



## TILE AND STONE CARE & WARRANTY

**CLEANING:** Glazed-tile walls will easily keep their lovely look with simple routine care. Just wipe regularly with a damp cloth or sponge, using a non-abrasive household cleaner (window cleaner is ideal). The surfaces in your bathroom may require a more thorough routine cleaning because of a build up of soap scum, body oils, or hard-water stains. Use the above method, but allow the cleaner to stand for about 5 minutes before rinsing and drying.

For glazed tile floors, vacuum or sweep regularly to remove dirt and gritty particles. Follow with a mop or sponge dampened with non-abrasive household cleaner.

Clean unglazed-tile walls and floors in a similar manner. However, dampen mop or sponge with a solution of water and pH neutral cleaner. Do not use a cleaning agent or cloth that contains color on unglazed tile. It has a relatively porous body and may absorb the color.

Do not use steel wool pads to clean your tile. It can scratch or damage the surface. Always test scouring powders on a small area before using on tile.

**NATURAL STONE:** Stone is made of natural minerals that may react to chemicals that are not intended for stone care use. For proper cleaning, use only pH neutral cleaners safe for stone. All stone tiles are able to absorb some amount of liquid, and this can cause staining. To help combat this element, one can use a penetrating sealer to close the pores of the stone and harden its surface. A surface sealer will usually darken the stone and make the color more vibrant. The disadvantage of topical sealers is that they do need to be stripped and re-applied periodically. If maintained properly, the natural beauty of the stone will be preserved.

**GROUT:** Grout may present special cleaning problems because it is susceptible to many staining agents. If this is a problem, you can clean the grout joints and seal them after the grout has cured. Grout is typically cured after 72 hours, but we recommend waiting 7 days. If you choose to seal your grout, use a water-based sealer, such as Aqua Mix Sealer's Choice.

**GROUT/SILICONE MAINTENANCE:** Common problem areas are between the tile wall and tub, shower floor and walls, and between the floor tile and the wood base. Base shoe will cover the floor cracks, but the tub and wall joint will need to be maintained with periodic caulking/silicone. As a house settles or dries out after construction (specifically in the winter), grout may crack or crumble. This is normal, not an installation failure. Village offers one complimentary grout touch up at the end of the first year from purchase, after that it is considered homeowner maintenance & the responsibility of the homeowner. Please call approximately one year from installation to request the free service.

If you have extra tiles, keep them in a safe place for repair purposes, as your tile and/or dye lot may not be available in the future should you need a repair. Village is not responsible for discontinued tiles or dye lot differences.

**The above information is a compilation from several manufacturers & given as a general guideline. For more detailed information, please refer to the brand manufacturer's website for your specific product.**

**WARRANTY:** Village Floor & Wall, Inc. warrants workmanship for 1 year from the date of installation. Materials are warranted to the same extent and for as long as the manufacturers warrant such. Inspect your job thoroughly immediately following installation, to see if everything is completed as agreed. Warranty items that are covered by your contractor should be reported to them, they in turn will contact us. The following are excluded from the terms of this warranty: loss or damage from normal wear and tear, humidity level changes, negligence or improper maintenance. Loss or damage which the homeowner has not taken timely action to minimize is also excluded.