

CALIFORNIA ART TILE

Product Knowledge

The following information should be understood by all resellers and end-users of CALIFORNIA ART TILE

-Several types of surface irregularities can occur. These are normal characteristics of handcrafted tiles:

-Puddling of glaze in tile depressions

-Glazed chips

-Bumps

-Pores

-Surface Pops

result from concentrated spots of lime, which may be under the glaze and pop off of the tile.

-Efflorescence

the growth of salt crystals on a bisque surface (visible under the glaze) due to the evaporation of salt-laden water.

Crazing

describes the spider-web-line appearance in some of our glazed red-body tiles and some of our translucent white-body colors. In order to limit the appearance of crazing, product should be sealed prior to install and contrasting color grouts should be avoided.*

* *Sealer should be tested on sample tiles before use to assess compatibility*

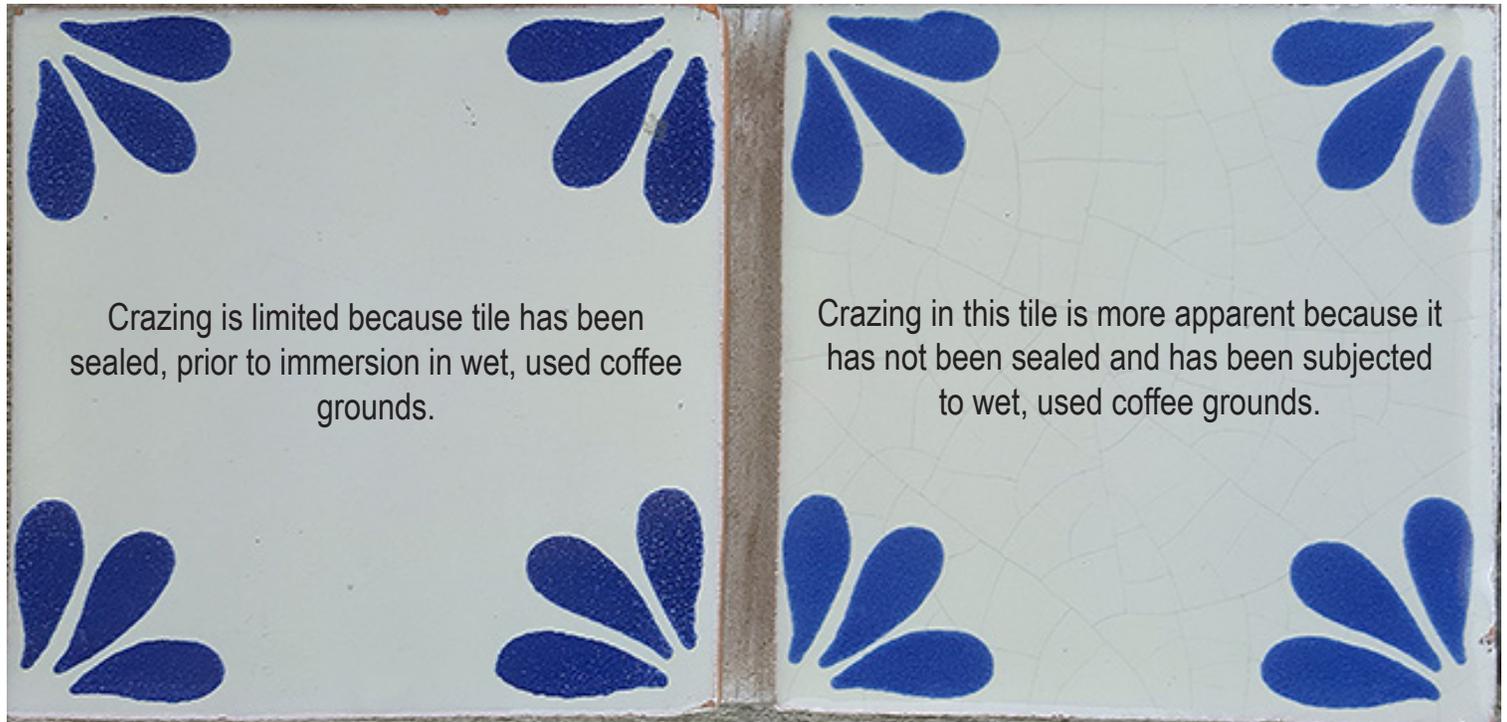
Note:

Markers, thin-set, water from wet-saw cuts, and contrasting grout colors could accent the crazing - permanently staining the product. Periodic resealing is a necessary maintenance procedure to limit staining.

