



Wall and Floor Glazed Porcelain Tiles

UNI EN ISO 14411 Bla A. G GL

For a safe and correct installation, it's always advisable to consult qualified professionals.

Please note that complaints resulting from improper installation will not be accepted.

Oversight by the architect or site manager is necessary to ensure compliance with the current regulations in your country.

INSTALLATION AND GROUTING

Proper execution of installation operations is crucial to ensure an optimal final result. Installation can be done using tiling adhesive or cement mortar. It's recommended to follow the adhesive manufacturer's instructions for the most suitable adhesive and application methods.

For glazed porcelain, the use of specific high-performance adhesives is recommended. During installation, the subfloor must be flat, stable, and dry, not frozen or excessively warm. It's important to carefully follow the manufacturers' instructions for the subfloors and adhesives used.

Note: Verify the material's conformity before installation, as its installation constitutes acceptance. It's advisable to lay the material by alternately taking it from different boxes, initially laying some of it dry to assess the overall effect. Shade variation between tiles is an intended characteristic of the product.

When cutting the tiles to lay them, we recommend using either a wet saw or a score-and-snap method. When laying tiles, avoid dry cutting them with electric power tools. Improper laying techniques may expose the installer to harmful dust.

For greater aesthetic value, use grout in color combination with the tile (e.g., avoiding white tiles with black grout). If contrasting grouts must be used, strictly adhere to the information provided on the grout technical data sheets and perform a preliminary test on a sample of material.

Especially for polished products, after installation, grouting, and tile cleaning (see the following section: Cleaning During Installation), it's advisable to cover the floor until the conclusion of construction work to prevent residues or subsequent work from soiling or scratching the surface.

A minimum grout joint of 2mm is recommended for rectified products and 3.5-5mm for non-rectified ones.

For the installation of modular tiles, the recommended joint is 3.5-5mm. Follow the laying patterns available in the [general catalogue \(A\)](#).

For plank installation, recommended installation is staggered joint (20/80 or 30/70).

For brick installation, recommended installation is staggered joint.

- **Polished tiles:** Extreme caution is advised during handling and installation to avoid damaging the surface. The use of cementitious grouts is recommended. Avoid using flexible mortars, epoxy grouts, and the addition of additives, as they would make residue removal extremely difficult. Particularly on polished surfaces, avoid dark grouts on light tiles and vice versa.

CLEANING

Cleaning During Installation

Cleaning during installation is a mandatory phase that the tile installer must carry out to ensure the complete functional and aesthetic success of glazed porcelain floor or wall coverings. Inadequate or delayed removal of grout residues (used for joints) would lead to their hardening and permanent deposition of small particles and discolorations, making the surfaces more prone to dirt accumulation and challenging for regular cleaning. This step is necessary for all tiles, especially those with structured or rough/anti-slip surfaces.

- **Cementitious grouts:** Clean off excess grout with a sponge and clean water before it completely dries, using gentle diagonal movements to avoid emptying the joints.
- **Epoxy grouts:** These require more attention due to their rapid hardening. We recommend consulting experienced installers and using specific products, strictly following the manufacturers' instructions. Incorrect application of epoxy grouts could compromise the tiles' aesthetic and color appearance.

Avoid using abrasive tools or hard brushes, especially on polished tiles or those with metallic decorations.

End-of-Construction Site Cleaning

Note: In the following phases, it is recommended to read the specifications of the detergents used and adhere to the manufacturers' instructions, as dilution quantities vary depending on the chosen ceramic type: glazed porcelain (Bla), glazed gres wall tiles (Blla) or white body double-firing tiles (Blll).

Post-installation cleaning is essential to completely dissolve and remove typical construction residues (mortar, glue, paint, dust, etc.).

To ensure no step is omitted, it is advisable to have this carried out by specialized technicians. Deep cleaning can only be done once the cementitious grout has completely dried and in accordance with the manufacturers' instructions.

