

Rok Candy

Installation, Care, and Maintenance Instructions



When properly installed and maintained, ceramic tiles can be enjoyed for many years. Please be sure to familiarize yourself and the installer with these instructions prior to starting the job. You and your installer are responsible for ensuring proper installation of the tiles. If you have any questions, contact info@alysedwards.com before moving forward.

RECOMMENDED INSTALLATION PRODUCTS & TOOLS

RECOMMENDED ADHESIVES

For large format ceramic tiles (any one edge greater than 15"), a high quality, large format thin-set mortar (formerly medium-bed mortar) is recommended. For ceramic tiles that are not large format, a multi-purpose thin-set mortar is recommended. For ceramic tile mosaics, a premium thin-set mortar is recommended. White or gray mortar is commonly recommended for all ceramic tile installations. Ensure you follow the thin-set mortar manufacturer's guidelines with precision.

Recommended thin-set mortars for Large Format Tiles:

1. ARDEX X 5™
2. LATICRETE® 4-XLT or LATICRETE LHT
3. CUSTOM® VersaBond-LFT

Recommended thin-set mortars for Non-large format Tiles:

1. ARDEX X4™
2. LATICRETE® 253
3. CUSTOM® VersaSet

RECOMMENDED SEALERS & GROUT RELEASE

Unglazed ceramic tiles are not pre-sealed at the factory. Therefore, any excess grout must be cleaned of the surface of the tile immediately. For the color, Come What Clay the tile must be sealed prior to installing in a wet area. It is recommended to use a grout color that matches the most predominant color of the tile.

Recommended sealers:

1. MIRACLE SEALANTS 511 Impregnator
2. STONETECH Bulletproof

Recommended grout release:

1. AQUAMIX Grout Release

RECOMMENDED GROUTS

Avoid using setting materials from different production batches and check for bag-to-bag color consistency. A

non-pigmented grout, such as CUSTOM® Fusion Pro, is highly recommended for ceramic tiles when selected grout does not match the most predominant color of the tile. A cement, urethane, or epoxy grout may be used for ceramic tile. Most commonly, cementitious grout is used. For cementitious grout, to minimize staining and discoloration over time, treat the grout joints with a penetrating sealer (recommended above).

Recommended grouts:

1. LATICRETE® Permacolor
2. CUSTOM® Prism

RECOMMENDED CUTTING

Tiles must be cut using a dry saw. Although not recommended in the case the tiles have to be cut on a wet saw, the tiles must be sealed prior to cutting. We recommend a premium dry cutting blade.

PREPARATION AND INSTALLATION INSTRUCTIONS



APPLICATION

Ceramic tiles may be installed in many different applications. It is not recommended to use ceramic wall tiles on floors, areas subjected to oil/grease exposure, or in submerged applications. Visit AlyseEdwards.com for information pertaining to specific product collections.



SUBSTRATE

Pursuant to the TCNA, for tile installations, special attention should be given to substrate stability, rigidity and preparation. Substrates should be sufficiently flat to allow uniform coverage and avoid excessive mortar thickness. Clean the surface well to remove all dirt and residue and remediate all cracks or unlevel areas in the substrate to ensure it is smooth and flat prior to installation. Install over a cured concrete surface or suitable sub-floor like Hardibacker or Ditra. Wall installation on drywall is acceptable when installed with appropriate non-sag setting materials.

INSTALLATION

Please see the latest edition of the TCNA Handbook for further instruction.