-Writing or marking on our tiles with ink markers is not recommended. Ink may be absorbed by surface pores and crazing, which may leave a permanent stain. A wax marker is recommended.

Crazing Examples

Example 1: Crazing due to expansion and staining



Crazing is limited because tile has been sealed, prior to immersion in wet, used coffee grounds.

Crazing in this tile is more apparent because it has not been sealed and has been subjected to wet, used coffee grounds.

shown: Ville Blue Blanco Talavera

Example 2: This is an example of crazing due to expansion of the glaze.

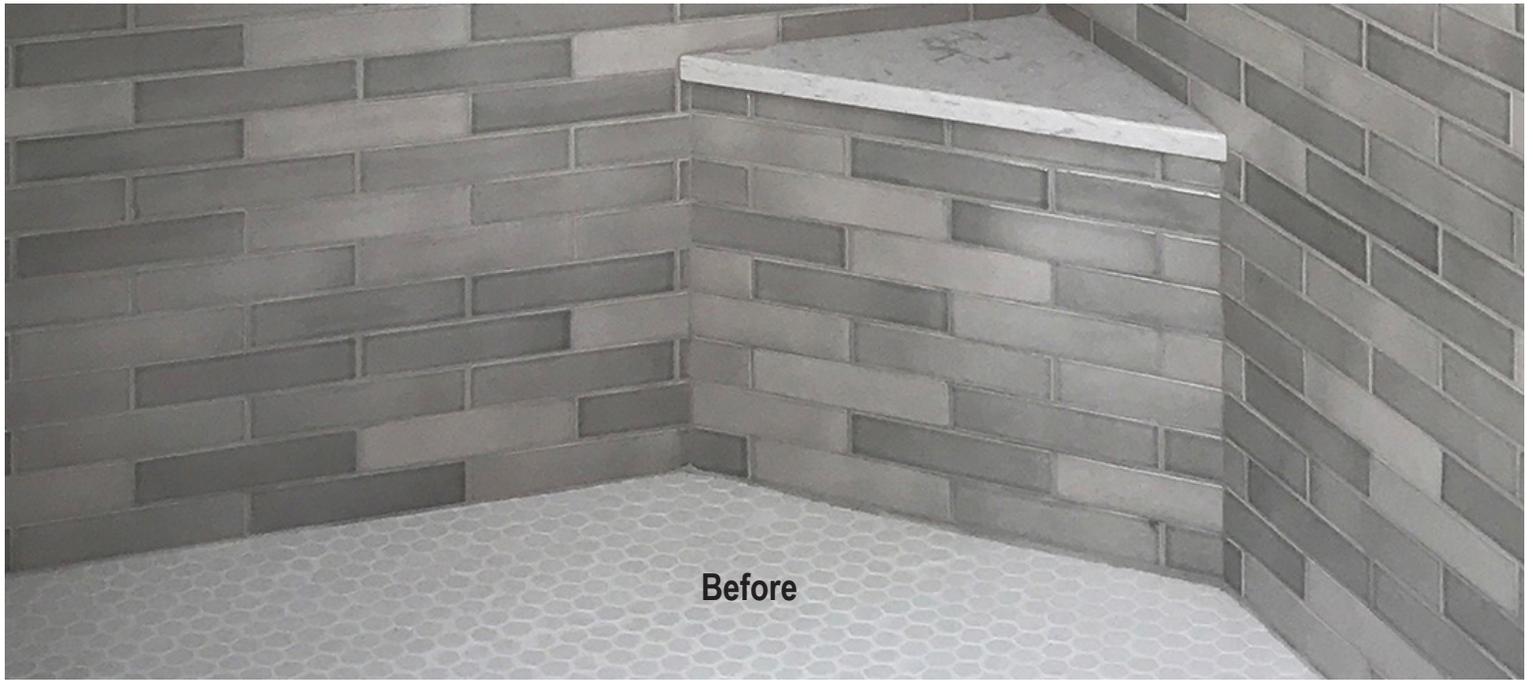


shown: Aqua Primavera

Crazing is a normal characteristic of what may (or may not) happen to any of our colors

note: We have not seen Crystal White Suprema craze.

Example of tile in a wet environment, not prepared with a mudset or cement board:



-Water environment: It must be assumed that moisture will get into the tile system. We recommend the following order for the tile system from studs out to tile: studs, water-resistant membrane, substrate ($1/2$ " cement board with stainless steel screws, or mud-set*) thin-set, tile & sanded grout (our Moroccan-Style Mosaics use non-sanded grout). This method allows the system to dry (equilibrium between the tile & substrate).

