

# WE ARE DEDICATED TO RESPONSIBLE MANUFACTURING

Our factory is located on the Rogue River in Grants Pass, Oregon. The thriving local ecosystem has this river at its foundation and we make sure it stays pristine.











## WASTE REDUCTION

We have developed steps to collect and recycle all waste clay, glaze, and water until it leaves our building as a finished product.

## **CLEANER ENERGY**

We get much of our electricity from solar and wind energy allowing us to avoid dangerous CO2 emissions.

## SAFE PRACTICES

We only use natural ingredients in our tile body and glazes that are safe for our artisans. We have also worked hard to create unique equipment and procedures to eliminate repetitive injuries to our employees.

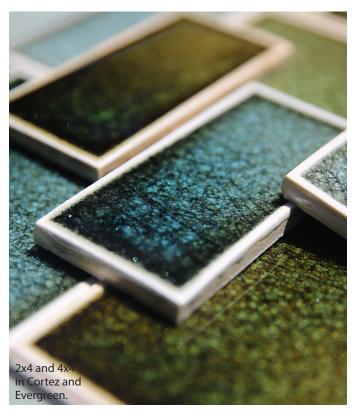
## MADE IN THE USA

We make our tile body and glazes in our factory reducing pollution caused by transporting imported goods. This also enables us to employ local artisans and keep jobs in America.













## INSPIRING + INNOVATIVE









### **UNIQUELY DURABLE**

Our tile is vitreous and suitable for most installations. Our glazes can be used in the following applications: submerged fountain/pool\*, freeze/thaw, exterior wall, light traffic interior floor, steam/spa\*, and more!

\*excludes Alloy glazes

Tripoli in Springfield blend.

### **TRULY HANDCRAFTED**

Each piece is made for you from scratch. Our tiles are truly individual pieces of art. We use unique applications and techniques that showcase the natural character of our clay and glazes - all created by hand for you!

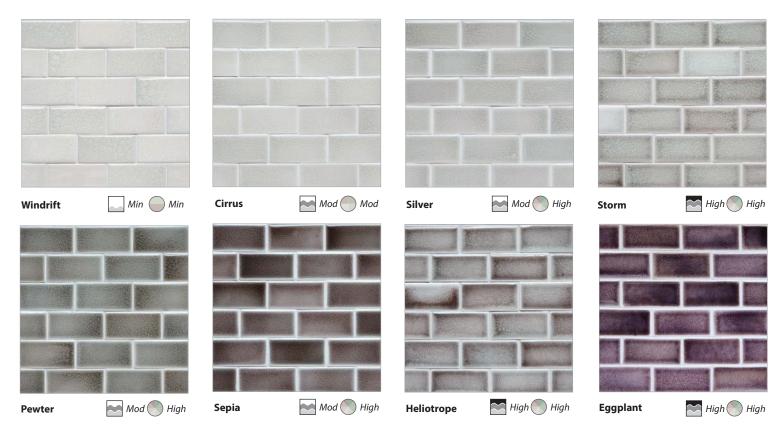






### **CRACKLE PALETTE** (c)

A full spectrum of translucent hues.

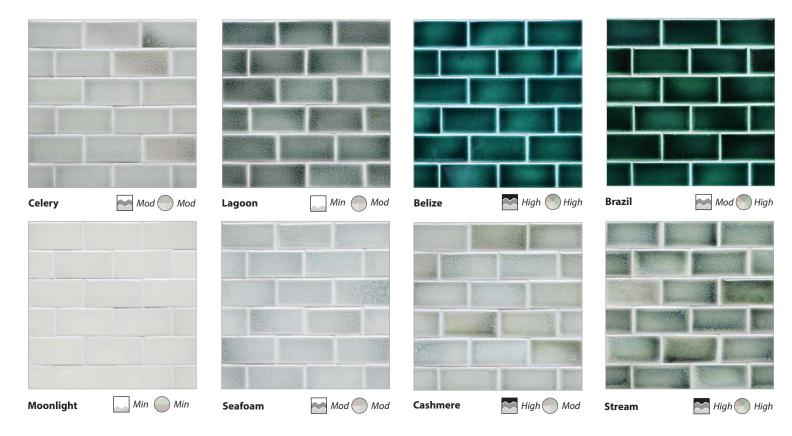


### **CRACKLE PALETTE** (c)





### **CRACKLE PALETTE** (C)



### **CRACKLE PALETTE** (c)

Continued.



#### ${\bf Glaze\ variation\ is\ a\ significant\ part\ of\ creating\ a\ gorgeous\ finished\ installation.}$

Any or all of the range in a single glaze may be present in your order. Be sure to communicate the full range description before placing your order.







Range in **light to dark** from minimum to high.







Range in **hue variation** from minimum to high.





### **PRECOCIOUS PALETTE (P)**

Vibrant color with dreamy opalescence.