For effective cleaning, it is necessary to use buffered acid detergents diluted in water, which must be completely rinsed off the entire surface shortly after

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application. Before extending cleaning to the entire area, test the product on a possibly uninstalled or hidden material sample. Then, repeat the washing and rinsing until every stain or residue is completely removed.

After completing the aforementioned washing, an alkaline wash with degreasing detergents is necessary, as acidic washing might leave grease on the surfaces and contribute to retaining subsequent dirt.

In the case of using epoxy grouts, it is advisable to use specific detergents (such as FILA CR10) and strictly follow the manufacturers' instructions.

- **Polished tiles / Metal decorations:** Avoid using aggressive detergents. It is recommended to use pH-neutral products without abrasives, previously tested on a small material sample. Suitable detergents available in the market generally label as "delicate surface cleaners" and are used for polished marbles and natural stones. Steam floor washers or steam mops can be used.

Regular Cleaning and Maintenance

If the aforementioned steps have been correctly executed, the daily cleaning of glazed porcelain is extremely easy and fast. Floors and wall coverings can be washed with hot water and a normal pH-neutral detergent or a simple solution of water and ethyl alcohol.

GENERAL WARNINGS

Do not use detergents based on hydrofluoric acid or its derivatives, as they would irreparably damage ceramic products.

Do not apply waxes, brighteners, oily soaps, impregnators, or oil-water repellent treatments on surfaces.

Avoid using abrasive tools or hard brushes, especially on polished tiles or those with metallic decorations.

OTHER SPECIFIC INSTRUCTIONS

GLAZE MICROPARTICLES

(Collections: Lichen, Park Avenue/Place Vendome/Regent Street, Reverse)

On the tiles with metallic decorations, some metal microparticles may not be fully fused to the surface. During the initial cleanings some particles might be removed from the surface but this is considered a feature of the decor and it doesn't compromise the characteristics of the product.

IRREGULAR GLASS / MOSAIC

(Collections: Musiva, Nàttùra, Nordic Stone)

Due to its special artisanal manufacturing, the glass surface and the color of the mosaics are never perfectly uniform. Small chips or imperfections on some tiles are deliberately present and form part of the product's characteristic.

METAL SURFACES

(Collections: Bamboo, Brickart, Lichen, Musiva, Park Avenue/Place Vendome/Regent Street, Reverse, Vintage)

Manufacturing of this product has been realized with hand crafted procedures and not industrial. Small imperfections, subsidence and ripples of the surface are deliberately present and they are a feature of the product, proving the hand-made manufacturing procedure. The metal effects on the surface may eventually oxidize: ordinary cleaning shall then be done with detergents normal used for glass or with alcohol and paper.

Warning: Use non aggressive (no acids) detergents when cleaning.

CRAFT PRODUCTION, IRREGULAR SURFACES

(Collections: Antique, Brickart)

Small imperfections, pins or ripples on the surfaces are deliberately present and they are a feature of the products, granting the hand crafted process of the product.



White Body Wall Tiles (Double firing)

UNI EN ISO 14411 BIII A. L GL

For a safe and correct installation, it's always advisable to consult qualified professionals.

Please note that complaints resulting from improper installation will not be accepted.

Oversight by the architect or site manager is necessary to ensure compliance with the current regulations in your country.

INSTALLATION AND GROUTING

Proper execution of installation operations is crucial to ensure an optimal final result. Installation can be done using tiling adhesive or cement mortar. It's recommended to follow the adhesive manufacturer's instructions for the most suitable adhesive and application methods.

For white body double-firing wall tiles, the use of specific high-performance adhesives is recommended. During installation, the subfloor must be flat, stable, and dry, not frozen or excessively warm. It's important to carefully follow the manufacturers' instructions for the subfloors and adhesives used.

Note: Verify the material's conformity before installation, as its installation constitutes acceptance.

