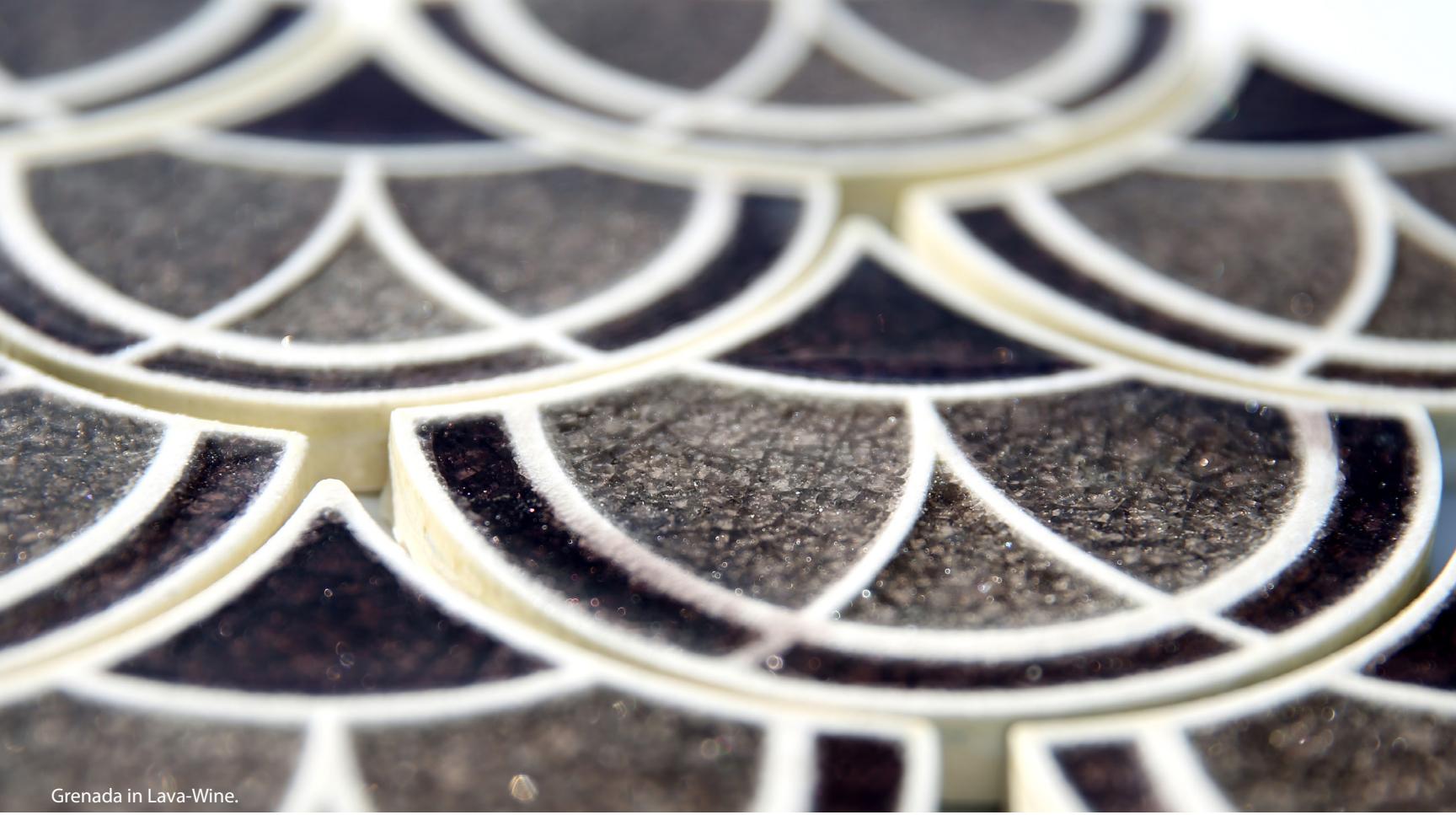




Ceramic Matrix

An Architectural Surfaces Company



Grenada in Lava-Wine.

JEWEL PALETTE (J)

Gems that crackle and sparkle.



Glacier (1)

Mod Mod



Lava (1)

Mod Mod



Wine (1)

Mod Mod



Gimlet (1)

Mod Mod



Martini (3)

Mod High



Travertine (2)

Mod Mod



Saturn (4)

High High



Picket Small in **Andalusia** blend.

JEWEL PALETTE (J)

Continued.



Opal (1) Mod Mod



Cabo (1) Mod Mod



Baja (1) Mod Mod



Admiral (1) Mod Mod



Menta (3) Mod Mod



Mist (2) Mod High Mod



Aegean (1) Mod Mod



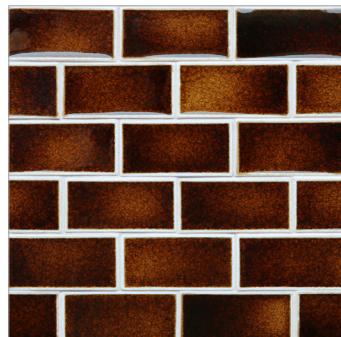
Cortez (1) Mod Mod

JEWEL PALETTE (J)

Continued.