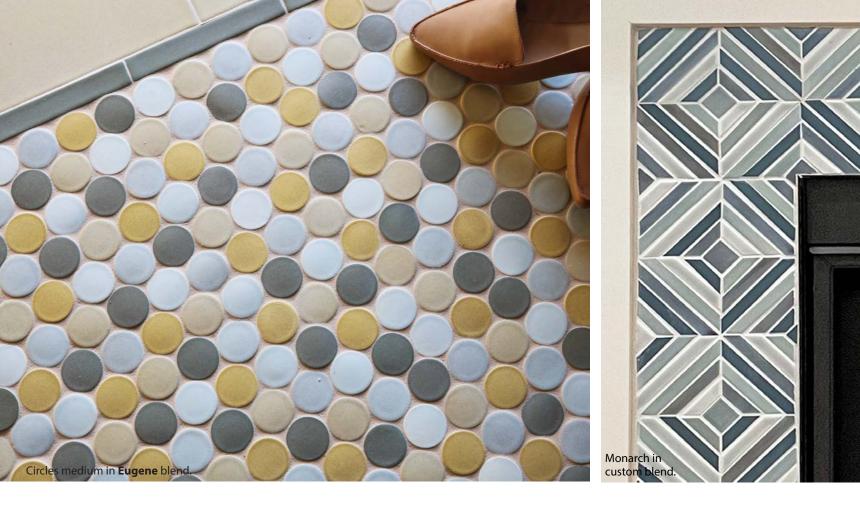




### **SHEER PALETTE (S)**

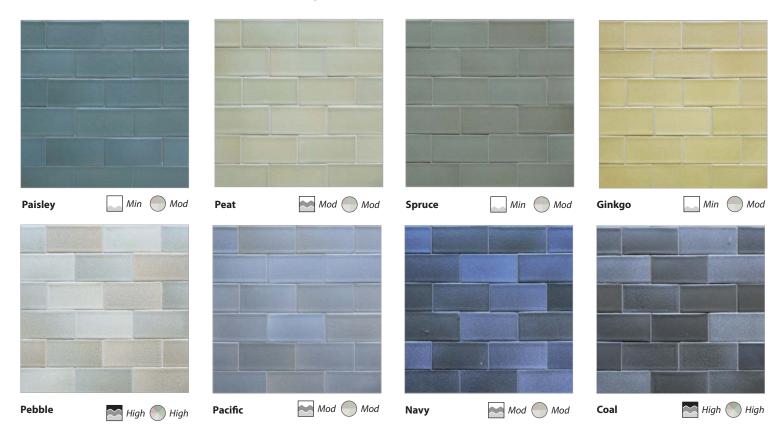
Soft mattes with meandering crazing.





### MATTE PALETTE (M)

Sumptuous artisan washes.



### **MATTE PALETTE (M)**





### MATTE PALETTE (M)

Continued.



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Be sure to communicate the full range description before placing your order.





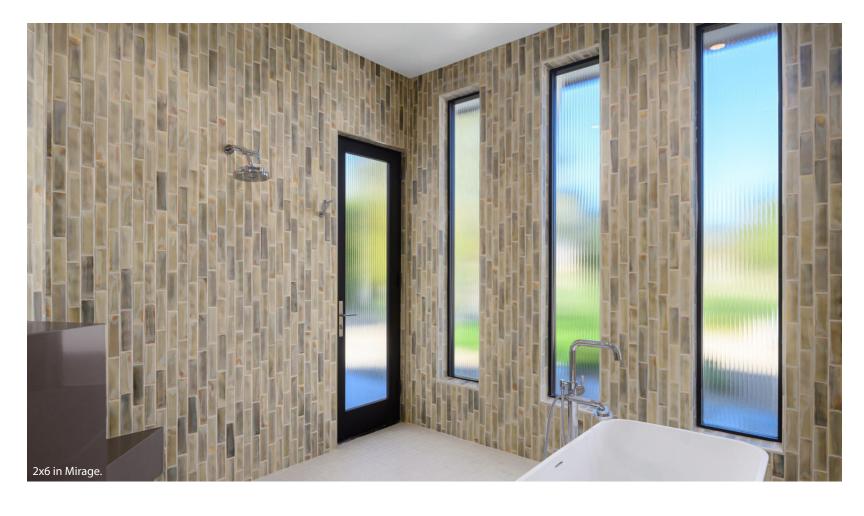
Range in **light to dark** from minimum to high.





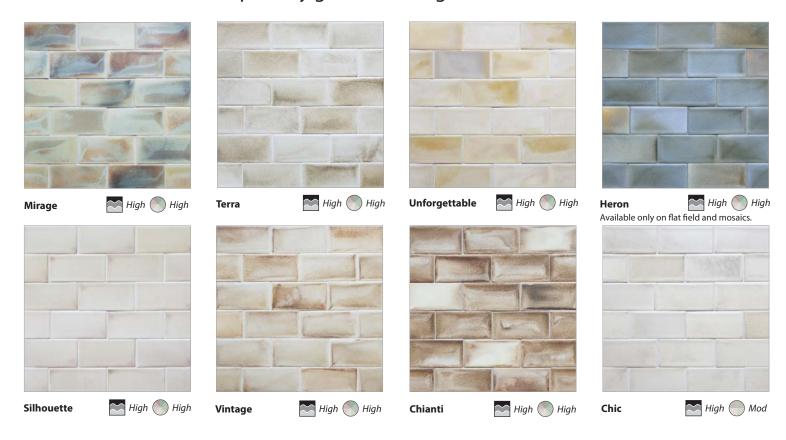


Range in **hue variation** from minimum to high.



### **WASHED MATTE PALETTE (W)**

Specialty glazes with high movement.



