

French Encaustic tiles are handmade cement tiles, which, when installed correctly, will wear beautifully with minimal maintenance. Due to natural materials used & the handmade process, please expect subtle “crazing” (hairline cracks on the tile surface) & color variation color between tiles & within each batch, adding to the beauty of the installation.



Inspection, Storage & Usage

- Upon receipt of your order, please inspect all tiles carefully. Rock Mill will not be responsible for product issues once tiles have been installed. Please report any issues to Rock Mill within 30 days.
- Exercise care when handling each tile during inspection and installation, as edges can be chipped and surface scratched. Keep paper in between each tile to protect the face of the tile. Keep tiles dry and store boxes in a dry area, away from any dampness, to avoid staining/damage.
- It is **not recommended** to use bright colored tiles in outdoor areas that are exposed to sun, as they may fade.
- It is **not recommended** to use French Encaustic tiles in shower pans, submerged applications or steam showers.
- It is **not recommended** to use French Encaustic tiles over radiant heat membranes.

Substrate & Membranes

- **ALWAYS consult a licensed contractor & refer to the TCNA Handbook for proper installation & guidance.**
- With all handmade tiles, please expect slight color variation within each order. For the best look, mix tiles from different boxes throughout the install process. Wipe any residue off of tiles before installation.
- The surface upon which the tiles will be installed should be clean, solid, level and without cracks. Installation should not be started until substrate meets these conditions. For vertical surfaces, wall should be plumb.
- A waterproof membrane, such as *Schluter-Ditra*, which offers uncoupling (anti-fracture), water-proofing and vapor management, which reduces efflorescence, is recommended. *Schluter-Kerdi* is recommended when only water-proofing and vapor management is needed. Follow manufacturer instructions.

Pre-Sealing Tiles in a WET application only

- It is **not recommended** to use French Encaustic tiles in shower pans, submerged applications or steam showers.
- If tiles are used in areas that may get wet, each tile should be “dip-sealed” before setting. Use a high-quality, penetrating sealer that will protect cement, natural stone, grout, etc. from damage caused by water, salts and oil-based stains. Treated surfaces are easier to clean & maintain longer.
- Apply sealer according to the manufacturer’s specific instructions.

Cutting, Thin-Set & Tile Setting

- A wet saw with a continuous ring diamond blade is recommended for any necessary cutting of tiles.
- For adhesive to set the tiles, use a high quality, unmodified thin-set adhesive. Only use a premium modified thin-set, if the tiles have been previously dip-sealed.
- To avoid moisture absorption through the tile and for optimal adhesion, it is essential that each tile be back-buttered and fully-bedded for firm support. A mortar bed that is 1/8” thick is recommended.
- Place tiles into wet mortar and press tiles by hand, avoiding use of a rubber mallet, which may damage tiles. Adjust tile positioning as necessary for a level installation. Wipe any excess thin-set off of tiles immediately.
- Allow tiles and substrate a minimum of 24 hours to dry completely, without covering the area.

Cleaning & Sealing Prior to Grouting

- After tiles have set and before grouting, wash floor with a **PH-neutral** cleaner. Stronger cleaners may etch tiles. Use a single disc floor polisher with a white pad to remove residue, dirt and water.
- Fine-grit sandpaper may be used sparingly, only as needed- to remove residue or tougher stains.
- After tiles are clean and dry, apply a high-quality, penetrating sealer that will protect cement, natural stone, grout, etc. from damage caused by water, salts and oil-based stains. Surfaces will be easier to clean & maintain longer.
- Apply sealer according to the manufacturer’s specific instructions.

Grout Colors, Grout Joints & Expansion Joints

- A minimal grout joint of 1/16" – 1/8" is recommended. Expansion joints are recommended for large install areas. Non-sanded grout is recommended for grout joints 1/16" and under. Sanded grout is recommended for installations of 1/8" and above. When grouting a pre-sealed tile, use a premium, polymer-modified grout.
- Due to the potential to stain, dark-colored or tinted grout should not be used. Untinted or light-colored grout that matches the tiles is the best choice. Test a small area first.
- Remove excess grout from tile surface immediately after application to joints.
- Do not use tape on the surface of the tiles, as adhesive from tape can damage the surface of the tiles.

Cleaning & Sealing After Grouting

- After the grout has cured and the tile surface has been thoroughly wiped clean, apply a 2nd coat of high-quality, penetrating sealer. It is recommended that the first coat of sealer be applied BEFORE grouting (Page 1) and that the second coat be applied AFTER grout has cured.
- A solvent-based, clear liquid or paste wax can be added for extra protection on clean and dry tiles, after the sealer cures for 72 hours minimum. Always test the wax on a small, inconspicuous area first.

Maintenance

- Sweep floors regularly with a soft-bristle broom to keep dirt from etching tiles.
- Keep water from pooling on surface of the tiles and wipe up spills as soon as possible.
- Clean regularly with a PH neutral cleaner and buff tiles with a clean cloth or buffing machine with a soft pad.
- PLEASE NOTE: As a natural surface, an elegant patina and possible crazing may develop on the tiles over time.

Rock Mill Policies

- Please inspect ALL material upon receipt. Claims will not be honored after installation.
- Rock Mill considers the actions of the installer (or contractor, 3rd party, etc) which the customer authorizes to pick up the material to be the responsibility of the customer.
- Rock Mill will not honor claims due to unauthorized or improper installation by customer's installer.
- Please ensure that a sufficient quantity of tile is initially ordered to complete the job.
- Add-on orders purchased later may vary as new batches are not guaranteed to match the original order.
- All items that are stocked are located at the Rock Mill- Gardena, California warehouse.
- For more information, please contact your Rock Mill rep. Thank you!