel is suited to the size of the tiles you are installing. For outdoor or large-format tiles, always use the floating and butting method, i.e. spread the adhesive over both the substrate and the underside of the tile.

9. Ensure that you seal tile joints properly by using a grouting mortar suited to outdoor use (class C2G cement-based grouting mortars as per EN 13888 - Grouting Material for Ceramic Tiles).

10. The correct sealing of joints is a very important part of the tiling process. Outdoor tiles should never be butted together. A joint of at least 5 mm should be left between tiles although this can be increased in areas subject to sharp temperature changes. Make sure that all joints are clean before grouting them.

11. Make sure that you follow the manufacturer’s instructions when applying the grouting material. If you are using anti-slip tiles or a latex-based grout, make sure you clean away all traces of grout before it has time to dry.

12. In all cases, consider the creation of perimeter joints. These should be created at all transitions between floor tiles and vertical elements such as walls, pillars, foundation blocks, or other types of flooring. Perimeter joints should have a minimum width of 8 mm.

13. The width and depth of all floor structural joints must be strictly observed.

14. When filling movement joints, do not use absorbent, closed-cell, high-compression, or temperature-resistant grouting materials.

15. Intermediate expansion joints must be created in areas measuring between 9 and 25m². These joints should form a square with each side measuring no more than 5 m. A joint width of at least 8 mm should be left although this

16. Porcelain tiles should always be used in outdoor areas prone to frost (these tiles have a water-absorption rate of under 0.5%). Do not allow water to accumulate in ungrouted joints during frost periods as freezing-thawing cycles could damage the tiles. When installing steps, strictly follow all instructions provided by PORCELANOSA.

17. You can increase safety levels in wet areas where there is a risk of slippage by choosing a tile with anti-slip properties. Bear in mind, however, that these tiles are more difficult to clean (they are more susceptible to the build-up of dirt, and dirt, in general, tends to be more difficult to remove).

18. When finished tiling, make sure that you remove all traces of grout and adhesive promptly as the longer that these are in contact with the tiled surface, the more difficult they are to remove. Do not use cleaning agents containing fluorhydric acid or any other aggressive materials.
General Recommendations for the Cleaning and Maintenance of Porcelanosa Wall and Floor Tile

Glazed Tiles
Products should be cleaned routinely with an all-purpose, non oil-based household or commercial cleaner. The product chosen should also be grout joint cleaning compatible. The type of product may vary depending on the tile application and use. A multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for every day use, can be used on wall tile areas in residential baths and showers.

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. Remember that you should sweep or vacuum floor areas prior to cleaning to remove any dust or debris. Routine cleaners should never contain acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout.

Unglazed Tile
Clean routinely with concentrated tile cleaners that have a neutral pH for safe regular use. The product chosen should also be compatible with cleaning the grout joints at the same time.

Glass Tiles
For routine cleaning, use any non-abrasive cleaning compound recommended for either glass or tile.

Removal of Sealers/Waxes/Floor Finishes
For the removal of a topical sealer or floor wax from a ceramic tile you should use a Tile Sealer & Adhesive remover. Always test a small area first. Apply a liberal amount of undiluted sealer & adhesive remover to a manageable area. Allow setting without drying until coating or residue softens. Reapply if necessary until sealer softens and can be removed. If necessary, agitate with white nylon scrub pad. Wipe up the residue with a cotton towel or sponge. Rinse thoroughly with clean water. Do not use on natural stone products.
Non-Slip Tile Cleaning Recommendations

Regular cleaning and care

When non-slip floor tiles are cleaned, whatever their surface finish, it is not sufficient to clean them with a conventional mop, because it will not clean away any dirt embedded in the particles that give the tiles their non-slip finish. This means that dirt will build up, spoiling the overall appearance of the floor surface and normally modifying the color slightly.

There are several perfectly good ways of cleaning this type of floor surface:

- High-pressure cleaning equipment (Karcher pressure washers or high-pressure hoses).
- Vapor steam cleaners.
- Scrubbing the surface with a brush with hard plastic bristles and then rinsing it with plenty of clean water.

Whichever cleaning system is used, it is important to use clean water because otherwise, when the water evaporates, small particles of dirt from the water will be deposited in lower, more inaccessible parts of the embossed surface.

