

GLAZED TILES

Installation and Maintenance Guide

NEW TERRACOTTA
— PORTUGUESE HANDMADE —

INSTALLATION & MAINTENANCE

New Terracotta Tile Collection is suitable for most interior and exterior applications, including residential and commercial floors, walls, counters, showers, bathrooms, swimming pools, spas and fountains. Because the purchase of New Terracotta Tile for your home or commercial project represents an important investment, proper installation and maintenance is critical.

TILE UNDERSTANDING

It is important to understand that the differences in colour, shape, size, texture and moisture absorption are the unique characteristics that distinguish each of these tile products.

Glazed Tile

A coloured, liquid glaze is applied to the surface of a clay body.

The tile is fired in a kiln at very high temperatures of more than 1.050 °C .

The glazing process defines the colour and surface texture and produces a hard, non-porous, impermeable tile with a very low water absorption rate.

Glazed tiles are easier to clean and any liquid on its surface will drain faster.

Size and Length Variation

Our tiles shrink during the production process.

You can expect some variation, especially on longer tiles.

Lengthwise Bowing and Surface Undulation

Clay is an elastic material, therefore it will attempt to regain its original shape as it moves through the production process. For this reason, you can expect both an acceptable amount of lengthwise bowing and a surface undulation.

Undulation can occur anywhere on the surface and could include a slightly raised corner or edge.

Colour and Glaze Variation

Shade variation is inherent in all fired ceramic products and certain tiles will show greater variation within their dye lots.

We assign all our glazes with a low, moderate, high or very high rating. See our Glaze Guide for a complete description of glaze characteristics.

Glazing on relief tiles will vary in thickness and as a result the glazing may appear darker and lighter in different areas throughout the tile.

TILE PREPARATION

Meticulously plan your layout. The time you take for preparation and placement will greatly impact the finished result.

- Pre-sort your tile by colour and size so you can distribute the range of variation throughout the installation.
- Blending is recommended.
- Inspect each tile for cracks or other deformities that make its use inappropriate for the application intended.

TILE GROUTING

We advise a grout joint (1 to 4 mm) which joins the tiles so that they touch one another with an irregular space left between tiles, created by the imperfection of the edges.

Grout joint width can be varied to adjust tile alignment with adjacent handmade tiles or other architectural elements.

