

### ceramic & porcelain tile - routine care & maintenance

The following recommendations are for everyday care and maintenance for your Marazzi tile. These recommendations are made with the assumption that the tile was thoroughly cleaned of grout after initial installation (following the grout manufacturer's instructions).

Tile, whether glazed ceramic or porcelain, should be maintained on a regular and frequent basis to prevent build up of soil, grease, residue, soap detergents, sealers, dampness, liquids, etc., to keep the surface clean and lessen slippery conditions.

Glazed ceramic and porcelain tiles require minimal maintenance. Either can be cleaned with clear water and/or a Ph neutral liquid cleaner (soapless). Follow with a clear water rinse and wipe dry to prevent film formation. As with most porcelains, spilled liquids may stain the light-colored products if not promptly removed. Neither sealing nor acid cleaning is recommended for any of American Marazzi Tile's glazed ceramic or porcelain tile.

For heavily abrasive tile, i.e. tile with a wet C.O.F. of  $\geq 0.70$ , the following maintenance equipment and procedures may be required:

- Wash Group: One five gallon plastic pail, one deck brush (10 inches wide with two inch bristles) and one mop (rayon).
- Rinse Group: A standard mop bucket with a mop wringer and one mop (rayon).
- Procedure: Fill the five gallon Wash Group pail with hot water and p.H. neutral liquid cleaner (soapless) in concentrations according to manufacturer's recommendations. Half-fill the Rinse Group mop bucket with clear hot water.
- Immerse the Wash Group mop in the five gallon pail of cleaner solution. Working in ten foot by ten foot sections, spread the cleaner solution to cover the ten square foot section. Scrub well with the deck brush.
- Following the scrubbing, rinse the area with the mop and water from the Rinse Group. Proceed to the next ten square foot area and repeat these procedures until the floor is cleaned, changing both the wash solution and rinse water frequently as they become dirty.

### polished tile - routine care & maintenance

i.e. perseo

This polished porcelain surface is very unique. Care should be taken to avoid surface contact with any acidic products. These products may include, but are not limited to the following: beer; wine; sodas; citric acids (lemons, grapefruits, oranges, etc.); tomatoes; vinegar; and pet urine. Additionally, Marazzi USA does not recommend acid cleaning/washing for this glazed porcelain tile.

### glass tile - routine care & maintenance

i.e. catwalk, crystal stone, crystal stone ii

Use a glass cleaner and a soft lint-free cloth for cleaning glass tile. To remove soap scum or water deposits a minimally abrasive cleanser and soft bristle brush can be used.

### decorative accents - routine care & maintenance

i.e. divine woods, metal mania, romance collection, romancing the stone

Clean regularly with clear water and/or neutral (soapless) cleaner, wipe dry with soft cloth. Do not use sandpaper, steel wool, scouring pads or any other abrasive materials.

## **MARAZZI USA 1-YEAR LIMITED WARRANTY**

Marazzi USA Corporation warrants that manufactured products will be free from defect for a period of one-year from date of purchase. Defect is defined as a shortfall in the product to perform to Marazzi USA specifications as disclosed in product literature, within industry allowable tolerances as set forth in standard, national industry protocols. Marazzi USA provides detailed information in its product literature regarding appropriate tile and stone applications. Failure to comply with recommended applications voids this warranty. **THIS ONE-YEAR EXPRESS WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.**

### **Implied Warranty of Fitness for a Particular Purpose**

Marazzi USA provides detailed information in its product literature regarding appropriate tile and stone applications. Failure to comply with recommended applications voids this warranty. There are no warranties extended beyond the description on the face hereof.

### **Implied Warranties Limited in Duration and Scope**

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. There are no warranties extended beyond the description on the face hereof.

### **Additional Exclusions**

All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. All products must be inspected prior to installation. Installation of products with visual defects or nonconformities apparent prior to installation voids this warranty.

Customer misuse including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty.

Tile is subject to variation in technical specifications, including DCOF, due to inherent variability in the raw materials and production process. Express technical specifications

are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface, creating cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to assure contaminants are removed promptly. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. Marazzi USA does not recommend its products for use on ceilings or roofs, unless specifically disclosed as being suitable for ceilings or roofs in product literature. Local building codes may dictate minimum tile performance specifications. Marazzi USA does not warrant product installations that violate building codes.

Natural stone products are mined and cut from natural formations. 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. Marazzi USA does not warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on stone products.

Photographic color images may not be an exact product match. Product samples are representative only and may not be an exact match to supplied materials due to variations in batch manufacturing or naturally occurring stone. Supplied materials may have slight differences in color, shade, and/or surface appearance.

### **Remedy Limitation & Disclaimer**

If a defect in materials or workmanship is discovered within the one-year period, Marazzi USA will either refund the price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. Marazzi USA disclaims all express warranties not contained in this limited express warranty.

No person has authority to make representations other than those in this writing. 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 Marazzi USA immediately (972-232-3801).

LEGAL NOTICE: WARNING -- 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, obtain an MSDS at [Marazziusa.com](http://Marazziusa.com) or contact Marazzi USA at 972-232-3801.

### **To Make A Claim:**

1. The original purchaser must notify a Marazzi USA Sales Service Center or an authorized representative in writing within 30 days of the discovery of any defect.
2. After notification, Marazzi USA or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Marazzi USA or an authorized representative.
3. Upon determination that the product defect claim is valid, Marazzi USA will notify the purchaser in writing. Marazzi USA reserves the right to repair, replace or refund the originally-purchased product, at its sole discretion.