### **GLOSS PALETTE (G)**

Subtle shades that shine.



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Any or all of the range in a single glaze may be present in your order. Be sure to communicate the full range description before placing your order.





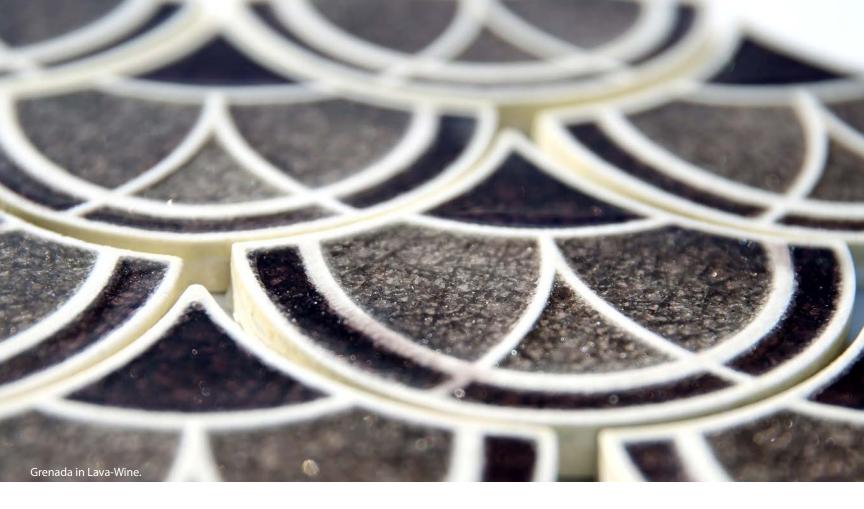
Range in **light to dark** from minimum to high.



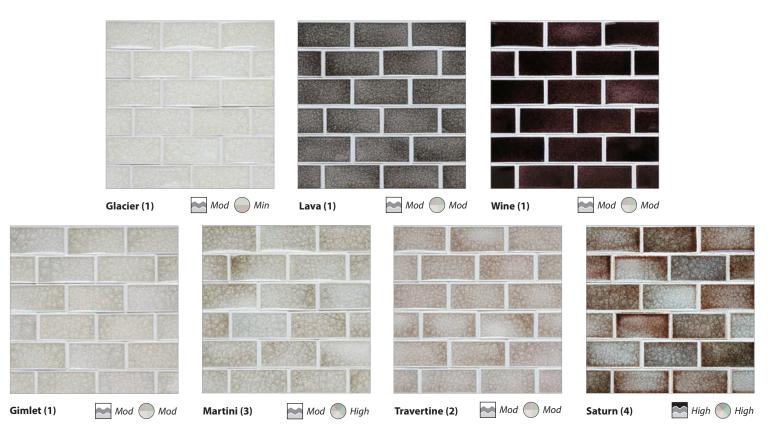




Range in **hue variation** from minimum to high.



Gems that crackle and sparkle.













## **CUSTOM COLOR YOUR TILE:** JEWEL MULTI COLOR OPTIONS (J\*) Select your color group, then choose two glaze options to customize your tile.

#### GROUP (1) BIANCA BASE GLAZE

Porto is shown in Aegean-Cortez.



Gimlet (1)









Cypress (1)



Cielo (1)



Aegean (1)



Evergreen (1)

Marigold (1)

Cortez (1)

Admiral (1) Hickory (1)

Wine (1)

Baja (1)

Cabo (1) Lava (1)

Shire (1)

GROUP (2) CAPRI BASE GLAZE







Champagne (2)







Travertine (2)





Mist (2)

GROUP (3) SAHARA BASE GLAZE

Porto is shown in Menta-Morel.

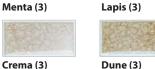
















Dune (3)

Sable (3)

GROUP (4) CHIANTI BASE GLAZE

Porto is shown in Port-Garnet.





Garnet (3)

Morel (3)



Luna (3)









### **QUARTZ PALETTE (Q)**

Liquid crystal, captured.





### **QUARTZ PALETTE (Q)**





### **ALLOY PALETTE (A)**

Rich, earthy metallic finishes.





\*Not suitable for pools/spas or anywhere acidic cleaners are used. Available only on flat field and mosaics.









Glaze variation is a significant part of creating a gorgeous finished installation.

Any or all of the range in a single glaze may be present in your order. Be sure to communicate the full range description before placing your order.







Range in **light to dark** from minimum to high.







Range in **hue variation** from minimum to high.



### **DIP PALETTE**

Unique combinations dipped by hand.





\*Monet, Newman, & Rodin not suitable for pools/spas or anywhere acidic cleaners are used.



Hexagon 3.5" in Monet Kiss dip.



Hexagon 3.5" in Rodin Cookie dip.



Hexagon 6" in Monet Frame dip.



Hexagon 6" in Rodin Kiss dip.

 ${\bf Glaze\ variation\ is\ a\ significant\ part\ of\ creating\ a\ gorgeous\ finished\ installation.}$ 

Any or all of the range in a single glaze may be present in your order. Be sure to communicate the full range description before placing your order.







Range in **light to dark** from minimum to high.







Range in **hue variation** from minimum to high.

### **COLOR BLENDS**

Choose from these pre-made palettes or customize any color blend.



