

# ONE-YEAR LIMITED WARRANTY

## Limited Warranty

Bedrosians® warrants to its immediate and direct Purchaser, and no other person, that MANUFACTURED FIRST CHOICE QUALITY products will be free from defect for a period of one-year from date of purchase. This warranty only applies to installations made by duly and properly licensed and active tile contractors. Defect is defined as a shortfall in the product to perform to specifications as disclosed in product literature, within industry allowable tolerances as set forth by the Tile Council of North America (TCNA), the American National Standard Institute (ANSI), and the Marble Institute of America. This warranty is the sole warranty provided by Bedrosians® to its direct Purchasers and replaces any statutory warranties to the maximum extent allowable by law. It is the direct Purchaser's responsibility to inspect all product prior to installation. Visual defects or nonconformities reasonably apparent, that direct Purchaser knows of or should know of, prior to installation void this warranty as installation is deemed acceptance of product.

This warranty covers only the following:

1. Immediate and direct Purchaser from Bedrosians®, as evidenced by an invoice.
2. Immediate and direct purchases of FIRST QUALITY products paid for in full, as evidenced by an invoice.
3. Performance of the product only and not installation of product.
4. Products installed by duly and properly licensed and active tile contractors.

## Exclusions from Warranty

Certain factors are beyond our control, including installation of our products by others, building structural design or construction conditions, and environmental conditions. This warranty excludes any problems or occurrences caused or arising from the following, but not limited to:

1. Improper installation, installation defects or errors, fabrication defects or errors, or improper transportation and handling of the products;
2. Improper outdoor use of product;
3. Improper commercial use of the product;

4. Installation by an unlicensed, inactive, or improperly licensed tile contractor;
5. Installation of any incorrectly sized, colored, shaded, calibrated, matched, or packaged product;
6. Customer or contractor improper use or maintenance of the product including negligence, physical, or chemical abuse;
7. Ordinary wear and tear;
8. Normal variations between field tile and trim tile;
9. Normal design, shade, or color variation from samples, website, or other illustrations;
10. Grout-related problems, including but not limited to, shade variation, discoloration, deterioration, staining, hazing, or mildew;
11. Any act or omission which might be reasonably expected to damage the product, including but not limited to, exposure to extreme temperature, wet-dry cycles, heat or fire, and appliances or furniture that would scratch the product;
12. Any Commercial or Second quality products, or any products not classified as First Quality;
13. Any natural stone products;
14. Any labor charges for the removal of product or installation of replacement product.

## Procedure for Making a Claim

1. The immediate and direct Purchaser must provide Bedrosians® notice of any warranty claim within thirty (30) days of alleged defect discovery for warranty to potentially apply. The immediate and direct Purchaser's failure to file a claim within the warranty period shall be deemed to act as a waiver and time bar for any and all warranty-related claims against Bedrosians®.
2. Written notice must be sent by email to [productwarranty@bedrosians.com](mailto:productwarranty@bedrosians.com) with proof of purchase by means of invoice, photographs of the product, and photographs of the labeled boxes the product was received in. Failure to provide such documentation may result in denial of any warranty claim.
3. If the product has already been installed, the direct Purchaser must provide jobsite access to a Bedrosians® representative and/or industry expert to complete a Job Inspection Report and photograph the installation. Purchaser must provide Bedrosians® the contractor's name, license number, and contact information.

## What Will Bedrosians Do?

1. Bedrosians® or an authorized representative may schedule a jobsite visit to inspect and/or test the product, photograph the installation, and complete a report. Bedrosians® reserves the right to inspect any and all alleged defects prior to any repair, remediation, or settlement of any defect. All original packaging materials must be kept until after inspection. In the event the Purchaser fails to timely notify Bedrosians®, or fails to allow Bedrosians® the right of inspection, discussion or decision making in advance of repair, remediation or settlement of any defect, this warranty will be rendered void in its entirety.
2. Our Product Warranty Department will evaluate information collected for every claim.
3. Upon making a determination of the claim, Bedrosians® will notify the Purchaser in writing. Bedrosians® reserves the right to repair or replace the originally purchased product or refund the purchase price.

## Limitation of Liability

If a defect in materials is discovered within the one-year period and a remedy is not available, the liability of Bedrosians® under any theory of liability, whether contract, tort, strict liability, or otherwise, shall be solely and exclusively limited to the replacement of defective goods F.O.B. Bedrosians®' facility or, at Bedrosians®' option, refund of the purchase price of such defective goods. IN NO EVENT SHALL BEDROSIANS®' LIABILITY UNDER ANY CLAIM MADE BY PURCHASER EXCEED THE PURCHASE PRICE OF THE PRODUCTS IN RESPECT OF WHICH DAMAGES ARE CLAIMED. Bedrosians® disclaims all express warranties not contained in this warranty. No agent, employee, or representative of Bedrosians® or any installer, dealer, agent, builder, designer, or manufacturer has any authority to alter or modify the obligations or limitations of this warranty. Any representations made in connection with the sale of this product that differs from the terms of this warranty are not valid and should be brought to the attention of Bedrosians® immediately (1-800-760-TILE).

