

Frequently Asked Question

FAQ n° 1

Do we have to fill in the hollow pieces with mortar?

No, the quantity of mortar needed is the same that for any other ceramic tile. It just has to be correctly spread in the wall and follow standard placement.



FAQ n° 2

What should the thickness of the grout line be when installing the same size or modular sizes?

For an optimal result, we advise to use 1 mm (0 5/64 in) spacers for modular compositions and 1,5 mm (0 1/16 in) for the rest.



FAQ n° 3

Can WOW be installed in a wet area?

Yes, the pieces are sealed, just need an addecuate grout.



FAQ n° 4

Do we need to seal the matt pieces?

No, just as the gloss finish, pieces are totally sealed and waterproof, just made with a matt glaze instead.



FAQ n° 5

How to clean the matt pieces?

*Same as gloss finish.
Recommended with clear
water and neutral cleaning
products. Avoid abrasive or
acidic products.*



FAQ n° 6

How can we finish a wall if you have to cut a piece that is hollow?

For the best result, we recommend to finish the wall with a flat piece if you need cutting, although you can cut any 3D tile, just by making the cutting line at the back of the piece and proceed.



FAQ n° 7

Do you need special instructions to install this tile?

No special instructions needed. You just proceed as with any other flat tile.



FAQ n° 8

What kind of end piece we can use?

Edge & Edge Corner. They combine with all WOW & Essential pieces and are available in all colours.

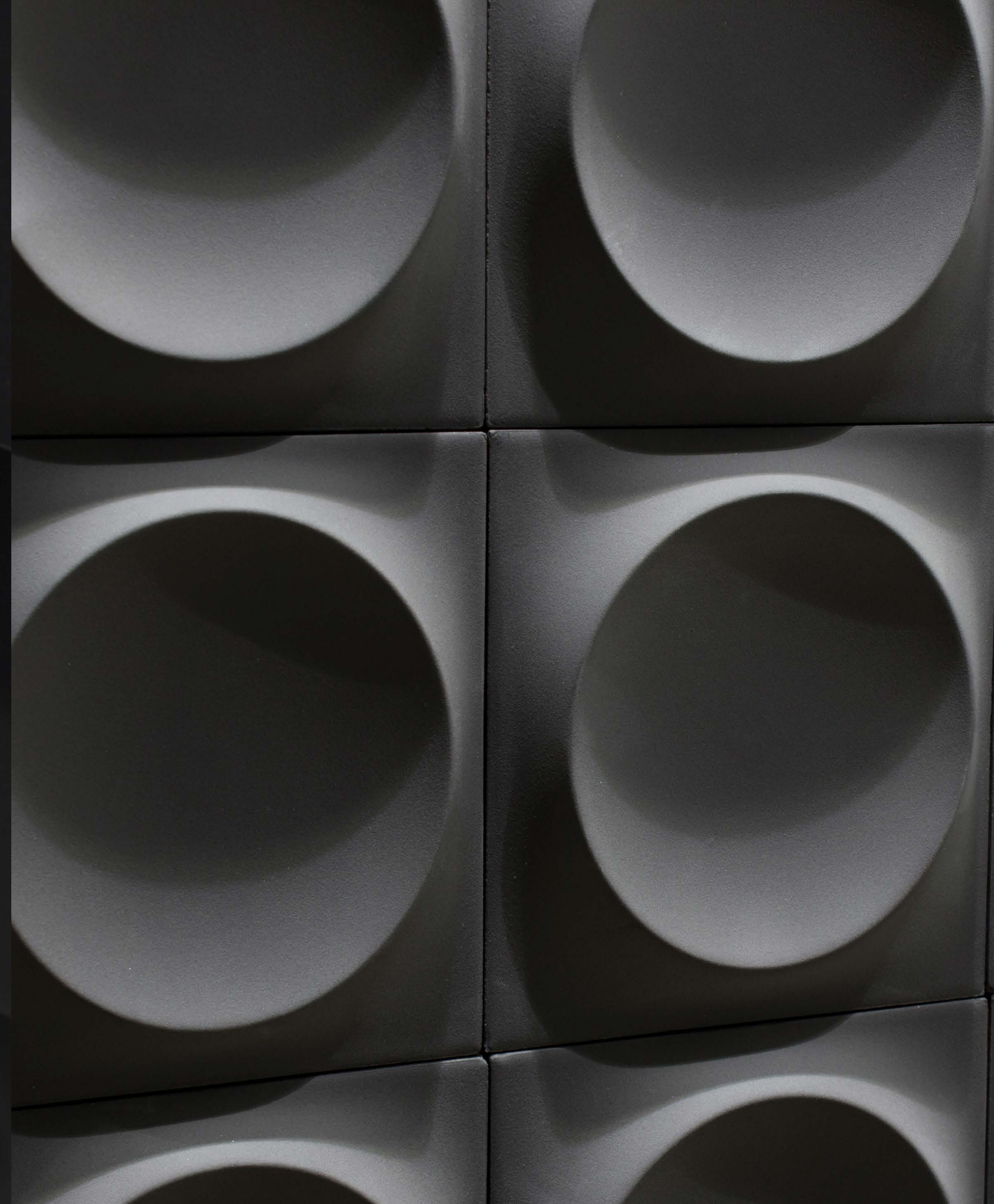


FAQ n° 9

Is there a color shade variation from different production runs?

There is a slight shade variation between productions, as it is the nature of ceramics.

In the label of each box shows the production date. It is recommended to revise previous to install if you are to mix productions.



FAQ n° 10

Can we install WOW outdoor?

Floor tiles collection, Nilo and Moon porcelain are suitable for outdoor use. The rest of the collections are waterproof but not frostproof, so it is recommended for interior use only.



FAQ n° 11

Lighting plays an important role to enhance the beauty of the tile.

To enhance the light and shadow effect, adequate vertical lighting over the product should be installed (ideally, above the highest point of the installation).

