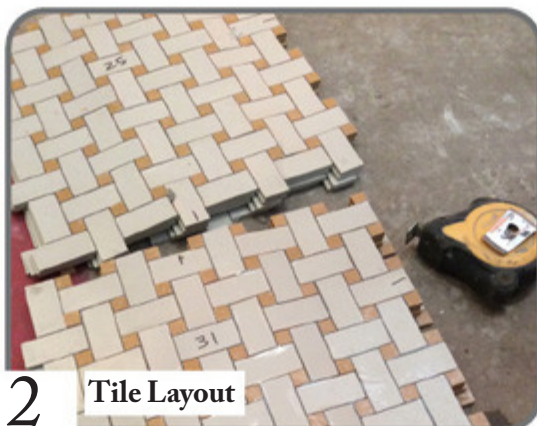


1 Substrate Preparation

Prepare all surfaces to be completely flat & level to avoid irregularities. For any wet or humid areas the use of CBUs are recommended. For any other conditions, substrates made of gypsum board are appropriate.



2 Tile Layout

Dry laying the tile is recommended. Adjust the pattern and cut the tiles to fit the space. Number the sheets and stack them for quick and correct installation.



3a Tile Installation

Apply mortar using a 1/8" - 3/16" V-notch or U-notch trowel for tiles 2" or smaller. Work 2-4 square foot section at a time to prevent mortar skin over.



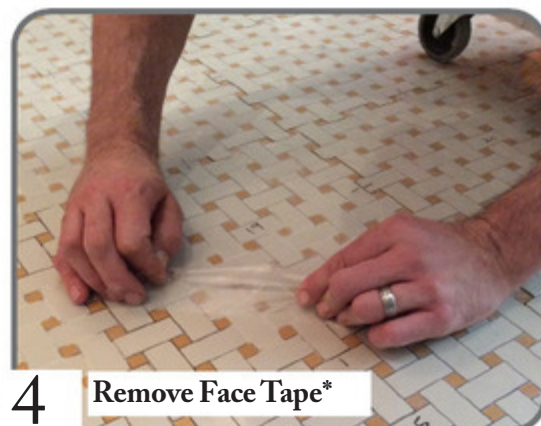
3b Tile Installation

Lay one sheet at a time. Check alignment and consistency of spacing between sheets.



3c Tile Installation

Use a grout float, speed square or block of wood to push tiles flat into mortar while setting. Repeat step 3 until all sheets are laid. Let dry.



4 Remove Face Tape*

Wait a minimum of 12 hours before removing face tape. Pull plastic off at the horizontal (against tile). A heat gun can be used 6-8 inches from floor to loosen bond.



5 Seal

Use water to remove any hazing or residue. Seal all porcelain tile and allow to dry a minimum of 12 hours.



6 Grout

Use sanded grout, keep grout float flat with tile surface, do not overwipe and create shallow joints. Wait 72 hours for curing. Reseal all tile/grout as needed.

For more information: refer to the TCNA Manual (Tile Council of North America), current edition for tile installation standards and methods.

* if applicable

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UNGLAZED PORCELAIN MOSAIC TILE INSTALLATION AND CARE INSTRUCTIONS

Please read these Installation and Care Instructions carefully before you begin. This information will help insure life-long enjoyment of your UNGLAZED PORCELAIN MOSAIC TILE installation.

DAMAGE/FREIGHT CLAIMS:

Please inspect all material for damage. If you find extensive damage, contact Heritage Tile immediately so we can help you file a claim with your freight carrier.

SETTING MATERIALS & METHODS:

We recommend you use a high quality polymer modified (Latex) Thin Set Mortar. For additional information, please consult the Tile Council of America's HANDBOOK FOR CERAMIC TILE.

INSTALLATION:

For more information call the TCA at (864) 646-8453 or email them at literature@tileusa.com.

MARKING TILES:

Care should be taken during the measuring and marking process to protect against hard-to- remove marks and stains. We recommend masking tiles or using a pre-grout coating to guard against unwanted marks.

SEALING YOUR TILE:

We highly recommend that a high quality penetrating sealer be used before and after grouting. Pre-grout sealing (applied as a grout release) is most critical with unglazed porcelain to help in the removal of grout residue from the textured tile surface. Seal grout lines once the grout has cured fully by following the grout and sealer manufacturer's instructions.

CARE & MAINTENANCE:

Please consult your tile installer regarding care and maintenance of your tile installation. For routine 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.

For additional information, contact one of these companies considered industry leaders in the manufacture of products for the protection and maintenance of tile and stone:

- Miracle Sealants (www.miraclesealants.com) or call (800) 350-1901 ext. 3013
- Aqua Mix (www.aquamix.com) or call (800) 366-6877