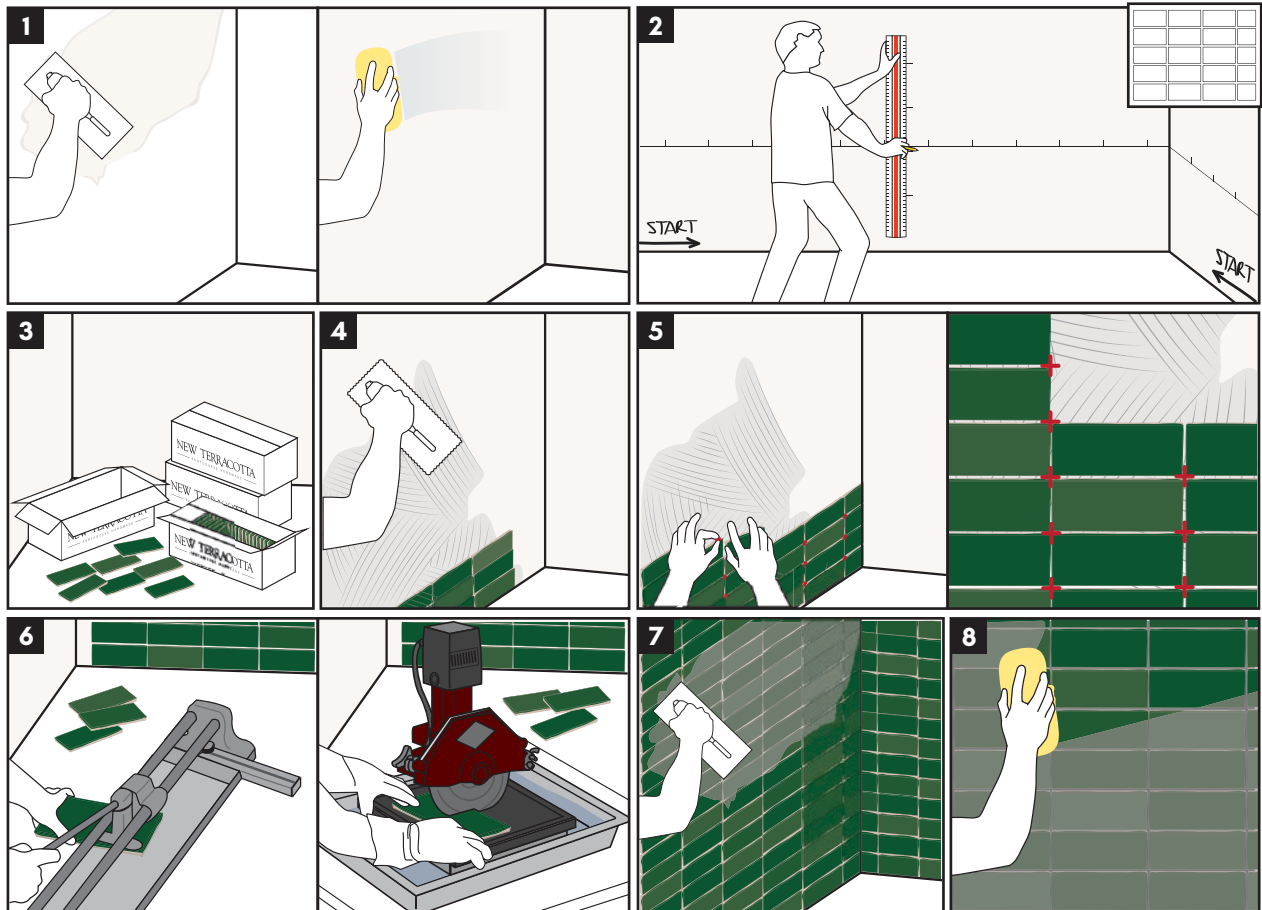
Give design consideration to the grout colour as it relates to the colour of tile chosen. There may be a desire to accentuate the tile with a border of contrasting grout colour. To more closely connect each tile with each other, use a grout colour in a hue that approximates the colours found in the tile.

INSTALLATION & MAINTENANCE

TILE INSTALLATION

Install per industry standards for terracotta glazed tiles.

Proper substrate preparation and the right choice of adhesives and grouts for the type of tile and specific project conditions are critical for achieving a long-lasting installation. New Terracotta tiles can be installed with any conventional tiling method, using any mortars, adhesives (EN 1200 C2) and grout compounds (EN 13888) suitable for use with wall tiles.



1. Prepare the surface. Substrate must be clean, leveled and adequately set.
2. Determine the layout and mark the surface. For aesthetic and technical optimisation, define starting points and cuttings.
3. Distribute the tiles. Pre-sort your tile by colour and size so you can distribute the range of variation throughout the installation.
4. Apply the proper tile adhesive. Use a large-toothed trowel to spread the adhesive.
5. Install the tiles. Lay down tiles by lining them up and pressing them firmly into the adhesive. Installation is easier if you use X-shaped tile spacers.
6. Cut the tiles. If some tiles need to be trimmed, you can use either a snap tile cutter or a wet tile saw.
7. Grout the joints. Allow the adhesive to cure for about 24 hours and then fill in the joints with the selected grout, using a rubber grout float
8. Clean the tiles after grouting. The excess grout must be cleaned immediately with a wet sponge, rinsing often.