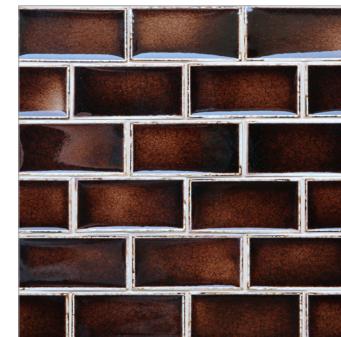
Dune (3) Mod Mod



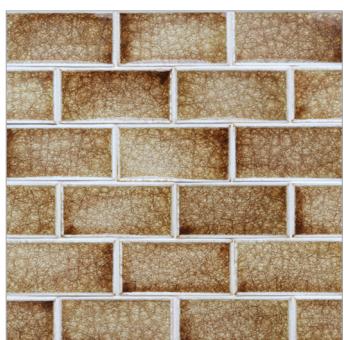
Autumn (2) Mod Min



Garnet (4) Mod Min



Port (4) Mod Min



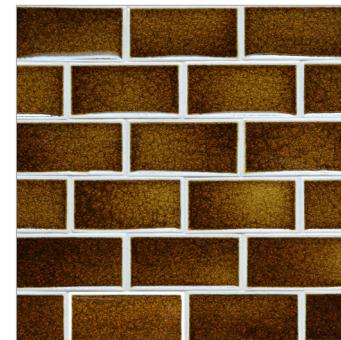
Thatch (4) High High



Toffee (4) High High



Sable (3) Mod Min



Marigold (1) Mod Mod



Crema (3) Mod Mod



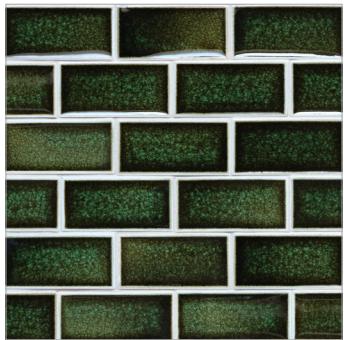
Champagne (2) Mod Mod



Silk (2) Mod Mod



Morel (3) Mod Min



Evergreen (1) Mod Mod



Shire (1) Mod Mod



Eucalyptus (2) High High



Linen (3) Mod High



Porto in Cypress-Hickory.

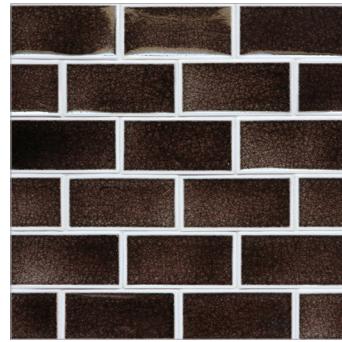
JEWEL PALETTE (J)

Continued.



Cypress (1)

Mod Mod



Hickory (1)

Mod Mod



Sochi (1)

Mod Mod



Azul (3)

Mod Min



Cielo (1)

Mod Mod



Lapis (3)

Mod Min



Luna (3)

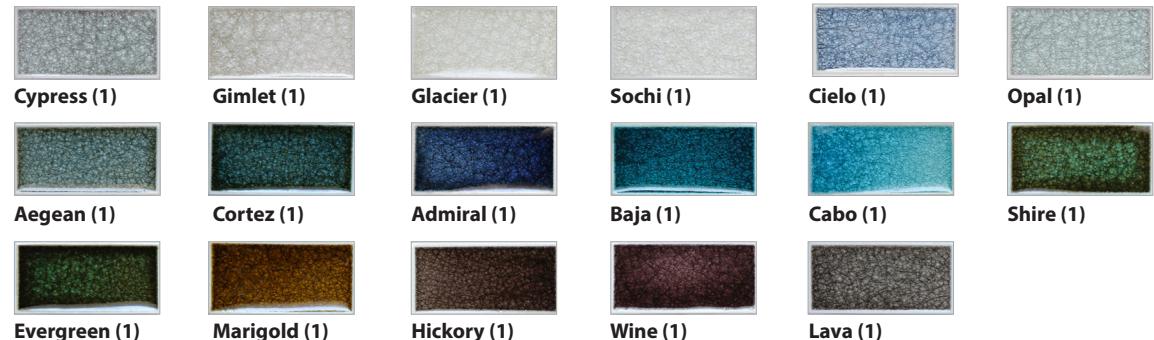
Mod Mod

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.



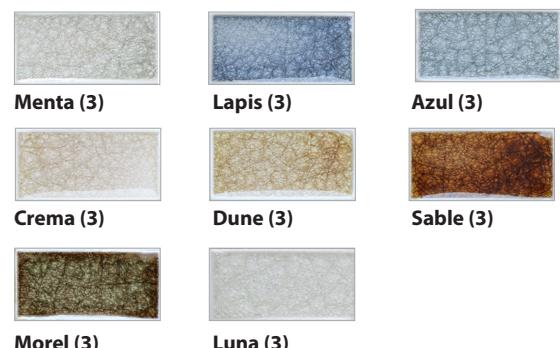
GROUP (2) CAPRI BASE GLAZE

Porto is shown in Eucalyptus-Travertine.



GROUP (3) SAHARA BASE GLAZE

Porto is shown in Menta-Morel.



GROUP (4) CHIANTI BASE GLAZE

Porto is shown in Port-Garnet.



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.