

# customer care instructions

## MUST READ - IMPORTANT NOTICE TO CUSTOMERS AND TILERS

As a leading supplier of first quality tiles in Australia, National Tiles is committed to delivering an excellent customer experience.

### DELIVERED PRODUCT

- Please check that the tiles delivered to site are exactly what was ordered.
- Ensure batches and sizing codes (on the side of the boxes) are consistent throughout the delivery.
- Check that the tiles delivered to site are the correct quantity, colour, shade, surface finish and the actual working size of the tile as ordered (and selected). Check that the shade is consistent throughout the batch, and ensure that the batch is the same throughout the order.
- Do not start laying tiles until you have the required quantity. Ensure that there are enough tiles onsite for the project. If not, order more of the same batch (and size) before work commences.

Important note: Shade variation can occur in all types of kiln-fired clay products including tiles. This happens because the tile production process takes natural clay elements, bakes them at very high heat and, depending on the materials and conditions, may generate slight changes from batch to batch. As such, instore samples may differ to the delivered product.

### PRIOR TO INSTALLATION

- Place (assemble) 2-3m<sup>2</sup> in the room the tiles are intended to be installed (for example: next to floor to ceiling windows, entrances, hallways etc.). These should be observed at various times of the day and night, and from different viewpoints to ensure the product meets your expectations.

### INSTALLATION

- Mix tiles from several boxes to ensure blending of any inherent shade variation.
- Check for any potential product defects as the works progresses, under adequate lighting as required by the Australian Standard AS 3958.1 "Guide to the installation of ceramic tiles".
- Always clean adhesive, grout and wax from the surface of the tiles.

Important note: Any manufacturing defects in tiles, or variations in shade, should be brought to our notice prior to installation. Installation of product constitutes as acceptance. No claim will be accepted after the product has been installed.

### MAINTAINING THE APPEARANCE OF YOUR TILES

- To remove grout haze, use National Tiles Residual Surface Cleaner (NATTC033). Direction of use (i) dilute in water 1 part to 10, (ii) Wipe surface with solution and scrub, and (iii) Rinse well with a diluted pH neutral cleaner such as the National Tiles All Purpose Cleaner (NATTC027).
- For regular cleaning (internal or external) use National Tiles All Purpose Cleaner. Directions of use; (i) add 2-3 caps of National Tiles All Purpose Cleaner to 3 Litres of tepid water, (ii) Wash tiles with solution and allow to dry, (iii) Change solution for every 50 sqm.
- For problem stains, contact your nearest National Tiles store for more details on a suitable cleaner.

### DISCLAIMER

- No claim will be accepted after installation of the product. All tiling must be undertaken in accordance to AS 3958.1 "Guide to the installation of ceramic tiles".
- Installation of the product constitutes acceptance, no claims in respect to variation or noticeable defects will be accepted after tiles have been installed.
- Returns will be accepted within 30 days for unopened boxes.



# Think **Safety** First

As a responsible supplier of first quality tiles into Australia, National Tiles is committed to the safety of our Customers when cutting tiles or mixing grout.

**Exposure to dust can be harmful. Simple steps to prevent exposure, include -**

1. Adequate ventilations system(s),
2. Power tools with a Class H dust capture and collection device,
3. No uncontrolled dry cutting,
4. Face masks certified to Australian Standards,
5. Clean up dust with water or with a Class H vacuum cleaner.

For more information please refer to SafeWork Australia: [www.safeworkaustralia.gov.au/silica](http://www.safeworkaustralia.gov.au/silica)

**What Personal Protective Equipment (PPE) is required when cutting tiles or mixing grout?**

- **Ear muffs and ear plugs,**  
to protect hearing.
- **Eye protection,**  
to prevent chips or dust from getting in to eyes.
- **Face mask (P2), disposable or half-face respirator,**  
to prevent dust inhalation. The mask must seal to the wearer's face in order to provide protection. A good fit means the respirator will seal to the skin, with air passing only through the filter.
- **Gloves,**  
to guard against chipped, cracked or cut tiles.
- **Long pants and sleeves,**  
to guard against chipped, cracked or cut tiles.
- **Safety boots,**  
to prevent injuries to your feet when handling heavy items or using potentially hazardous tools.



## Engineering controls to reduce dust when cutting tiles

- Dry cutting with manual (score and snap) cutters,
- When power tools are used to cut tiles, engineering controls may include:
  - (i) Wet saw,
  - (ii) Wet grinder or
  - (iii) Grinder with an approved Class H dust capture and collection device.
- When drilling or cutting holes into tiles, engineering controls may include:
  - (i) Wet drill/cutter or
  - (ii) Drill/cutter with an approved Class H dust capture and collection device.



## Engineering controls to reduce dust when mixing grout

Simply place the Wale-Tale on the bucket and connect to your Class H vacuum cleaner.

- To reduce dust when pouring and mixing mortar and grout in a bucket,
- In cutting down on clean up time,
- In safely and conveniently mixing products indoors.



For more information please refer to SafeWork Australia: [www.safeworkaustralia.gov.au/silica](http://www.safeworkaustralia.gov.au/silica)

# DID YOU KNOW

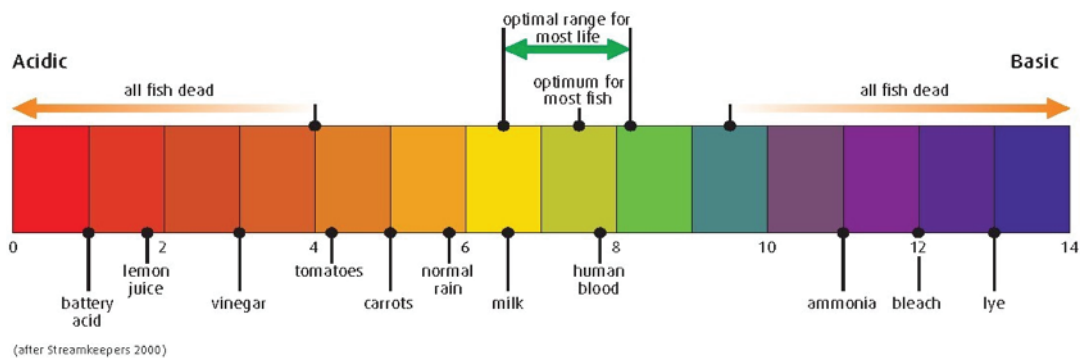
Changes in temperature and humidity greatly effects the cure time and PH of Glue and Grout

## What are the effects

- Tile movement
- Aluminium Trim burn

As temperature & humidity drops, curing times slows down, slower again **when excessive water** is applied eg sloppy or wet mixtures to level out or "mud up" to meet heights etc. **Extra water also dramatically increases the PH** of glue or grout, causing tile movement

ALL Glue and grout are cementitious and Alkaline in nature, that have a PH value. Drinking water PH = 7, for every 1 PH increase, eg a PH = 8, alkalinity increases X10. Which can cause Aluminium Trim burn. So, what does all that mean? Here's the PH chart



Take a look at the Technical data sheet of most Glue and grout products, they range from PH 9-14.

As glue and grout cure over time, the PH value increases. As mentioned earlier, the wetter the mixture, the longer it will take for glue and grout to cure, the higher the PH. You could end up with material PH same as Bleach. Aluminium does not like bleach, it corrods the surface, due to its high PH

# AVOIDING THE ISSUE

- Stick to the glue manufacturers guidelines about water content, contained in Technical data sheet.
- Use a quick set or accelerator material, such as Mapei Kera Quick

# glue + grout cold weather tips