When cutting the tiles to lay them, we recommend using either a wet saw or a score-and-snap method. When laying tiles, avoid dry cutting them with electric power tools. Improper laying techniques may expose the installer to harmful dust.

A minimum grout joint of 2mm is recommended.

Do not mark the surface with solid or liquid materials (markers, ink, etc.) as stains may penetrate deeply.

For greater aesthetic value, use grout in color combination with the tile (e.g., avoiding white tiles with black grout). If contrasting grouts must be used, strictly adhere to the information provided on the grout technical data sheets and perform a preliminary test on a sample of material.

After installation, grouting, and tile cleaning (see the following section: Cleaning During Installation), it's advisable to cover the surface until the conclusion of construction work to prevent residues or subsequent work from soiling or scratching the surface.

CLEANING

Cleaning During Installation

Cleaning during installation is a mandatory phase that the tile installer must carry out to ensure the complete functional and aesthetic success of white body double-firing wall coverings. Inadequate or delayed removal of grout residues (used for joints) would lead to their hardening and permanent deposition of small particles and discolorations, making the surfaces more prone to dirt accumulation and challenging for regular cleaning. This step is necessary for all tiles, especially those with structured surfaces.

- **Cementitious grouts:** Clean off excess grout with a sponge and clean water before it completely dries, using gentle diagonal movements to avoid emptying the joints.
- **Epoxy grouts:** These require more attention due to their rapid hardening. We recommend consulting experienced installers and using specific products, strictly following the manufacturers' instructions. Incorrect application of epoxy grouts could compromise the tiles' aesthetic and color appearance.

End-of-Construction Site Cleaning

Note: In the following phases, it is recommended to read the specifications of the detergents used and adhere to the manufacturers' instructions, as dilution quantities vary depending on the chosen ceramic type: glazed porcelain (BIIa), glazed gres wall tiles (BIIa) or white body double-firing tiles (BIII).

Post-installation cleaning is essential to completely dissolve and remove typical construction residues (mortar, glue, paint, dust, etc.).

To ensure no step is omitted, it is advisable to have this carried out by specialized technicians. Deep cleaning can only be done once the cementitious grout has completely dried and in accordance with the manufacturers' instructions.

For effective cleaning, it is necessary to use buffered acid detergents diluted in water, which must be completely rinsed off the entire surface shortly after application. Before extending cleaning to the entire area, test the product on a possibly uninstalled or hidden material sample. Then, repeat the washing and rinsing until every stain or residue is completely removed.

After completing the aforementioned washing, an alkaline wash with degreasing detergents is necessary, as acidic washing might leave grease on the surfaces and contribute to retaining subsequent dirt.

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White Body Wall Tiles (Double firing)

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In the case of using epoxy grouts, it is advisable to use specific detergents (such as FILA CR10) and strictly follow the manufacturers' instructions.

Regular Cleaning and Maintenance

If the aforementioned steps have been correctly executed, the daily cleaning of glazed gres wall tiles is extremely easy and fast. Wall coverings can be washed with hot water and a normal pH-neutral detergent or a simple solution of water and ethyl alcohol.

GENERAL WARNINGS

Do not use detergents based on hydrofluoric acid or its derivatives, as they would irreparably damage ceramic products.

Do not apply waxes, brighteners, oily soaps, impregnators, or oil-water repellent treatments on surfaces.

Avoid using abrasive tools or hard brushes.

OTHER SPECIFIC INSTRUCTIONS

CRACKLE GLAZE

(Collections: The Traditional Style)

Do not mark the surface with solid or liquid materials (markers, ink, etc.) as stains may penetrate deeply. After installation and before grouting, wait for a day or two to best stabilize the "crackle glaze". Treat the material with a protective treatment using a hydro-oil repellent product (such as FILA ES82), allowing it to act for several hours. Dry cutting is recommended for cleanliness purposes. However, immediate and efficient cleaning is advised if using wet cutting. For regular and end-of-construction cleaning, use neutral detergents, avoiding acidic ones.