#### **BIMINI**

Baja Bermuda Cabo

Ocean



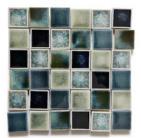
#### HILO

Blues Ink
Cashmere Ocean
Gorgeous Stream
Indigo



#### **CAYMAN**

Aegean Cortez Ink Ocean



#### RUSSELL

Blues Peacock Indigo Stream Ocean



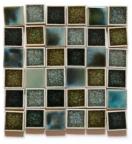
#### **TORTUGA**

Admiral Baja Cobalt Peacock



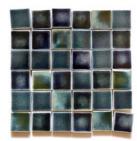
#### **KONA**

Indigo Midnight Ocean Peacock



#### **GALAPAGOS**

Aegean Blues Cortez Shire



#### **NAPLES**

Blues Ink Cobalt Midnight Indigo



#### **INVERNESS**

Clover Emerald Evergreen Shire



#### ROGUE

Blues Indigo Paisley



### **COLOR BLENDS**

Continued.



#### **NEWPORT**

Indigo

Midnight Denim Slate Imagine



#### **LAKEVIEW**

Atlantic Pacific Cobalt Blue Everest stone Navy



#### **ROCKAWAY**

Cobalt Midnight Indigo Peacock Ink



#### DUNBAR

Admiral Azul Cielo Pacific



#### **ANDALUSIA**

Admiral Aegean Cortez

Marigold Shire Wine

Evergreen



#### **ARLINGTON**

Agave Lagoon Blues Paisley Kelp



#### **SPRINGFIELD**

Aloe Kelp Agave Rain Cashmere



#### **PORTLAND**

Bianca Stream Cashmere Lagoon Chic



#### **NEWCASTLE**

Cashmere Rain Chic Stream Ocean



#### **EUGENE**

Agave Peat Ginkgo Spruce Kelp



### **COLOR BLENDS**

Continued.

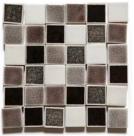


Silver

Shadow

**FALKIRK** 

Earl Grey Pewter Platinum



#### GLASGOW

Lava Pewter Platinum Sepia



#### **TROON**

Carbon Geode Graphite Lava Pewter



#### GLENCOE

Lava Hickory Nutmeg Sepia Wine



#### **MONTROSE**

Beach Dune Maize

Travertine Truffle

Oatmeal



#### **BRODIE**

Linen Hickory Martini

Nutmeg Sand



#### **LAUDER**

Hickory Pewter Saturn

Sepia Travetine



#### **SILVERTON**

Graphite Kelp Pebble Spice



#### **KEIZER**

Agave Aloe Heather



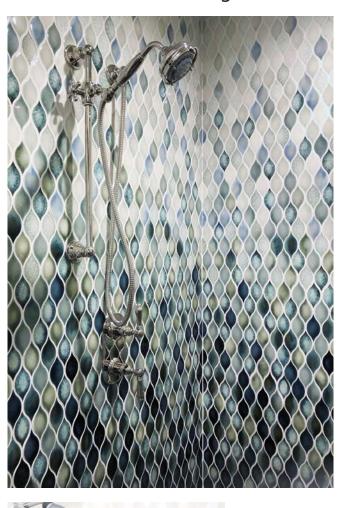
#### **MELROSE**

Agave Ginkgo Lagoon Opal



### **GRADIENT BLENDS**

Wave gradients shown in custom blends. Call for details.













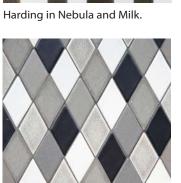


York in **Lolland** blend.

Nova in Mercury, Nebula and

Blacksmith.





Diamond in **Stanfield** blend.



Zig Zag Offset in Nebula, Blacksmith and Bronze.



1/2x3 Herringbone in Blacksmith.



Bahia in Blacksmith, Bronze and Bianca.



Chevron 3" in Gresham blend.



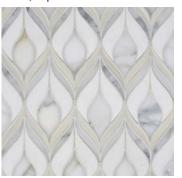
Chevron 2x6 Vertical in Lava, Wine, Sepia and Pewter.



Pointed Oval with Dimensional in **Seagrass 163** blend.



Grenada in Lava-Wine jewel multi.



Plumage in Calacatta, Milk and Stratus.



Quest in Cirrus.



Nova in Milk, Zephyr, Cotton and Alabaster.



Flight in Cotton, Pebble, Spice and Graphite.



Sublime in **Lexington** blend.



Dots in **Hubbard** blend.



Miramar Dimensional in Milk with Carrara Button.



Exeter in Pewter.



Monarch in **Independence** blend.

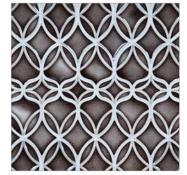




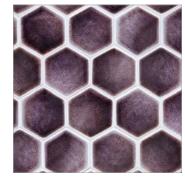
Arcadia in Eggplant, Amethyst.



 $1/2 \times 3$  Herringbone in Heron.



Malaga in Sepia.



Hexagon 3.5" in Eggplant.



Zig Zag Offset in Storm.



Hexagon Skinny in Amethyst and Thistle.



Labyrinth in Oatmeal, Sand and Birch.



Cascade in Neptune.



Exeter in Stream.



Addison in Brazil and Fennel.



