

RECOMMENDATIONS RELATING TO INSTALLATION, MAINTENANCE AND DEMOLITION OF ATLAS CONCORDE USA CERAMIC TILES

1. BEFORE INSTALLATION

As the professional figure responsible for creating the tiling and the first to “see” and “handle” the tiles, the person laying the tiles must:

- Notify the client and designer of any obvious defects (quality, tone, etc.) in the tiles

The mellow patina giving the tile surface different hues is a characteristic feature of some ceramic products.

- Follow a tiling plan which specifies a particular installation technique (closed, minimal or open joint, laying in parallel or diagonal, continuous or staggered joints, etc.); before proceeding with installation. It is recommended that the installer show the final customer a representative sample of the tiles to be installed (by laying them down in the intended installation pattern without using any grout) and asks for verbal or written approval, which is preferred.

Atlas Concorde USA recommends installation of joints at **2.0-3.0mm (1/8")** in width.

For:

- **Rectified mono-caliber tiles:** joints at **1.0-2.0mm (1/16"):** in width
- **Outdoor floor** recommends **open joint installation (at least 3.0mm-1/8")**

2. DURING INSTALLATION

To obtain the best chromatic effects, alternate tiles from different boxes.

During installation, the installer must point out the presence of any imperfections on the ceramic tiles (presence of steps or uneven levels between adjacent tiles etc.) and the installer must ask for official written authorization to proceed with the work from the final customer or from the foreman responsible for the work.

The final customer must also provide assurance that the lighting and micro-climatic conditions at the workplace are sufficient to allow the installer to lay the tiles correctly. The installer must check the ceramic materials and the installation procedure, as stated above. Between the installation and the consignment to the final customer, the ceramic tiling must:

- Be kept clean and free from any cement, sand or other dirt residue which can cause stains and/or mechanical abrasion to the surface
- Be protected from any damage caused by the presence of other operators (painters, electricians, carpenters, etc.)

WARNING:

ONCE THE CERAMIC TILES HAVE BEEN INSTALLED, ATLAS CONCORDE USA:

- **DOES NOT ACCEPT RESPONSIBILITY FOR COMPLAINTS RELATING TO MANIFESTED FAULTS OF SHADE AND QUALITY**
- **WILL NOT BE LIABLE FOR THE QUALITY OF THE TILED SURFACE BUT ONLY FOR THE QUALITY CHARACTERISTICS OF THE SUPPLIED MATERIAL**

ON COMPLETION OF THE INSTALLATION, IT IS ADVISED TO KEEP SOME SPARE TILES ASIDE, SHOULD ANY TILES NEED REPLACING OR AS A REPRESENTATIVE SAMPLE OF THE MATERIAL IN CASE OF COMPLAINTS.

3. TESTING OF THE TILED SURFACE

The testing of the tiled surface must be done by the final customer in the presence of the installer or the foreman responsible for the work.

This should consist of a visual examination (naked eye and/or with glasses if normally worn) of the surface from a distance of 5 feet.

An “effect” which is only visible close-up, with grazing light, or with the use of a magnifying glass cannot be considered a “defect”.

An “effect” becomes a “defect” only when clearly visible under the conditions stated above.

4. CLEANING AFTER INSTALLATION

The cleaning of the entire flooring after installation is of **vital importance** for all subsequent maintenance procedures.

Cleaning eliminates residue such as cement, glue, paint, and dirt.

Once the grout has aged properly (at least two days depending on the weather conditions), the cleaning using a **buffering acid detergent** can begin, but must be carried out in strict accordance of the instructions of use and dilution percentages stated by the manufacturer of the detergent. **Atlas Concorde USA** recommends the use of **FILA DETERDEK**, as this product does not produce hazardous fumes and is not aggressive on grout lines. This detergent must be used as follows:

- Use **FILA DETERDEK** diluted 1:5 (1 quart of **FILA DETERDEK** in 5 quarts of hot water, **result: 1 quart covers 430 sq ft**);
- Sweep the floor and then spread the diluted acid solution evenly using a scrubbing-brush, a mop, or a rough cloth for residential floors. Larger surfaces should be cleaned using a single-brush equipped with green buffering disks specifically designed for use on such surfaces
- Leave the detergent to act for a few minutes depending on the amount and type of dirt
- Use an abrasive sponge such as a scotch-brite or a scrubbing-brush with nylon bristles for textured surfaces. For large surfaces use a single-brush equipped with green disks and liquid suction capability
- Collect any residue using a cloth or the liquid suction equipment
- Rinse with hot water, repeating the operation more than once until complete elimination of any rim or dirt residue present on the cavities of textured tiles

Should some areas of the floor remain dirty, repeat the acid washing with a higher concentration of cleaner.