IN NO EVENT SHALL BEDROSIANS® BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, LOSS OF USE, OR OTHER DAMAGES BY REASON OF ANY BREACH OF WARRANTY, IMPROPER INSTALLATION, MAINTENANCE, OR USE OF THE PRODUCT OR ANY DELAY OR FAILURE IN DELIVERY, WHETHER OR NOT BEDROSIANS® HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

## Disclaimer

Tile is subject to variation in technical specifications, including COF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. Bedrosians® does not recommend its products for use on ceilings or roofs. Local building codes may dictate minimum tile performance specifications. Bedrosians® does not warrant product installations that violate building codes. Photographic color images may not be an exact product match. Buyer is to verify color, shade, caliber and texture with current and available stock on hand prior to purchase or installation. Installation constitutes acceptance.

Polished porcelain tile and glazed polished porcelain tile must be sealed prior to grouting and the grout color must match the predominant color of the tile.

Natural stone products are quarried from natural formations, rather than made at a factory. No two pieces are alike and there are inherent variances in all stone. Because these products are not subject to a manufacturing process, quality warranties are limited to the specified representations in product literature and guidelines established by the Marble Institute of America. Bedrosians® does not warrant natural stone products for shade, size, thickness, warping, cleft variations, veining, surface finish variations, or other natural variations.

## Implied Warranties Limited in Duration

Any implied warranty applicable to the product sale, including the implied warranty of merchantability or the implied warranty of fitness for a particular purpose is limited in duration to the duration of this written warranty or the maximum statutory period, whichever is less. Some states do not allow limitations on implied warranty duration, so the above limitation may not apply to you. The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections.

## Implied Warranty of Fitness for a Particular Purpose

Bedrosians® may provide information in its product literature with regard to appropriate tile and stone applications. In these specified applications, Bedrosians® limits the duration of the implied

warranty of fitness for a particular purpose to one-year or the maximum statutory period prescribed by law which ever is less. Failure to comply with recommended applications voids this warranty.

## California Legal Notice

Tile and installation products contain chemicals known to the state of California to cause cancer, birth defects, reproductive harm, respiratory harm or other health problems. For more product-specific information on chemical content, contact Bedrosians® at 800-760-TILE.

# Installation Guidelines

## APPLICATION GUIDELINES

1. Generally, glazed floor tiles and porcelain tiles should not be used in floor applications where there is a consistent surface presence of water, oil, or grease. This includes outdoor areas.
2. Exterior applications, including but not limited to pool decks, are considered to have a continuous exposure to standing water creating a potential for a slippery floor surface. BEDROSIANS® does not recommend glazed floor tiles on exterior applications unless the tile surface is: (1) sufficiently protected from direct weather elements, (2) textured, and (3) not polished or semi-polished.
3. Ramped surfaces, irrespective of the incline slant, require a more slip-resistant surface
4. "Polished surfaces" and "Semi-polished surfaces" create a very smooth surface. BEDROSIANS® does not recommend polished surfaces in any areas subject to water, oil, or grease exposure.
5. Slippery conditions can be minimized by (1) limiting foot traffic in wet conditions, (2) prompt removal of contaminants, (3) effective drainage, and (4) proper maintenance.
6. No floor tile is "slip proof."
7. Proper Maintenance is critical. Improper maintenance and/or improper maintenance products can result in a build-up of deleterious substances on the surface of the tile causing the tile to become slippery.

## INSTALLATION GUIDELINES

INSTALLATION of the materials constitutes ACCEPTANCE of those materials.

Therefore, all supplied materials must be inspected by the Customer/Buyer/End User/Installer PRIOR to installation to determine if the supplied materials are acceptable (e.g. proper series, color, shade, texture, glaze, surface finish, etc). If there is any question as to the material's appropriateness, the material must NOT be installed. If marks or discolorations of any type are found on the surface of a tile, the tile piece must NOT be installed unless the marks or discoloration are first removed to the satisfaction of the Customer/Buyer/End User/Installer. BEDROSIANS® will not be held liable for replacement costs for tiles installed with such issues.

If the End User is not present to inspect the material prior to installation and the only after installation, the End User determines the material is not correct or acceptable, BEDROSIANS® will not be held liable for the replacement of the installed product, nor for removal, reinstallation, and ancillary costs.