Circles Medium in Cayman blend.



Grenada in Aegean-Cortez jewel multi.



Silvan in Stream.



Cardiff in Kelp and Aegean.



Hexagon 2" in **Portland** blend.



Hexagon Skinny Dimensional in Brazil.



Quest in Stream.



Monarch in **Keizer** blend.



Sublime in Wheeler blend.



Cadiz in Cypress-Opal jewel multi.



Riad in Ocean, Rain and Peacock.



Seville in Admiral-Baja jewel multi.



Solana in Coal, Pacific and Cotton.



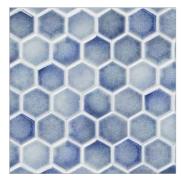
Plumage in Blues, Lagoon, Ocean and Rain.



Tripoli in Azul, Lapis Atlantic and Cobalt.



Matador in Milk, Cobalt.



Hexagon 2" in Atlantic.



Wave in **Bimini** blend.



Miramar in Ocean with Alabaster Button.



Bahia in Peacock, Milk, Cobalt.



Juno in Ocean, Stream and Emerald.



Circles Mixed in Ocean, Neptune and Rain.



Mariposa in Halsey blend.



Cross and Dot in Cobalt, Milk.



Flame in Ocean, Peacock, Midnight.



Versailles in Ocean.















Catalina in Atlantic. (G, M, C, S)



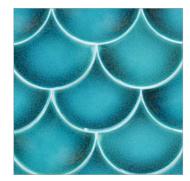
Chevron 4x10 in Stream. (G, M, C, S)



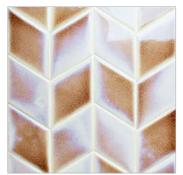
Coronado in Kelp. (G, M, C, S)



Dunham in Carbon. (G, M, C, S)



Siren in Bermuda. (G, M, C, S)



Rhombus 3x7 in Dream. (G, M, C, S)





Continued.



Hexagon 6" in Belize. (G, M, C, S)





Hexagon 9" in Stream. (G, M, C, S)



Hexagon Long 4x8 in Imagine. (G, M, C, S)

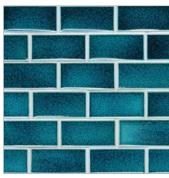


Hexagon Long 6x12 in Cashmere. (G, C, S)

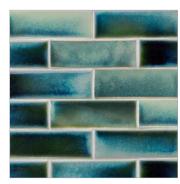
### Continued.



2x2 in Ocean. (G, M, C, S, P, J, Q, A, AB)



2x4 in Baja. (G, M, C, S, P, J, Q, A, AB)



2x6 in Blues. (G, M, C, S, P, J, Q, A, AB)



2x8 in Mirage. (G, M, C, S, P, A, AB)



3x3 in Imagine. (G, M, C, J, Q, S, A, AB)



3x4 in Aloe. (G, M, C, S, P)



3x6 Bevel in Chic. (G, M, S)



3x8 in Storm. (G, M, C, S, P, A, AB)

### YOUR KEY TO COLOR

Listed under each piece are letters (G, M, C, P, J, Q, S, A, AB) representing the glaze palettes that are available to pair with that piece.

(G) Glosses (M) Mattes (C) Crackles (P) Precocious (J) Jewel (Q) Quartz (S) Sheers (A) Alloy (AB) Alloy Bronze

Continued.







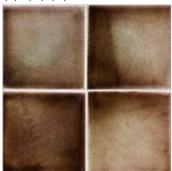
4x4 in Dream. (G, M, C, S, P, J, Q, A, AB)



4x10 Bevel in Vintage. (G, M, S)



4x6 in Pebble. (G, M, C, S, P)



6x6 in Chocolate. (G, M, C, S, P)



4x8 in Stunning. (G, M, C, S, P, A, AB)



6x8 in Ecru. (G, M, C, S, P)



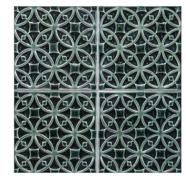
Motifs worth repeating.



Whitman in Belize. (G, M, C, S)



Casablanca in Ocean. (G, M, C, J, Q, S)



Manarola in Brazil. (G, M, C, J\*\*\*, Q, S)



Palma in Brazil. (G, M, C, S)

YOUR KEY TO COLOR
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Continued.



Porto in Pewter. (G, M, C, J\*, Q, S)



Astor in Cirrus. (G, M, C, S)



Revere in Sepia. (G, C)



Emerson in Silver. (G, M, C, S)

YOUR KEY TO COLOR
Listed under each piece are letters (G, M, C, P, J\*\*, Q, S) representing the glaze palettes that are available to pair with that piece.





Continued.



