



## Feel & Siena

We strongly recommend a joint of at least 2 mm for a better result of our products after laying. Moreover, the laying without grouting is not allowed in some Countries.

For a better aesthetic appearance, we recommend to use grouts in coordinated colors to the tile to reduce contrast, as strong contrast grouts can be more difficult for the final cleaning. Anyway, in case of a contrasted grouting, a preliminary wash on a sample surface is advised.

Remove the exceeding grouting while they still are fresh. To correctly cleanse the laying residues, which could compromise the daily cleaning and the product's characteristics, proceed to cleaning once the work has been completed, by using proper products. Follow carefully the time limit indicated on the instruction: the surface of the tile can be damaged if too long in contact with these products. Stains on lapped or polished products can be removed easily by using an eligible product, if cleaned promptly.

Even by re-confirming the frost resistance of our products, it is compulsory to follow some fundamental norms for the outdoor laying, which are meant to make the over mentioned floor coverings frost proof. Most important are: the appropriate inclination, waterproofing, expansion joints and the use of proper laying materials.

The information given in the catalogues are as exact as possible, but are not to be considered legally binding. For production requiring, the Company reserves the right to provide eventual editing when they are considered necessary. Weight, colour and measures are subject to the inevitable variation typical of the ceramic firing process. Eventual variation depend on glazes, calibers and firing cycles. Colours are closest as possible to the real ones, within the printing process limits.

The laying of the material exonerates the Company to every responsibility, as it is compulsory to the buyer to check before the use shade, planarity, calibre and that the product is compliant to his expectations. For no reason the buyer could return the material without written authorization.

The colour tones and shades of the samples are merely indicative, and they do not represent any engagement for the Company, nor claim motivation for the buyer.

Decors with glass and grits: in decorative tiles with hand-applied pieces of glass and glassy grits, since they are hand-crafted, the glaze could be unevenly distributed. This, however, is by no means a defect but rather a natural enhancement of the tile's characteristics. These irregularities on the design and distribution of colours and diversities within the different tiles in the hand-crafted products are not to be called defects, they actually characterise the products.

Decors with glaze and precious metals: it is fundamental to protect the surface while laying, use only water and neutral soap for cleaning by using a soft sponge or a soft rag; never use abrasive cleaners or pastes, do not use powder cleaners for the daily cleaning, or acid or alkaline solutions. The Company does not respond of eventual damages to these precious materials due to "scratches" during the laying. For no reason any claim will be accepted related to laid material. Decorative tiles whose glazes contain a percentage of pure gold or platinum, can lose some of their iridescent effect, taking the typical appearance of the fine old gold. The application of fine metals in the glazes creates a kaleidoscope of colours giving to the product mother-of-pearl effects and a more might to the colours.



## **Feel & Siena (cont.)**

We recommend to pay particular attention on the cleaning norms for the above mentioned products. We will not accept any claims where these norms were not been applied.

Please note that any unevenness in the pattern or the colouring and any difference between one tile and another, often found in hand-decorated tiles, should not be considered defects. They are essential features of hand-made material and are the mark of a genuine product.

Differences in shades and tonalities cannot be for this reason claimed as material defect. Light dots or pitting make part of the material craftsmanship.

Average tolerance values (complying to norm EN 14411 – G) :

Length and width:  $\pm 0.3\%$

Thickness:  $\pm 5.0\%$

Straightness of edges:  $\pm 0.3\%$

Wedging:  $\pm 0.2\%$

Planitary:  $\pm 0.2\%$