Avoid mechanical cleaning methods that may harm the tiles and gradually reduce their non-slip properties. For good results, it is essential to rinse them afterwards with plenty of water.

Metallic Tile Cleaning Recommendations

Given their special finish, the same precautions apply to these products as those used when caring for gold or platinum coverings. Handle with maximum care.

Water should be first option. If a stronger cleaning is needed, clean with alcohol and a soft cloth or alternatively use a neutral PH. Avoid abrasive, acidic or alkaline cleaning products. Use a slightly damp sponge to clean the tile joints, passing it diagonally across them. Do not use dirty or brackish water.

Grout Cleanup – Non Acidic Grout Haze Removers

Maintenance – Neutral Cleaner for regular cleaning (pH of 6.5 – 7.5. For intensive / periodic cleaning use an alkaline cleaner (pH of 7.5 +).

Crystalline finish Tile Cleaning Recommendations

In view of its crystalline finish, adopt the same precautions as for glass tiles or mosaics.
Porcelanosa in the United States of America (“Porcelanosa”) hereby warrants to the original buyer (“Buyer”) that the floor and wall ceramic tile products (“Products”) sold by Porcelanosa in the United States of America under the Porcelanosa, Venis or Urbatek brands meet or exceed the international standards of ISO 13006: 2012, as well as the performance specifications of ANSI A137.1 – 2012. Porcelanosa further warrants that the Products, as delivered, will be reasonably free of defects in materials and workmanship, and when properly handled, stored, maintained and installed, will conform, within industry-accepted tolerances, to applicable manufacturing specifications.

Commercial Warranty

In the case of Products sold for installation in a commercial setting, Porcelanosa will replace any uninstalled Products found to be defective, provided that the Buyer has given written notice of defect to Porcelanosa within 12 months of the original purchase date. Certain factors, such as improper installation by independent parties, uneven sub-floor, and environmental conditions, are beyond the control of Porcelanosa. Consequently, Porcelanosa cannot accept responsibility for the performance of the Products after they have been installed in a commercial setting. Notwithstanding this limitation, upon receipt of written notice of defect from the Buyer within 12 months of the original purchase date, Porcelanosa will replace any Products installed in a commercial setting that are found to have latent manufacturing defects. This warranty excludes any labor charges, installation, or other consequential losses or incidental damages. This warranty is also subject to the limitations set out below under “Other Warranty Information” and to those set forth in any applicable terms and condition of sale.

Residential Warranty

In the event that any of the Products sold for installation in a residential setting are found to be defective, Porcelanosa will, at its sole option, repair or replace the defective Products. This warranty covers Products installed in a residential setting within 36 months of the original purchase date. This warranty is subject to (a) Porcelanosa's receipt of notice in writing from the Buyer of the alleged failure or defect within the term of the warranty, and (b) the limitations set out below under “Other Warranty Information” and those set forth in any applicable terms and conditions of sale.

Other Warranty Information

EXCEPT AS EXPRESSLY SET FORTH ABOVE, PORCELANOSA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING ITS PRODUCTS, AND HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Such warranties (hereinafter “this warranty”) shall be void upon the occurrence of any one or more of the following events: (a) the Products are installed despite having visible defects, that could and should have been noted by the installer and reported before installation; (b) the Products are not installed in accordance with the ANSI specifications for the installation of ceramic tile, or the Handbook for Ceramic Tile Installation published by the Tile Council of North America, Inc., or are installed in conflict with any other specifications applicable to the Products, including those provided by Porcelanosa, or applicable to any installation materials; (c) the Products are damaged by moving heavy objects or equipment across floors and walls without adequate protection; and/or (d) the Products are damaged by the use of improper cleaners, such as those containing hydrofluoric acid; and/or (e) the Products are damaged by acts of God, such as storms, floods, earthquakes or other natural disaster. This warranty does not cover differences between samples and the actual Products, or among the Products themselves, due to pattern variations or color or shade variations that are inherent in the Products. To the maximum extent permitted by applicable law, Porcelanosa expressly excludes from this warranty, and will not pay for, any consequential losses and incidental damages. This warranty extends only to the Buyer and is not transferable.

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