Wyndam in Fig. (G, M, C, S)



Zamora in Hydrangea. (G, M, C, S)



Maverick in Pewter. (G, M, C, S)



Eliot 2x6 in Cobalt. (G, M, C, S)



Eliot 2x8 in Slate. (G, M, C, S)



Eliot 3x8 in Denim. (G, M, C, S)



Eliot 4x10 in Bali. (G, M, C, S)





## Continued



Browning in Cirrus. (G, M, C, S)



Anticipation in Gimlet-Glacier jewel multi. (G, M, C, P, J\*, Q, S)

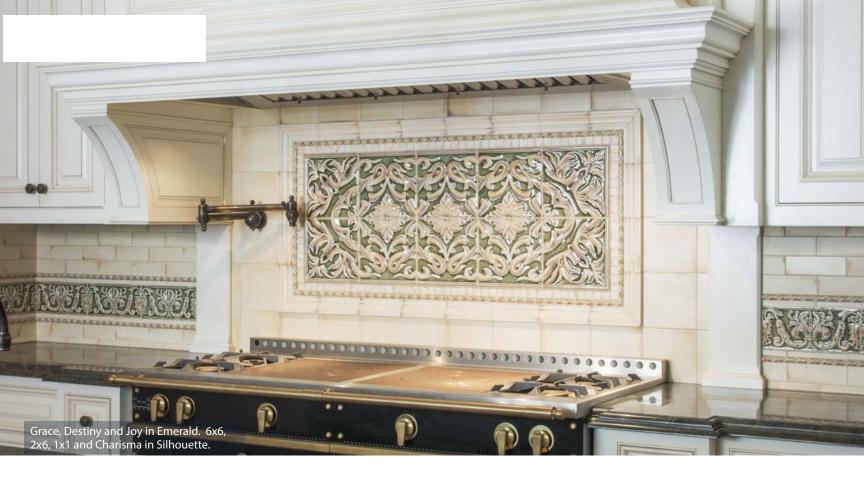


Lisbon in Truffle. (G, M, C, P, J\*, Q, S)



Tamara in Bianca and Gimlet. (G, M, C, J, Q, S)

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# **PLAQUES**

Find your focal point.



Compassion, 1x6 and Turin in Peacock. 13" x 13" (Compassion only) (G, M, C, P, J\*\*, Q, S)



Compassion in Gimlet. Charisma in Bianca. 13" x 13" (Compassion only) (G, M, C, P, J\*\*, Q, S)

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# **PLAQUES**

## Continued.



Grace Corners 4 piece set in Thistle. 17 1/2" x 17 1/2" (G, M, C, P, J\*\*, Q, S)



Grace 6 piece set in Amethyst. 17 1/2" x 26" (G, M, C, P, J\*\*, Q, S)



Grace Flower sold individually in Carbon. 8 3/4" x 8 3/4" (G, M, C, P, J\*\*, Q, S)



Grace 9 Piece Set in Gimlet. 26" x 26" (G, M, C, P, J\*\*, Q, S)

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## **MOLDINGS**

### Motifs that stand the test of time.

Shown in Capri.



POSITANO 1 1/2 x 6 3/8 (G, M, C, P, J, Q, S)



ESSENCE 2 x 6 3/8 (G, M, C, P, S)



ESSENCE ARCHED OUT
6 1/8" Outside Width
5 5/8" Inside Width
20" to 23 1/4" Outside Radius
18" to 21" Inside Radius
(G, M, C, P, S)



ESSENCE ARCHED IN
6 1/8" Outside Width
5 5/8" Inside Width
20" to 23 1/4" Outside Radius
18" to 21" Inside Radius
(G, M, C, P, S)



CHARISMA 2 1/4 x 6 3/8 (G, M, C, P, S)



CHARISMA ARCHED OUT
6 1/8" Outside Width
5 1/2" Inside Width
20 1/4" to 23 1/2" Outside Radius
18" to 21" Inside Radius
(G, M, C, P, S)



3/4 x 6 3/8 (G, M, C, P, S)

LANDON 1 x 8 5/8 (G, M, C, P, S)



GIBSON 2 1/16 x 8 9/16 (G, M, C, P, S)



ECSTASY 3 1/8 x 8 3/8 (G, M, C, P, S)



ECSTASY ARCHED OUT 8 1/4" Outside Width 7 1/8" Inside Width 29" to 32" Outside Radius 26" to 29" Inside Radius (G, M, C, P, S)



WISDOM 5 x 9 1/4 (G, M, C, S)



TURIN 2 1/8 x 6 3/8 (G, M, C, P, J, Q, S)



VENEZIA 2 1/2 x 8 3/8 (G, M, C, P, J, Q, S)



STROMBOLI 4 1/4 x 8 3/8 (G, M, C, P, J, Q, S)



HARMONY 4 1/4 x 8 3/8 (G, M, C, P, S)



WESTON 6 1/8 x 8 5/8 (G, M, C, P, S)

### YOUR KEY TO COLOR

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Gibson, Landon, Quarter Round Mini and 3x8 in Storm.

# **LINERS AND FINISHING EDGES**

Motifs that stand the test of time.

Shown in Silver.

QUARTER ROUND MINI 1/4" x 6 1/2" (G, M, C, P, S)

QUARTER ROUND 1 1/8" x 6 3/8" (G, M, C, P, S)

1

BEAK 1" x 1" (G, M, C, P, S)

FINISHING EDGE 1x6 1"x 6 3/8" (G, M, C, P, S)

PALERMO

PALERMO 1 1/8 x 6 3/8 (G, M, C, P, J\*, Q, S) SARDINIA 1/2 x 6 3/8 (G, M, C, P, J, S)

ASSISI 1/2 x 6 1/2 (G, M, C, P, J, Q, S)

MAGIC 1/2 x 6 3/8 (G, M, C, P, S)

PEACE 1/2 x 6 3/8 (G, M, C, P, J, S)

BENTON 1/2 x 6 1/2 (G, M, C, P, S)

HADLEY 1/2 x 6 3/8 (G, M, C, P, S) CORTONA 1 x 6 3/4

JOY 1/2 x 6 3/8

(G, M, C, P, J\*, Q, S)

LARKIN 5/8 x 8 5/8 (G, M, C, P, S)

(G, M, C, P, J, S)

BYRON 1/2 x 8 5/8 (G, M, C, P, S)

MELVILLE 1 x 8 5/8 (G, M, C, P, S)

# **DECOS**

### Motifs that stand the test of time.

Shown in Silver.