**Mud-set or cement board must not be sealed with a moisture barrier (paintable membrane)*

*On a shower floor, glazes may show discoloration if water is trapped under product
Our tiles are not floor rated. Slippage and wear must be cautioned.*

Product Knowledge *(continued)*

Floor Tile: Bisque is unglazed tile. It may be considered for use on floors, interior & exterior in a non freeze-thaw environment. Its surface must be sealed before and after grouting and periodically sealed, as upkeep.

Wear Rating: Interior-residential - WARNING! Avoid slipping and falling: As with all floor surfaces, water, soap, hair, skin and spray products may make floor surfaces slippery. Our tiles have not been evaluated for a specific floor rating.

-Sealing: Should be considered for our unglazed tile (Bisque) and product prone to crazing (see crazing page 1). Sealer should be tested on sample tiles before use to assess compatibility.

-We do not recommend applying tile on green board, sheetrock, or any polystyrene, polyethylene, etc. material.

Thinset-mortar is the preferred setting product. Moisture at tile-wall tub-line joint must be allowed to drain, therefore, we recommend using a sanded caulk. We do not recommend using mastic.

-Handcrafted tile requires the use of **ceramic tile wedges**, not mechanical spacers.

-Avoid customer service problems or delays, order 5% extra for cuts, breakage and layout changes.

-Mosaics: please consult our website for Mosaic Product Knowledge and Mosaic installation videos, including Circle Mosaics.

-Clean: with gentle soap that contains no acid. Avoid using cleaners which contain phosphoric acids or glycolics acid, which may cause etching and damage to glazes.

*if end-user is intent on using our tiles on a counter-top, we suggest incorporating a built-in cutting board or a solid work-surface into their design. **Our glazed ceramic tiles are:***

-Wall Tile: Our glazed ceramic tiles are for wall application only and are not freeze tolerant.

-Not recommended for high-use areas: i.e., kitchen counters and floors. The glaze / body is delicate and may scratch, chip or stain from juice, cola, cleaners or sealers.

If end-user is intent on using our tiles on a counter-top, we suggest incorporating a built-in cutting board or a solid work-surface into their design.

Product Knowledge *(continued)*

-**Not for use in pools**, wet or dry saunas and steam showers. Regarding decorative fountains, we recommend using our tiles above the water line. Cleaning acids such as muriatic acid and caustic chemicals are not recommended to come in contact with the tile.

-**Color and shade variation**, sometimes extreme, may differ from product samples and job add-ons. Trim and field tiles should be assessed PRIOR to installation. Samples may not accurately represent the full range of variations of the actual order.

-**Variation of size and color** may occur from shipment to shipment, or within the same box. No guarantee that tiles received in subsequent orders, as add-ons, will match or blend well with those from original order. Please consider trim needs when ordering. Installer should shuffle tiles and /or draw from multiple cartons to take advantage of these shade variations.

-**Sizes are approximations**. Surfaces of handcrafted tiles are rarely flat and may vary in thickness and texture. Example: Our 4x4 tile may be thinner than our 4x8 tile, our Española Crystal White may vary in thickness from our Subway Crystal White shape. Installers must identify with all material PRIOR to install. Utilize liners to separate thickness or shade/ texture differences.

-**We recommend wax markers**. Avoid markers on Matte / Satin glazes. ALL marks should be removed prior to grouting, as certain grouts have polymers and epoxy which seal the tile.

-**Matte/Satin Tiles** may have little/no shine. We recommend cleaning with a neutral cleaner with white synthetic (non-abrasive) pad.

-**Rejection of tiles** must be made PRIOR to installation.

-**Tile installation does not start with the tile. The substrate system must be done professionally. It is a highly technical skill. Chemical compatibility is important. Not all grout, sealer and thin-set products are compatible. We recommend hiring a certified ceramic tile installer. Some states require licensing. Installation of our tile constitutes acceptance of the aforementioned irregularities.**

-Residential shipments are shipped with a Signature Required for delivery. Packing fees will apply.

-ALL shipments should be inspected prior to acceptance. Obvious damage must be noted on Bill of Lading. Do not discard any damaged product. Regarding breakage freight companies require all product, boxes, and packing material be saved for inspection.

-Handcrafted tile is not for everyone. It is important to share the above information with your company personnel and your clients.