Ceramic and Porcelain tiles must be installed on an appropriate substrate, such as concrete or cement-backer board, which must be free of dust and other deleterious substances at the time of application. Ceramic, Porcelain, Clay, and Stone tile should never be installed directly onto a wood floor.

Porcelain body tile requires specialized thin set mortars modified for proper adherence to tile and substrate. BEDROSIANS® is not liable for any tile installation problems encountered as a result of the use of improper adhesives.

Grout used on Polished-Glaze Porcelain tile and Polished Porcelain tile should match the tile color. If the grout color does not match, a grout release should be applied on the tile before grouting to permit grout removal. Once applied, grout must be cleaned off the Porcelain tile immediately.

BEDROSIANS® is not liable for any issues arising from grout staining or grout left on tiles or the resultant residues or hazing.

BEDROSIANS® recommends using a urethane non-pigmented grout such as Bostik True Color for polished porcelain or polished-glazed porcelain tile.

The polished surface of Polished-Glaze Porcelain and Polished Porcelain tile is susceptible to the effects of acid-based cleaners and other harsh chemicals. Such cleaners should not be used to clean Polished-Glaze and Polished Porcelain tiles, and if they are, BEDROSIANS® is not liable for loss of polish due to etching and other possible issues caused by the acid or harsh chemicals.

BEDROSIANS® recommends that you always test a small area first before general application.

## Maintenance and Care

### NATURAL STONE

A proper maintenance program is crucial for natural stone products, which are porous by nature and require a different maintenance program than traditional man-made ceramic tile.

Many of the cleaners acceptable for use on ceramic tile can stain, damage or dull stone. Natural stone should be cleaned with neutral cleaners. Stone cleaners should never contain acid or bleach. Even a light solution of vinegar and water, will etch and eventually damage natural stone. Dirt and dust will scratch the surface of stone. Hence, stone floors should be vacuumed or dust mopped frequently to remove abrasive agents from the stone surface.

## Pre-grout Sealing:

Sealing is strongly recommended for newly installed marble and other natural stone to provide maximum below surface stain protection.

A non-sanded grout is strongly recommended for natural stone installations. This type of grout has very fine particles of cement, polymers and color pigments that can penetrate the microscopic pores of the stone surface where they become trapped and appear as a stain in the stone. Therefore, all travertine, slate, tumbled stone and honed/flamed/unpolished granite should be sealed prior to the grouting process to protect them from staining. The application of a good quality sealer should be used as a grout sealer and applied again as the final sealing process once the installation is finished.

## Sealing:

A premium natural look penetrating/impregnating sealer is the normal choice on polished or honed marble, limestone, granite, or where the natural color of a slate is desired. Penetrating/impregnating stone sealers are a no-sheen, natural look sealer that can be water-based or solvent-based, and are good for interior and exterior applications. Most quality sealers of this type are rated to protect the stone for several years. A stone enhancer sealer is often used on tumbled, antique stones or on slate where a darker, enriched or highlighted character is desired. Stone enhancer sealers are also a no-sheen, penetrating/impregnating sealer that is formulated to darken, enrich, and highlight the natural color and beauty of stone products. They will rejuvenate and improve the appearance of worn and weathered stone. Always test loose pieces of stone to ensure desired effect with enhancing sealers. However, they will also darken the color of grout joints. They are, generally, suitable for interior and exterior use, and rated to protect the stone for several years.

Stone products should be tested periodically per manufacturer's instructions to insure that the sealer is working effectively. Always reference manufacturer's literature for specific information on the duration of the sealer's protection and make sure that the sealer is applied in strict accordance with the manufacturer's instructions.

## Finishing:

A stone floor finish should be applied to a polished natural stone floor only. This type of product will help enhance the shine and provide a protective coating for "soft" or polished marbles. Verify the finish is a wax-type finish designed to add luster and enhance the beauty of sealed and polished natural stone only. A topical finish may change the appearance and performance of your stone, so always test a small area first. Application of topical sealer or wax should never be done as an attempt to add a shine to a honed, scratched or non-polished stone product. This will only create maintenance and/or slip resistance problem.

## Stone Cleaners:

Only use cleaners specifically designed for cleaning stone. These cleaners contain no acids and are concentrated neutral pH cleaners that will not affect existing sealers or wax-type coatings. The surface of the stone should be dampened with clear water to keep the cleaning solution on the surface so it can be effective. A solution of the cleaner and water, mixed pursuant to manufacturer instructions, should be applied to the stone surface with a sponge or mop. On walls, kitchen counters, or vanity tops a spray bottle can be used to apply the cleaning solution. Allow the solution to sit for manufacturer's specified amount of time (usually 3 to 5 minutes). Massage with a sponge, synthetic mop, soft bristle brush, or through the use of a floor-scrubbing machine. Mop up dirty solution and buff dry.

