

**CUSTOMER INFORMATION LEAFLET REGARDING THE CHARACTERISTICS OF CERAMIC TILES.
RECOMMENDATIONS FOR SELECTING THE SUITABLE TILE TYPE, CARRYING OUT THE TILING WORK AND
REGULAR CLEANING OF TILES.**

Issued by:

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Telephone:

In addition to the reliable quality of the products we sell, our Company places great emphasis on the comprehensive and correct information of our partners and customers. When we thank you for your confidence, we also ask you the favor of carefully reading this information leaflet, which we consider very useful and important!

We sincerely believe that we will succeed in making your home or project more attractive and enjoyable.

Ceramic tiles marketed by our Company are ceramic products burned at high temperatures and manufactured with state-of-the-art technology. These tiles, whether glazed or unglazed, have a high aesthetic value, excellent mechanical and chemical properties, and are available in a variety of types, so that you can choose the right ones for your specific tiling work.

The most important factor for a successful shopping and implementation of an aesthetic, durable and high-quality tiling is the clear formulation of your tiling needs and the selection of right tiles.

Your first step: Before purchasing any tiles, it is recommended that you consult with your contractor or the professional who will carry out the tiling work for you. This way you can get help in determining the quantity of tiles to purchase and clarifying other tiling-related questions.

Please get familiarized and collect information about the tiles offering and their properties:

- ✓ types, sizes, colors, decoration and surface finish choices.
- ✓ The most important question regarding tiles, such as glazed or unglazed, antifreeze or for indoor application, abrasion resistance classes and surface finish (e.g. rustic, smooth or anti-slip).
- ✓ Make your informed decision on the type of product and determine the quantity you need, not forgetting the allowance (extra quantity) required by workmanship considerations.
- ✓ Start by reading about the rules and information on the quality and certification of ceramic tiles.
- ✓ Ceramic tiles are subject to international and European standards (EN). The number (marking) of these standards and the most important tile properties to be considered during purchase are indicated on the packaging by all manufacturers.
- ✓ Based on production methods and depending on their usability and properties, ceramic tiles are divided into groups according to product standards.

The most common groups of ceramic tiles:

MSZ EN 14411:2012 Annex G. Dry-pressed ceramic tiles with low water absorption - Group BI_a: $E \leq 0.5\%$

MSZ EN 14411:2012 Annex H. Dry-pressed ceramic tiles with low water absorption Group BI_b: $0.5\% < E \leq 3\%$

MSZ EN 14411:2012 Annex K. Dry-pressed ceramic tiles - Group BI_b: $3\% < E \leq 6\%$

MSZ EN 14411:2012 Annex K. Dry-pressed ceramic tiles - Group BI_{IIb}: $6\% < E \leq 10\%$

MSZ EN 14411:2012 Annex K. Dry-pressed ceramic tiles - Group BI_{III}: $E > 10\%$

LEVIGATO polished ceramic tiles: These products are dry-pressed, unglazed ceramic tiles with polished surface. The "semi-finished product" is manufactured by pressing the body tinted mass (i.e. a mass colored throughout the entire cross-section), which is then burnt and calibrated to its final size by polishing. The tile surfaces are polished to glass-like smoothness with **diamond technology**.

Important information related these tiles due to technology changes:

1. The surface of the polished tiles is very smooth, so take this into account when making designs including these items. These products are not recommended for areas being in direct contact with water, e.g. terraces.
2. These products have no glaze coating, so they are slightly porous (discoloration may occur).
3. Unglazed, non-polished tiles have similar properties. **When using pointing mortars with strong colors, it is recommended to make a test grouting in accordance with the instructions of the pointing mortar manufacturer.**
4. In specific situations, during the cleaning of tiled surfaces, the dissolved pigments may penetrate in nearby natural wood furniture edges (e.g. tables made of stained wood, cabinets, etc.) under the influence of moisture. It is recommended to make a test before installation.

Marking and labels In addition to standard symbols, the product packages have printed on them important information regarding nominal and factory dimensions, as well as the CALIBER marking.

For example, the factory size (W) of a tile with nominal dimensions of 30x30 cm can be:

- 296x296 mm Caliber 6,
- 298x298 mm Caliber 8,
- 300x300 mm Caliber 0.

You should always install tiles with the same caliber!

