



HARD SURFACE WARRANTIES, CARE & MAINTENANCE

TILE & STONE



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Shaw represents a promise of outstanding performance, unique styling and overall value. For more than 50 years, consumers just like you have trusted Shaw products to stand up to their busy lifestyles.

This brochure was designed to help you better understand the warranties that come with your new hard surface product. In addition, each category supplies care and maintenance guidelines.

CERAMIC TILE FLOORING CARE AND MAINTENANCE

Grout Care

1. Grout is the mortar type material used to fill the spaces between the individual tiles, or stone. It's purpose is simply to fill the joint between the tiles and become a permanent, integral part of the floor.
2. Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout.
3. Grout needs to be cleaned on a periodic basis to remove any surface residue build up.
4. This routine cleaning can be done with a neutral pH balanced daily-use household or commercial cleaner depending on the application.
5. When heavy-duty grout cleaning is required, you can use a professional strength tile and grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains algae, and synthetic or acrylic waxes from the grout joints.

Post Grouting Installation Clean-Up

1. Grout haze is a film left behind on the surface of the tile as part of the final grouting process; it is usually buffed off the surface after the grout has achieved its initial 12 to 24 hour cure, with the use of a cheese cloth material. If after 48 hrs a grout haze still exists, then use a "grout haze remover" which usually contains Sulfamic Acid. Sulfamic acid cleaners should **ONLY** be used on Ceramic and/or Porcelain tiles. **IMPORTANT NOTE:** Never use acids on natural stone tiles; this could lead to permanent etching. Instead use a Natural Stone Cleaner and a cheese cloth for grout haze removal.
2. In cases where you have used Epoxy Grouts, you may need to use an "Epoxy Haze Remover". These cleaners are formulated to quickly and safely remove Epoxy grout haze, without damaging the grout or the tile face of your newly installed ceramic floor.

Routine Maintenance

1. You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
2. Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
3. A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
4. Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout. We recommend Shaw's R2X Hard Surface Cleaner.
5. Heavy traffic areas should be mopped more often than once a week.
6. Never use a detergent or soap because it may dull the surface.
7. When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
8. The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
9. Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
10. Remember: Routine cleaners should never contain acids, vinegar, chlorines or ammonia as these chemicals can damage and discolor the grout or surface of the stone or tile.
11. Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

Protecting Your Ceramic Floor

1. Protect your ceramic tile by affixing felt or similar pads to the legs of any metal, iron, wood or plastic furniture that could scratch and dull the surface.
2. Exterior metal furniture which rests on the tile floors or patios may rust and cause staining.

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3. Good quality entry mats will help protect your ceramic tile from wear by collecting dirt, sand, grit and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.

4. You can also place these mats at heavy pivot locations such as in front of the kitchen sink or stove.

CERAMIC TILE FLOORING WARRANTY

The following is the limited warranty issued by Shaw® Industries Group, Inc. (“Shaw”) for Shaw Tile & Stone products. Shaw warrants that its first quality tile and stone products are manufactured according to ANSI A137.1-28 and meet or exceed these requirements.

What the Shaw Tile & Stone Flooring Limited Warranty Covers:

This Tile & Stone product has been manufactured in accordance with industry standards and is manufactured to last a lifetime with proper care and maintenance. All first quality Tile & Stone from Shaw is warranted to be free of defects in the quality of the product for one year from date of purchase. This warranty applies to products used in residential applications only for as long as the original purchaser owns and resides in the home where the product was installed.

Each Limited Shaw Tile & Stone Flooring Warranty is subject to the following conditions

This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail purchaser. This limited warranty applies only where the affected area of the Shaw Tile & Stone Flooring is visible. The flooring must be installed in accordance with Shaw’s recommended installation instructions. This limited warranty shall not apply to damage arising from any of the following:

- Accidents, abuse or misuse
- Improper installation
- Exposure to extreme heat
- Scratch, impact or cutting
- Freight

- Modification, alterations, repair or service by a non authorized floor covering dealer
- Problems caused by structural movement/deficiencies in the base of subfloor

Please Note: Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State. This warranty is effective for all shipments after August 1, 28. Contact Shaw for complete warranty information.

Installation and Reference Materials

Installation procedures recommended are those indicated in the current Handbook for Ceramic Tile Installation as published by the Tile Council of America, Inc. Specification references recommended are those established in the American National Standard Specifications for the installation ceramic tile, as published by the Tile Council of America, Inc. Due consideration must be taken with regard to the subsurface, intended use of the tile surface, and exposure to foreign substances such as water, oil, acid, etc., when selecting the type of setting material and grout. If in doubt, the manufacturer of these setting materials should be consulted.

Shade Variations

Due to inherent variations associated with quarried stone and naturally fired tile & stone products, color and texture variations from samples should be expected. Blending of tiles from at least six different cartons during installation is recommended, as shine/finish can differ under certain lighting conditions. Prior to installation, tile and stone should be approved by customer. No claims for shade or texture will be honored after installation.

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Limits of Liability

Tests are performed on random samples of Shaw tile by an independent testing laboratory and are believed to be representative of the general quality of the tile. There is no guarantee by Shaw that these exact results will be guaranteed on every tile. Shaw extends no guarantees, expressed or implied, as to slip resistance, wear-time period, gloss or maintenance procedures. Test procedures and individual results are available from Shaw.

ANSI A-137.1

Shaw tile achieves the necessary values for the ANSI A-137.1 (American National Standards Institute) requirement. This is the most complete testing done on ceramic tile and includes tests on thickness, facial dimension, warpage, edging, water absorption, crazing, thermal shock, bonding strength and breaking strength.

Installation Consideration

- Water; oil, grease, etc. create slippery conditions. Floor applications with exposure to these conditions require extra caution in product selection.
- Latex modified thin-set recommended for all porcelains.
- For highly slip resistant, through body, and unglazed porcelain tiles, special care should be taken when grouting with dark pigmented colors. A grout release is recommended to prevent finely powdered pigments from lodging in the pores of the tile surface.
- Tiles should be selected and mixed from multiple cartons and shading arrangement planned prior to installation.
- Special consideration needs to be given when installing tiles 20" and larger.
- Pre-grout sealing is recommended when installing all natural stone decorative accents. This prevents grout from staining the stone during the grouting process, and to ease in grout clean-up. After installation, sealing of the stone will reduce porosity and increase stain resistance. Use a penetrating or surface coating type of sealer, depending on desired aesthetic.
- Once the tile has been cleaned and dried after installation, grout joints should be treated with a sealer. Grout is porous and sealing it will simplify future maintenance (Epoxy grouts do not require a sealer at least twice a year for maximum stain protection).

WARRANTY SERVICE

The Shaw Information Center provides information about proper installation and maintenance of your Shaw hard surface product.

Much of this information is included in this booklet. If you have other questions, please feel free to write or call us.

If you think that there is a defect in your hard surface product that is covered by one of the Shaw warranties, you must notify the Shaw retailer who sold you the product. Your retailer will be able to file the claim with Shaw for you. If you are unable to contact your retailer or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Be sure to include a full description of the problem, photos if available, and proof of purchase showing the price paid for the product.

How to contact the Shaw Information Center

1.800.441.7429 or shawfloors.com/customer-care/contact-us