Once the stone has been cleaned, you can periodically apply a Spray-Buff wax-type floor/countertop finish to enhance the luster of polished stone. Apply the finish with a spray applicator and buff immediately with a white nylon pad. Reapply as often as needed, depending on volume of surface traffic and consistency of routine maintenance program. The product is not designed to restore the original shine, but is intended to maintain and protect the original shine.

## Heavy-Duty Stone Cleaning:

Use a heavy-duty non-hazardous and non-polluting stone cleaner and degreaser to effectively remove heavy dirt, grease, grime, waxes, and floor finishes. Apply the solution of the cleaner and water mixed to manufacturer instructions to the stone surface with a sponge or mop. Allow setting for manufacturer-specified amount of time. Massage with a sponge, synthetic mop, and soft bristle brush, or through the use of a floor-scrubbing machine. Mop up dirty solution and buff dry. Be sure to change out the cleaning solution every 100 square feet to avoid reintroducing dirty water during

the cleaning process. Rinse thoroughly with clean water when finished. After cleaning you may apply the Spray-Buffer wax-type floor/countertop finish to enhance the natural shine.

## Stain Removal:

Stone poultices will remove stains and grout haze from stone. A poultice is a fine, non-acidic, absorptive clay cleaning powder that removes deep-set oil stains, grease, and light cementitious grout haze from polished and unpolished natural stone. **WARNING:** A poultice may dull the shine of the polished stone. If this occurs you will need to use a marble polish to restore the natural shine.

## Restoration:

If a marble finish has become dull, scratched or etched, you can restore the natural shine through the use of a marble polish, and even the use of floor buffing machines. The process is generally a re-crystallization process to remove fine scratches and restore the original shine and polish to the stone.

## SALTILLO TILE

### Routine Care

Soft clay tiles are categorized as specialty use products, and as such they are generally not governed by the same requirements as glazed or unglazed ceramic tile. These products will require some type of topical sealer protection, designed to provide stain resistance and a durable finish to protect clay tile against wear. Pre-sealing the tile prior to grouting will act as a pre-grout sealer, provided it is applied over a clean tile surface. An additional final coat over the grouted floor will complete the sealing process along with providing the final grout stain protection.

There are two common types of sealers used today for sealing specialty tiles. The first is a water-based blend of acrylic polymers, which allows for moisture vapor transmission. It can be reapplied over itself, without stripping or removing the old sealer when the original application has become worn. The second type is a solvent-based sealer, which is not as forgiving. After the original application has become worn, it must be stripped and removed prior to reapplication. Both types should be UV stable, which means the ultra violet rays from the sun should not break them down. You should always follow the manufacturer's instructions for use, maintenance, and precautions.

The expected wear of the topical sealer will vary depending on the hardness, surface texture, type or area, usage, and type of maintenance products used. However, the average expected use life of the

sealer, when properly prepared, is a maximum of 3 years. Harsh cleaning methods, high-alkaline or solvent-based cleaners can significantly lower the expected life of the sealer. Concentrated tile cleaners are recommended for routine cleaning.

## Maintenance Cleaning

Highly alkaline, acidic, ammoniated, abrasive cleaners and/or bleach may break down the sealer, adversely affecting repellency, and may not be good for the tile or grout. Use neutral cleaners specially formulated for tile and grout that are low VOC, non-hazardous and non-polluting.

## Disclaimer

BEDROSIANS® does not manufacture installation products or tile cleaning/maintenance products. BEDROSIANS® provides the information contained herein to its customers as an information source only. The products identified in this website may have chemicals that cause reactions in certain individuals. BEDROSIANS® strongly recommends the use of safety glasses, respirators (masks), and gloves in handling any materials that contain chemicals.

Please contact the manufacturer directly, PRIOR to usage, to obtain proper handling instructions, application instructions, and warnings concerning potential health hazards for any product contemplated for use. BEDROSIANS® also strongly recommends that you always test a small area PRIOR to usage of any installation/tile/cleaning/maintenance product to determine whether the product serves its intended purpose.

Natural stone has its own unique qualities that not only distinguish it from man-made materials, but also necessitate consideration in selection for a particular project. Stone is not manufactured; it is a product of nature. Blocks are removed from the quarry, slabs are cut from these blocks, and the slabs are further fabricated into the final stone. Each block is different and each slab is different.

To ensure your natural stone products will provide you with a lifetime of aesthetics and utility, proper maintenance is crucial. Natural stone products are porous by nature and require a different maintenance program than traditional ceramic tile.