MAINTENANCE

New Terracotta Tile is a relatively maintenance-free product that requires little continuing care beyond regular cleaning. Continued beauty and performance of our tiles is assured by following these recommendations:

- For everyday cleaning, simply use a pH-balanced natural cleaner diluted in warm water.
- To clean stubborn spots or grout joins use a stiff natural bristle brush.
- Always avoid the use of abrasive cleaning pads or products containing bleach, ammonia and paint thinner.
- Never scrub with rough materials, such as hard brushes or wire wool, which may scratch the surface.
- In cooking areas, around a stove, on counters and backsplashes, cooking oil splatters should be cleaned as soon as possible as oil may darken some tiles.

INSTALLATION ANCILLARY PRODUCT

The right choice of materials and installation methods is essential to the success of your installation. Some adhesives carry a warning that they may react adversely with certain types of tiles. New Terracotta recommends the using of MAPEI fixing materials and suggests contractors contact a MAPEI specialist for more information about their products.

For typical installations please consider:

PRODUCT	USE	ADHESIVE	GROUT
HANDMADE GLAZED TILES	Interior Walls Interior Wet Areas	MAPEI Keraflex	MAPEI Ultracolor Plus
	Exterior Walls	MAPEI Keraflex Extra S1	MAPEI Ultracolor Plus
	Swimming Pools	MAPEI Keraflex Extra S1	MAPEI Kerapoxy CQ

The New Terracotta technical support team is available to assist you in determining the best practice for your installation. For more information contact us.

12 QUESTIONS TO ASK BEFORE INSTALLING YOUR TILES

ARE ALL YOUR TILES SUITABLE FOR ALL PURPOSES?

No. Some glazes are recommended for walls only. Some glazes are not suitable for use in swimming pools. Please check for usage information in Glaze Guide.

CAN I MIX DIFFERENT COLOURS AND SIZES?

Many shapes and sizes can be used together. Please check Layouts information in Format Guide.

WILL SETTING TILES ON A DIAGONAL REQUIRE MORE MATERIAL?

Yes, typically more material is required when tile is set on a diagonal versus a straight-set. Please refer to your installer when determining how much material is needed.

WHAT SIZE DO YOU SUGGEST FOR GROUT SPACING?

New Terracotta tiles are sized to accommodate a 1 to 4 mm grout space, depending on the format. Many factors determine the size of a grout joint. It is important to discuss this with both your architect and installer and follow a jointing scheme.

DO I NEED TO SEAL THE GLAZED TILES?

In general, our tiles do not require sealing. However, tiles with craquelé glazes, in certain installations, should be sealed prior to grouting.

CAN I USE YOUR TILES AROUND THE FIREPLACE? ARE THEY HEAT-RESISTANT?

Our tiles are fired in kilns at very high temperatures. They can be used in fireplace installations and will not be damaged by heat.

CAN I USE YOUR TILES IN THE SHOWER?

Yes, our tiles are suitable for wet applications. Please note that in regularly wet areas, such as showers, it is common for some tiles to darken and lighten as they become wet and then dry.

WHAT TILES CAN I USE IN A POOL OR FOUNTAIN?

We have several glazes suitable for pools. Please check for usage information in Glaze Guide.

CAN I USE YOUR TILES IN EXTERIOR APPLICATIONS?

We have had our tiles installed outside on vertical surfaces for several years now with no issues. We do not recommend using our tile outside on horizontal surfaces. Please contact us and we will help determine the suitability of our tiles for your exterior installation.

IS TILING WITHOUT GROUTING POSSIBLE?

In practice, tiling without grouting is not recommended. Even for cut edge tiles, minimum 1 mm and better yet, 2 mm grouting is recommended.

WHAT IS THE BEST WAY TO CLEAN MY TILES?

For everyday cleaning, simply use a pH-balanced natural cleaner to care for your tiles. We do not recommend the use of any acids to clean our tiles and it is always wise to test any other cleaning methods in an inconspicuous area of your installation.

HOW SHOULD I CLEAN MY GOLD AND PLATINUM GLAZED TILES?

Exactly the same way as per the other glazed tiles. Always avoid the use of abrasive cleaning pads.

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CERÂMICA DE CONSTRUÇÃO

D.L. nº 110/2002, de 16 de Abril
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Proud of being 100%
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