

TOWN & COUNTRY

SURFACES

RECOMMENDED INSTALLATION
& CLEANING GUIDELINE

T-537 STYLO



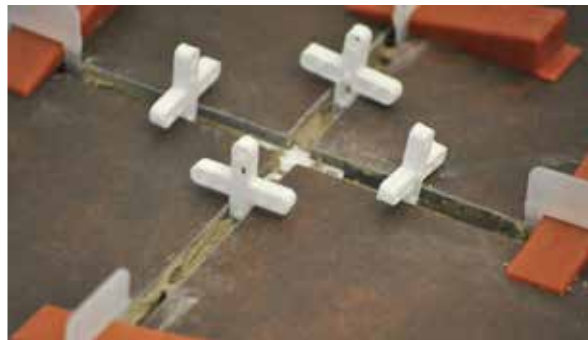


| INSTALLATION AND MAINTENANCE INSTRUCTIONS |



GENERAL INFORMATION

A top-quality porcelain tile is not enough to obtain a top quality floor: a good product has to be combined with a good installation as a perfect result is only guaranteed if the installation is performed correctly; these are some guidelines we suggest when installing Town and Country Surfaces products. Before the installation it is necessary to lay down a few tiles from different boxes on the floor to check the overall result before the fixing; this is essential, especially when using a range with high shade variation. It is also necessary to check the shade, caliber and general quality of the product before installing as no claims of defects visible before the installation will be accepted once the material is laid. We only recommend adhesives and grouts that comply with European Standards EN 12004. We recommend using a minimum of 2 mm joint for rectified products and a minimum of 3 mm for non rectified products, we also recommend using the double spreading method, this means that the adhesive has to be spread on the surface that we want to tile and on the back of the tile as well, this will ensure proper fixing. **LEVELING SYSTEM** Town and Country Surfaces recommends the use of RLS (Raimondi Leveling system) to reach a perfect overall result (www.raimondispa.com). The use of RLS will avoid lippings between one tile and another. Town and Country Surfaces will not accept claims related to products planarity in case the product has been installed without using Raimondi Leveling system as per our recommendation.



POST INSTALLATION CLEANING

Once the grouting is ended it is essential to proceed with the post-installation cleaning to clean the floor from dust and grout residues. For the post-installation cleaning, Town and Country Surfaces recommends using the following detergents: **FILA DETERDEK** or **MAPEI KERANET**. Please follow the instructions provided on the package of the detergent.

INSTRUCTION FOR LAPPATO AND POLISHED FINISH

Firstly it is important to understand where lappato and polished finishes can be used: lappato and polished finishes from Town and Country Surfaces are suggested for residential areas and commercial areas subjected to medium-low traffic. For high-traffic areas, it is necessary to use mats and carpets. It is important to make sure that the fixer has the necessary knowledge of how to install lappato and polished finishes. We suggest using cement-based grouts, we do not suggest using epoxy grouts. The installer has to make sure that the grout selected is suitable for the grouting of lappato and polished finishes and will have to strictly follow the instructions provided by the grout producer. Once the grouting phase is ended it is important to clean all grout residues before the grout gets dry. At the end of the grouting phase and once the curing time of the cement-based grout is over it is necessary

to proceed with the post laying cleaning which is essential for cleaning the floor from dust and grout residues. In this phase it is important to sweep the floor properly and to use lots of clean warm water together with detergents such as **FILA DETERDEK**, **MAPEI KERANET** or similar grout residues remover, in the case of epoxy grout we suggest **FILA CR10** or **MAPEI KERAPOXY CLEANER**. It is important to always follow the instruction of the detergent manufacturer. The detergent has to be uniformly spread on the floor and it has to be left on the floor for a few minutes, and then cleaned using warm clean water, repeat this process as necessary until all stains or grout residues are eliminated. Regarding routine cleaning and maintenance, it is important not to use too much acid or too basic detergents, abrasive sponges, floor polishers and waxes. We always suggest **FILA CLEANER** or similar. Lappato and polished finishes of Town and Country Surfaces are subjected to a high level of quality standards and comply with UNI EN Norms, in particular, according to UNI 11493.2013 Standard, paragraph 5.2.2: "A tile floor shall be visually inspected at a minimum distance of 1.5 mt at eye-level. Oblique lighting is not allowed. Surface effects that under these conditions could not be detected, shall not be considered as a defect". Town and Country Surfaces declines all responsibility for damages caused by non-observance of the above-recommended instructions for laying, cleaning and maintenance.

RECOMMENDATION FOR DAILY CLEANING AND MAINTENANCE

Town and Country Surfaces recommends the use of **FILA** detergents (www.filasolutions.com) for cleaning and maintenance.

TYPE OF DIRT	RECOMMENDED DETERGENT
Everyday cleaning	FILA CLEANER
Beer, Coffee, Coca-Cola, Ice Cream, Animal or Vegetal fats, Ketchup, Wine, Chewing-gum, tyre traks, Oil from mechanical parts, Resins, Glazes, Ink, Pen-Marks	FILA PS/87
Calcareous deposit, Mortar, Metallic residues, Rust, Wall tempera	FILA DETERDEK
Epoxy grout	FILA CR10
Graffiti	FILA NO PAINT STAR

Any detergent available in the market can be used in the desired concentration for cleaning, with except for HYDROFLUORIC acid (HF) or its compounds, according to ISO 10545-14 standards. We remain at your disposal for any further information.

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