

# USEFUL INFORMATION AND WARNINGS

## ABOUT USEFUL INFORMATION

Dear Customers of Ege Seramik,

The places we reside intrinsically have got some lines that express ourselves. Your decision to use ceramic coating products in your living areas will also prove to be an economic decision given the esthetical, hygienic, highly-resistant features rendering these products an equivalent life span as the building itself.

We would like to give you the following question & answers to offer you some clues on long-term and smooth use of our tile products:

### AM I CHOOSING THE RIGHT CERAMICS?

- While choosing your product, examine the technical characteristics as well as the esthetical features.
- If you intend to lay down the product at locations with a heavy human traffic; please examine our technical features page. You will see explanations with examples.
- If the product is to be laid externally, our porcelain products should be preferred; and if floor tile is to be laid, appropriate glue and water-resistant, frost-resistant grouting material should be used.
- Wall tiles should not be coated on floors and external locations.
- You can apply the floor tiles on walls by using proper glues.

### HOW MUCH SHOULD I ORDER?

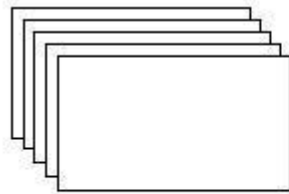
- You should decide the coating type before calculating the amount of ceramics you need. Will you do diagonal coating or parallel coating? The total quantity that will be coated will not change given the total area. But there may be more losses during the cutting process depending on the type of coating and the figure of the area to be coated.
- You should decide the joint distance between the tiles. In general, 2 – 3 mm distance is allowed for the small size tiles, 3 mm distance for the medium-size tiles, and 3 – 4 mm distance for the large-sized tiles.
- We do not recommend that ceramic applications are laid without any grouting.
- The amount of ceramics to be used as skirting board should be identified.
- We recommend that you place your order with a surplus of 10% considering that you may need tiles during possible alteration and improvement works in the future. Please bear in mind that it may not be possible to find the same product in size and color in future.
- Please keep the surplus product inside its package.

### RECOMMENDATIONS FOR STORAGE

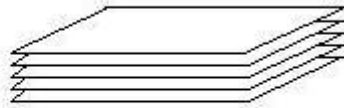
We recommend for the storage process that a maximum of 4 packages of the floor tiles, while a maximum of 3 packages of wall tiles should be stacked on top of one another.

During transporting the tiles palletless and freely, bind the tiles by using a rope or similar material, and fix them by using a rolled section. This will prevent the tiles from being broken by blocking their movement inside the transportation vehicle.

The direction of stacking the tiles in free position should be as arranged by the manufacturer. The tiles should be stacked vertically. The large-scale tiles, in particular, are definitely not recommended to be stacked horizontally.



**Not Recommended**




**Recommended**

It is highly important that the cardboard boxes used as packaging material in palletless storage should be protected against humidity.

## WHAT SHOULD I DO WHEN I RECEIVE MY ORDER?

- Control your order personally.
- Confirm that the boxes are not opened.
- Be sure to read the usage instructions on the boxes.
- Be sure that the color and caliber codes on the packages are the same. Do not cover products with different codes on the same place. There may be differences in the hues of the products manufactured on different dates. The caliber defines the range of the size of the products. It is important that the same codes and calibers are laid down on the same areas.
- **After receiving the products, place down the products taken from different boxes from different pallets. Decision on whether a feedback should be filed about the products should be given at this point. Any feedback about the installed products will not be accepted.**

## WHAT SHOULD I CARE DURING INSTALLATION?

- The area the installation will take place should be illuminated sufficiently.
- The surface the installation will be made should be clear.
- The ground the installation will take place should be smooth.
- The ground should be saturated with water at least 24 hours in advance.
- Before starting the application especially in dry and hot weather conditions, the tiles should be dampened in order to prevent sudden humidity losses in the adhesive mortar.
- Care should be shown in the application to have the  arrow or the logotype on the back of the tiles in the same direction.
- Ceramic tiles should be laid down under all conditions as jointed with a joint space of at least 1-2 mm by using tile spacer depending on the size and usage purpose of the ceramic tiles. This is because there may be changes in the size and volume of the tiles due to difference in temperature. In order for the ceramic tiles to survive these changes in their volume without any damage (swelling and break in glaze) in their form, there

should be an agreeable distance (joint space) between the tiles. Besides, the ceramic tiles should be definitely laid down in a jointed fashion to prevent any deformation due to structural mobility and live loads.

- The application should be carried out by using a paste and joint sealant in compliance with EN 12004 as will be selected in consideration with the relevant location, surface and function. Jointing material should be cleaned immediately after the completion of the application in line with the instructions of the manufacturer.
- The usage instructions on the package should be complied with during the preparation of the adhesive mortar.
- Joint grooves should be filled with joint sealant at the earliest after 24 hours after.
- During the preparation of the sealant mortar, the use instructions on the package should be obeyed.
- Our anti-slip products are only for outdoor use and therefore should be applied to areas such as wet floors and poolside. Never install these products to indoor areas.
- Since our glazed ceramic tile and kerajet products (DigiTile / DigiPrint) are highly resilient products, they should be cut with wet ceramic cutting machines not with normal ceramic cutting machines.