WARNING:

This procedure can be aggressive towards materials and objects placed close to the tiled surface; for example doors and window sills made of marble, metallic shutters, etc. It is advisable to protect these materials before proceeding with the cleaning.

SPECIAL CASES:

Should the above mentioned cleaning procedure not have been performed after the floor has already been used, it is important to remove any trace of grease or oily substances prior to acid treatment, using **specialist alkaline detergents** such as **FILA PS/87**.

5. USE AND MAINTENANCE

The durability of a tiled surface depends on the way it is used and maintained; therefore the final customer plays a key role in the preservation of the technical and aesthetic performance of a tiled surface over time.

To such extent, it is necessary to take some precautions, relying on good sense as well as on the knowledge of the installed materials, specifically:

5.1. CLEANING PRODUCTS

If all the above stated installation instructions have been adhered to (ordinary maintenance), everyday cleaning will not cause any problems. A proper cleaning consists of using a wet cloth or a sponge with a commonly used **neutral detergent for ceramic tiles** and following the manufacturer instructions.

Occasionally, when the surface has a different appearance to when it was first laid (shinier appearance) it could have been contaminated by staining agents. In that case, it is advisable to perform a **"degreasing washing"** using an **alkaline detergent** followed by a rinse with an abundance of water.

In certain conditions of use (depending on the type of detergent used and/or on the staining agents present on the floor) and in special climatic conditions (for example outdoor floors) it is preferable to perform a **"descaling washing"** with an **acid detergent** and then rinse with an abundance of water.

Atlas Concorde USA recommends:

DAILY:

- **Remove dust by sweeping the floor and using suitable brooms, woolen cloths and/or a vacuum-cleaner;**
- **Wash the floor using FILACLEANER** (neutral low-residue detergent) diluted 1:200 (a small coffee cup in a bucket with a gallon of water) using a wet cloth which must be frequently rinsed in the solution;

WARNING

If, after any kind of washing, the floor shows residual marks, wash the floor rinsing frequently and with an abundance of water.

Never use excessive amounts of detergent unless the floor is particularly dirty and correct rinsing of the floor is anticipated during cleaning.

AT REGULAR INTERVALS:

Perform a degreasing washing using **FILA PS/87 diluted in water (1:20)** (if possible in hot water as it increases effectiveness) then rinse with an abundance of water; or, where a descaling washing proves necessary, use **FILA DETERDEK diluted in water (1:20)** (if possible in hot water as it increases effectiveness) then rinse with an abundance of water.

WARNING:

Should some areas of the floor remain dirty, repeat the descaling washing with a higher concentration of cleaner.

The operator in charge of this maintenance procedure must always test the solution on a small area of the floor.

For large surfaces, the use of washer-drying machines is recommended, as well as neutral detergents such as **FILACLEANER** diluted in water from **1:100 to 1:200** depending on the needs.

5.2. CLEANING METHODS

During cleaning, it is advisable to reduce the use of strongly abrasive cleaning methods to an absolute minimum, especially on tiles with a smooth texture (glossy and/or satin finish), as they can be more vulnerable to scratches and loss of brilliance.

5.3. PROTECTING AGAINST ABRASIVE DIRT

Some types of dirt, for example sand, increase the abrasive effect of pedestrian traffic on the surface, therefore, it is recommended to keep the floor as clean as possible in order to prevent the build-up of this kind of dirt from outside. We recommend the use of a doormat designed to retain moisture (fixed or mobile doormats depending on the destination of use) and to cover the entire length of the entrance.

6. DEMOLITION OF CERAMIC TILES

The fragments produced by the demolition of a tiled surface are scraps of ceramic tiles, and therefore "inert" materials (non-reactive, chemically and physically stable, resistance to long-term exposure to extreme conditions from a thermal, hygrometric and chemical point of view) which can be stored without running the risk of harming the environment and recycled for the preparation of backgrounds, etc.

WARNING:

The recommendations above are the result of laboratory research and years of experience in the industry.

However, the clean-ability of a material can vary considerably depending on the installation, conditions of use, types of surface and area.

Generally speaking, the more the anti-slip feature of a tile increases the more difficult the cleaning will be.

The operator in charge of the cleaning and maintenance procedures must always carry out an empirical examination on a small section of the surface prior to any type of cleaning and/or maintenance operation.

In case of particularly difficult conditions of use, incorrect installation, and/or wrong cleaning, **Atlas Concorde USA** will not be liable for the effectiveness of cleaning and maintenance procedures.

It is understood that **Atlas Concorde USA** will not be liable for any events, damages and/or faults on the surface caused by incorrect installation, neglectful cleaning and maintenance and/or inadequate selection of the installed materials with respect to the destination of use.

For further information relevant to installation and maintenance of ceramic tiles, please fill in the technical support form in the "contacts" section at www.atlasconcordeusa.com