KENT 1 x 1 (G, M, C, P, S)



NORMANDY 1 x 1 (G, M, C, P, S)



INTEGRITY 3cm x 3cm (G, M, C, P, S)



PURITY 3cm x 3cm (G, M, C, P, S)



BERGAMO 2 1/8 x 2 1/8 (G, M, C, P, J\*, Q, S)



PISA 2 1/8 x 2 1/8 (G, M, C, P, J, Q, S)



BEAUTY 2 1/8 x 2 1/8 (G, M, C, P, J, S)



ETON 2 1/8 x 2 1/8 (G, M, C, P, S)



HARVARD 2 1/8 x 2 1/8 (G, M, C, P, S)



ARNO PLANT-ON 2 5/8 x 2 5/8 (G, M, C, P, J\*, Q, S)



ETNA PLANT-ON 3 1/4 x 3 1/4 (G, M, C, P, J\*, Q, S)



LIGURIA 3 1/8 x 3 1/8 (G, M, C, P, J, Q, S)



VERONA 3 1/8 x 3 1/8 (G, M, C, P, J\*, Q, S)



GENOA 4 1/4 x 4 1/4 (G, M, C, P, J\*, Q, S)



PASSION 4 1/4 x 4 1/4 (G, M, C, P, J\*, Q, S)



LAZIO 4 1/4 x 4 1/4 (G, M, C, J\*\*, Q, S)



ENCHANTMENT 6 3/8 x 6 3/8 (G, M, C, P, J\*\*, S)



SANTO FICO 6 3/8 x 6 3/8 (G, M, C, P, J\*, Q, S)



TRUST 3 5/8 x 7 (G, M, C, P, J, S)

### YOUR KEY TO COLOR

Listed under each piece are letters (G, M, C, P, J\*\*, Q, S) representing the glaze palettes that are available to pair with that piece.

## **BORDERS**

## Motifs that stand the test of time.

Shown in Silver.



ADVENTURE 2 1/8 x 8 3/8 (G, M, C, P, J, S)



OVATION 3 1/4 x 9 3/8 (G, M, C, J\*, Q, S)



SPLENDOR 2 1/8 x 9 1/4 (G, M, C, P, J, Q, S)



PRATO 2 1/8 x 8 1/2 (G, M, C, P, J\*\*, Q, S)



FIRENZE 4 1/4 x 9 1/4 (G, M, C, P, J\*\*, Q, S)



CORSICA 3 1/8 x 9 7/8 (G, M, C, P, J\*\*, Q, S)



BOHEMIA 3 1/8 x 8 3/8 (G, M, C, P, J, Q, S)



BLISS 4 x 10 1/2 (G, M, C, P, J, Q, S)



DESTINY 5 x 10 1/2 (G, M, C, P, J, Q, S)



LIBERTY 4 1/4 x 8 3/8 (G, M, C, P, J, Q, S)



BRONTE 3 3/4 x 9 1/8 (G, M, C, S)



FERRARA 6 3/8 x 8 1/2 (G, M, C, P, J\*\*, Q, S)



UMBRIA 3 1/8 x 8 1/2 (G, M, C, P, J, Q, S)

### YOUR KEY TO COLOR

Listed under each piece are letters (G, M, C, P, J\*\*, Q, S) representing the glaze palettes that are available to pair with that piece.

#### **TECHNICAL INFORMATION**

The information below is for general overview only. Any specific questions should be addressed through your showroom.

#### 1. Applications

Our ceramic tile is vitreous and frost resistant. It is suitable for indoor and outdoor applications including areas that experience freeze/thaw conditions, water applications (baths, pools\*, spas\*, saunas, steam rooms, fountains, and showers), fireplaces and light traffic floors. Both residential and commercial uses are acceptable. Our social media accounts offer beautiful examples of installations for inspiration. Look for us on Facebook, Instagram, Houzz, Pinterest, and Twitter. \*Due to sensitivity to acidity, Alloy glazes, Rodin, Monet, & Newman are not recommended for pools or spas.

#### 2. Variation and Range

Our glazes are designed to reflect our hand application which causes them to vary from batch to batch and tile to tile. Glaze variation is both expected and appreciated as it is a significant part of creating a gorgeous, finished installation. **This variation is achieved in two ways** 1) All glazes are hand applied by artisans. 2) All glazes are made of natural materials which may shift in intensity or hue much like natural stone. Many of our colors contain multiple applications of different glazes creating a series of complex reactions we call the "party in the kiln." You should expect to get **ANY or ALL** range in an order. Reference samples may not reflect the full range. Please refer to multiple samples as well as the range guides and photos on our website when working with a showroom.