## **I HIRED A CONSTRUCTOR TO DO MY TILE WORK; WHAT SHOULD I CARE?**

- The tiles need to spread to the surface in a regular and harmonic way. Joint spaces should be equal.
- There should not be bows and curves on the finished surface.
- There should not be difference in the level like a ladder step.
- There should be no broken parts, cracks and dislocated parts.
- There should be no cracks and dislocated parts on the joints.

## **WHAT SHOULD I CARE DURING THE USE AND MAINTENANCE?**

- Abrasive cleaning materials (such as metal wire brush) should not be used on products with polished surfaces.
- Cleaning products with high acid value sold in the supermarkets do not harm the surface of the tile; but they do erode cement-based joints.
- Epoxy-based sealing compounds are resistant to acids and alkalis.
- There may be streaks formed on the ceramic surfaces as a result of the moves of the metal standing commodities. This is the trace left by the worn-out metal. These stains may be removed by cleaning materials with acidic content.
- Take care not to drop heavy and hard objects on ceramic surfaces.
- Decorative ceramics have a more fragile structure than other ceramics because they are produced for decorative purposes. Therefore, both constructors and end-users should show diligence during the furnishing and use as well as the cleaning of the surfaces with gold, platinum, bronze outlook. Only water should be used as cleaning material; abrasive chemical materials such as acid, alkali, mechanical cleaning powders (household bleach, cleaners with ammoniac, hydrochloric acid, etc.), and similar other chemicals should be absolutely avoided. Cleaning the surfaces with coarse cleaning equipment (wire, coarse side of the scouring sponge, etc.) is not recommended. Care should be shown to avoid the contact of materials such as high-level alcohol, naphtha, thinner and acetone with the products. The products should be cleaned and dried with a soft fabric and soapy water.

## **WHAT IS RANDOM PRINT TECHNOLOGY?**

The prints of some of our products may vary from one tile to another. We know very well that nothing in the nature is identically the same with something else. The purpose of this print technology is to imitate nature and thus create a visual beauty. These products have been produced with random print technology.

## WHAT IS THE COLOR / TONE CHANGE?

Dear Customers;

We have the following color / shade category labels on the packages of our products showing the variation of the print colors stemming from the design of our products. The design changes in the products and the outlook of the tiles taken from a product box may vary from each other depending on the design of our products.



The difference in the shade and texture of the tiles taken from the same batch of production is so obscure that it cannot be observed by eye.



There are overtly visible differences in the texture and print designs of the tiles having similar colors.



The main colors existing in a single tile exist in other tiles too. However the strength of the colors vary significantly from each other. This design concept is generally used in rustic tiles.



There are random changes in the color and shade of the tiles from one another, hence the color of a tile may be totally different than the other. However, there is a harmony between the colors of the tiles. This type of products will exist in the product boxes also randomly. This design concept is generally used in rustic tiles. The color and tissue variation may be checked in our premises. This as a parameter can be formulated in some products during the product development phase as per the design and requests of the market.

Label example:



## WHAT IS THE SHADE/TONE AT THE BOX LABELS?

We use the following color/tone classification system which we have designated as color/tone on the product boxes for the purpose of offering our customers products in separate batches without any risk of mistaking the tone changes in our products during their production. Upon your purchase, please try to confirm that the color/tone classifications on your product labels are identical.

## COLOR / TONE CLASSIFICATIONS

	<b>The lightest</b>	<b>Light</b>	<b>Normal</b>	<b>Dark</b>	<b>The Darkest</b>
<b>New Code</b>	<b>-2</b>	<b>-1</b>	<b>0</b>	<b>+1</b>	<b>+2</b>

For further information, please visit our internet page. [www.egeseramik.com](http://www.egeseramik.com)

## WHAT DOES THE CALIBER STAND FOR ON THE BOX LABELS?

The size of the ceramics coming out of the oven at the same time is never the same due to the variability of the operating conditions (oven temperatures, press pressures, etc.) and raw materials used in the ceramic industry. Hence, we do the caliber process at our automatic machines before offering our products to our customers. The product laid down in a project should certainly be taken from the boxes carrying the same caliber information on their labels. Where an obligation arises for using products from different calibers, care should be taken not to use them in the same locations.

## WHAT IS THE BATCH ON THE BOX LABELS?

There may be tangible differences in the color/tone of the products between the production batches as per the production conditions. The batch information on the box label of the product should be checked during the laying down of the products; the tiles from different production batches should be used in the same location.

BEST REGARDS

EGE SERAMİK A.Ş.