1. Prior to installation and any cutting, inspect your order carefully. Ceramic tile is subject to color and shade variations and it is strongly recommended to blend tiles from different boxes to achieve an even distribution of color range.
2. Installer must conduct a dry mock layout under proper lighting conditions prior to installation by placing tiles on the floor for quality and color inspection. It is imperative that the end user inspect the product prior to installation. Once installed, the product is deemed accepted.
3. It is recommended to pay maximum attention during installation by handling the tiles with clean hands, to clean immediately any possible spots or dust immediately.
4. Before laying the tiles in thin-set, wipe the back of the tiles with a damp sponge to remove any dust residue and enable proper adhesion.
5. Mark out grid lines on the surface to be tiled.
6. The minimum recommended grout joint for any large format tiles (any one edge is greater than 15") is 3/16". Smaller grout joints void any warranties.
7. Use of a leveling system is recommended to ensure tiles lay flat and level.
8. Key in thin-set over the substrate with the flat side of a trowel. Use a square-notched trowel at a 45° angle to spread the adhesive evenly over the substrate in straight lines. For mosaic tiles only, use the flat side of the trowel to smooth or flatten out the ridges in the thin-set.
9. Use the flat side of the trowel to back-butter the tile. Ensure the mortar adhesive is applied to the full back of each tile (100% coverage).
10. Set the tiles into the adhesive according to the marked gridlines, starting from one end and continuing to the other.
11. Tiles are fully embedded when the thin-set is 1/3 the depth of the tile.
12. Immediately remove any excess adhesive from the surface with a damp cloth or sponge.
13. Wait the thin-set manufacturer's instructed time before grouting.
14. Note: You can use profiles to frame and protect the edges of the tile installation. Ensure you follow Manufacturer's instructions completely.

GROUTING

Please see the latest edition of the TCNA Handbook for further instruction.

1. When installing ceramic tile, once the thin-set has cured, use a grout release or seal any unglazed or porous areas on the tile prior to grouting. See above for recommended products. Follow the Manufacturer's instructions.
2. Then, spread grout with a rubber float, completely filling the joints. Joints should be full and free of voids and pits. This step should not be completed until the thin-set has cured.
3. Grout small areas at a time or an area you can comfortably grout within 2 to 3 minutes. Do not spread grout over the entire floor. Grout that sits too long will cure on the surface of the tile and create haze issues.
4. Follow the grout manufacturer's instructions. Immediately clean all grout and residue from the tiles using a sponge and clean water. Acidic or alkaline cleaners should not be used on the tile or the grout joints.
5. Rub all joints to ensure even levels of grout within each joint.

POST-GROUTING

1. Once the grout has dried, cover the tile immediately with a protective covering to prevent staining and damage during the remainder of construction.

CARE AND MAINTENANCE INSTRUCTIONS

ROUTINE CLEANING

Specific cleaning and maintenance requirements vary depending on the tile's surface and texture and any present contaminants. Below are some general cleaning and maintenance guidelines.

1. Clean the tiles regularly with a pH neutral cleaner and rinse with clean water. Use only neutral, non-abrasive and non-acidic cleaners. Avoid use of any harsh cleaning products that contain bleach or acidic chemicals. Acid-base cleaners and harsh chemicals may etch the surface of the tile.
2. It is important that the cleaner is a non-oil, non-soap and non-animal fat based product. These products act like a magnet, attracting dirt and dust.
3. Always test cleaning solutions on a small inconspicuous area before proceeding to clean the entire surface area.
4. For hard to remove residue, use only warm water and a damp cloth. DO NOT use scrubbers, abrasive sponges, blades or sharp objects that could scratch the surface.

RESEALING

For unglazed and porous ceramic tiles installed in highly used areas, it is recommended to re-seal every 2-3 years.

PLEASE NOTE

ATTENTION

Some colors in the Rok Candy contain a crackle surface, which gives brightness and depth to the product. This feature is achieved during the firing process of the applied glass glaze, creating hairline cracks. If the tile is not properly treated/installed, colored substances may be absorbed through these areas and stain the surface of the tile.

If you have any questions, contact info@alysedwards.com before cutting or installing tiles. Please visit AlysEdwards.com for full product details and approved applications. Reference the most current ANSI and TCNA Handbooks for current industry installation standards. Improper installation, care and/or maintenance voids warranty.

Customer's selection and use of AlysEdwards® products and the installation procedures and maintenance practices employed by each customer are outside the direction and control of AlysEdwards® and are strictly and completely the choice and responsibility of each customer and their installer. AlysEdwards® does not warranty product for any specific use, nor any installation procedure or maintenance practice, and expressly disclaims all asserted claims after installation of AlysEdwards® products. AlysEdwards® will not be held responsible for improper installation of your tile or specific jobsite conditions.