#### 3. Inquiries and Orders

We value the established relationships with our dealer network and do not sell directly. Showrooms have invested a lot of time and money in selling Encore and we protect those relationships. Please contact your local showroom with any questions or for ordering information.

#### 4. Lead Times

All products are made to order - including Quick Ship. Lead times fluctuate throughout the year based on current orders and order size. Most of our orders ship on or before the target ship date, but due to the nature of handmade ceramics we cannot guarantee dates. Lead times do not account for shipping time. Contact your local showroom for current lead times.

#### 5. Returns and Cancellations

Since all products are made to order – including Quick Ship, there are **NO RETURNS OR CANCELLATIONS.** 

### 6. Photo Disclaimer

We have included photographs of glaze range and finished installations to inspire you in your design process. However, printed photographs are inadequate to fully communicate the visual and tactile aspects of our products. Do not order based on photos alone and always obtain current samples before placing your order.

### 7. Stone Disclaimer

Stone is a natural material and varies in appearance, hue, texture, and thickness between suppliers and current lots. We cannot use stone supplied by you. Encore Ceramics does not recommend the use of stone in submerged water applications.

### 8. Gradient Disclaimer

Because of the special attention and care we put into each gradient blend order, design work will begin immediately and cannot be cancelled once started. As with all Encore orders, there are **NO RETURNS** on gradient blends.

### 9. Sealer

We recommend that you seal your tile to increase the ease of installation and ongoing maintenance. SEALING IS CRITICAL FOR CRACKLE AND SHEER GLAZES to protect your tile from materials that may stain. Sealing other glazes can also protect the finish by filling microscopic pores that may otherwise trap discoloring materials. We've found that oil-based penetrating sealants offer the best protection against stains, but if your installer has another preference, any kind of ceramic sealant is safe to use with our product. No matter what kind of sealant you use, just make sure to follow the manufacturer's instructions. We recommend sealing your tile before grouting to prevent the grout from seeping into any cracks or pores in the surface of the glaze and creating a haze. We also recommend sealing after grouting to protect your grout from stains as well. Many sealants are suitable for sealing both ceramic products and grout.

### 10. Cleaning

We recommend wiping your tile clean as needed with a non-abrasive pH-neutral soap, such as diluted dish soap. Prolonged contact with acidic materials can eat away at the tile sealant or the grout between tiles. Our product testing hasn't shown for certain that strong acid will damage our tiles, but many strong chemicals can have an effect on ceramic and stone over time. Because of that, we recommend diluting some cleaning materials like muriatic acid, which is typically in line with the acid manufacturers' usage instructions. If you can find pH-neutral cleaning products that will do the job for you, we always recommend using those as often as possible. \*DO NOT use acidic cleaners on Alloy glazes or on Dipped colorways containing Alloys.

### FAQ'S ON INSTALLATION, SEALING & MAINTENANCE

### Q: Do I need to seal my tile?

A: We recommend that you seal your tile to increase the ease of installation and ongoing maintenance. SEALING IS CRITICAL FOR CRACKLE AND SHEER GLAZES to protect your tile from materials that may stain. Sealing matte glazes can also protect the finish by filling microscopic pores that may otherwise trap discoloring materials.

### Q: What kind of sealant should I use?

A: We've found that oil-based penetrating sealants offer the best protection against stains. If your installer has another preference, don't worry; any kind of ceramic sealant is safe to use with our product. No matter what kind of sealant you use, just make sure to follow the manufacturer's instructions for maintenance and resealing.

### Q: When should I seal my tile?

A: We recommend sealing your tile before grouting to prevent the grout from seeping into any cracks or pores in the surface of the glaze and creating a haze.

We also recommend sealing after grouting to protect your grout from stains as well. Many sealants are suitable for sealing both ceramic products and grout.

### Q: Do I need to reseal my tile?

A: You should always follow the sealant manufacturer's instructions for resealing and maintenance.

### Q: What kind of grout should I use?

A: Grout is really a matter of personal preference because any grout will work with our product. We make our grouted sample boards with sanded grout in neutral colors because we like the aesthetic, but feel free to mix it up! There are all kinds of elements that can affect your grout selection, including cabinet and paint color, flooring, and plumbing fixtures, so you will be able to make the best decision because you have the best understanding of how the room fits together. Your installer, your designer, or your local hardware store will also have some great recommendations for grout.

### Q: Are your products safe for pools?

A: Absolutely! Our tiles are vitreous, which means that they are waterproof and can withstand freeze/thaw conditions, so they are perfectly protected against any kind of weather.

### Q: How do I clean my tile?

A: We recommend wiping your tile clean as needed with a non-abrasive pH-neutral soap, such as diluted dish soap. Stronger chemical cleaners won't damage our tile, but they may eat away at the sealant or grout.

### Q: Are acidic pool cleaners safe for your tile?

A: Occasional contact with acidic products should be okay. Prolonged contact with acidic materials can eat away at the tile sealant or the grout between tiles. Our product testing hasn't shown for certain that strong acid will damage our tiles, but many strong chemicals can have an effect on ceramic and stone over time. Because of that, we recommend diluting some cleaning materials like muriatic acid, which is typically in line with the acid manufacturers' usage instructions. If you can find pH-neutral cleaning products that will do the job for you, we always recommend using those as often as possible.