In the production of ceramic tiles, due to the high shrinkage, it is inevitable that the finished tile dimensions will have slight differences. The dimensional tolerance only complies with European norms within the same caliber. The dimensional deviation (imperfection)

of tiles generally is $\pm 0.6\%$ compared to the factory size (W). This deviation is, e.g. for a 30x30 cm tile, ± 1.8 mm. Of course, every manufacturer strives to tighten the caliber ranges and make more accurately sized products.

Another factor that must be considered is hue (tone, nuance). **Similarly to the caliber, you shall place tiles with the same tone on a specific surface to be covered.**

When shopping, please make sure you get tiles with the same caliber and tone for the same surface!

IMPORTANT! Modern tiles are characterized by a natural, aesthetic appearance, **realistically imitating wood or some kind of rock. This look is characterized by pronounced, highly visible graphics with color transitions.** The European norms (EN) classify the tiles from **V1 (mild)** to **V4 (random)** category, depending on the color transition (stainedness change).

Tiles of **30x60 cm, 15x60 cm, 15x90 cm, 22.5x90 cm** and similar shall be placed **with an offset** to each other (1/3 or 1/4 of the side length).

By selecting the right tiles and checking the product data, you can create proper conditions for building a good tiling.

Abrasion resistance of floor tiles: The surface wear of floor finishes depends on the intensity of use of the top layer. Surface wearing is significantly increased by shoes with hardened sole and any sand grains and dirt attached to them, as well as metal shoe-heels.

There are two things you can do to reduce surface wear:

1. The tiles must be chosen depending on the surface load, thus the tiles can be of wear class II, III, IV or V (PEI), which means that higher loads require tiles with higher wear class.
2. Surfaces must be protected from dirt (e.g. use of external mats, regular surface cleaning).

Tiling requirements: Tiling is a high-demanding professional work that must be carried out by qualified and certified technicians. Please have your tiling work carried out by a well-trained, experienced and accurate professional with good references.

The rules of professional tiling are not included in this information leaflet, since they are known by the contractor, we only draw your attention on the most common issues:

1. Discuss with your contractor (and make even sketches) the placement of tiles, their alignment, gap widths, joints between the walls and columns, dilatation gaps on larger surfaces, and the placement of decorations.
2. The use of pointing mortar, preliminary testing of colored pointing mortar.
3. Finished tiling acceptance requirements, also specifying the time when people can start using the tiled area and under what conditions.
4. The invoice issued by the contractor serves as proof of warranty ("quality certificate") as well, so please pay special attention to this and keep the invoice for possible later use!

Cleaning tips and information: In order to avoid later discoloration of tiles, follow the instructions for use provided by the manufacturers of the adhesives and pointing mortar used. Special attention should be paid, as previously advised, to the use of colored pointing mortars and paints. During or after the tiling, the timely cleaning of pointing mortar is a prerequisite for creating a surface with beautiful appearance. The removal of already hardened pointing mortar or cement is very difficult or no longer possible.

The glazed ceramic surface is easy to clean. Avoid the use of aggressive cleaning agents containing strong acids, alkalis or scratching materials, which could damage the glazed surface and the grouting.

Warranty complaints: Ceramic tiles are serial products, so there may be sometimes quality defects.

In such a case, please submit your quality complaint in person or in writing to the seller or distributor you purchased the product from, by attaching the invoice and specifying the data printed on the package.

Please use our standard Complaint Form for submitting your complaint.

We will investigate any warranty complaints in accordance with BkM Decree No 4/1978. (III.1.) as well as its amendments by IKM Decree No 37/1996 (VI.28).

Complaints regarding the quality defects of our ceramic tiles will be investigated and assessed based on the current issue of the MSZ EN 14411 standard.

In cases where additional distributor, customer or contractor/implementation error can be identified, the complaint will be rejected.

Defective tiles embedded in the finished tiling, color defects, and clearly visible alignment errors and size deviations will be considered implementation errors. Products with the following types of defects must not be incorporated into the tiling:

- Broken or cracked tiles
- Tiles with chipped or damaged surfaces
- Tiles that do not fit the selected tone, or have a very different color
- Tiles that do not match the tolerance requirement.

In all cases, the quality complaint investigation involves some fees, and the costs related to professionally unfounded complaints shall be borne by the party who initiated the investigation.

We sincerely hope that our information leaflet will help you in the selection and use of our ceramic tiles.

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