

About the product

Cement tiles are made by hand with the help of metallic molds and hydraulic presses. The raw materials are Portland cement, sand, marble powder, water and color pigments. Contrary to ceramic tiles, cement tiles are not exposed to firing but gain their strength from curing.

Characteristics

Each cement tile is individually made by hand and vary in both thickness, size and colour. Imperfections like irregular edges and corners as well as pattern contours being partly blurred are inherent to the manufacturing process. Pigments and salt that is present in the cement will appear onto the surface of the tile. This produces a varied sometime almost blotched, chalky look similar to limewash. The variations are particularly evident in solid colored tiles, for example a solid black tile will not be evenly black, it will shift in shades of grey and black. Correspondingly is a white tile not evenly white, it will have elements of grey and can even look a bit cloudy. The pigment layer is about 3-4 mm which gives the tiles a long lifespan.

Above characteristics add to the tiles' natural appeal and do not compromise performance.

What we offer

In summary our cement tiles are not perfect and are not meant to be. It's a handmade product, each tile is unique and personal. If you observe each tile individually, these imperfections can be bothersome, but once the tiles are in place, it is precisely these imperfections that gives the surface its character and charm.

Our cement tiles have a certain patina from day one and will only become more beautiful with time.

"One tile makes you crazy - a floor makes you sing"





Preparations

- Read through this guide before proceeding with the installation.
- Prepare with clean tools, sealing products and naturally clean hands and feet.
- Plan the right layout for the desired pattern.
- Inspect each tile prior to installation to make sure there are no cracks or other deviations.
- Since the tiles are handmade and therefore subject to color variations we recommend that you batch mix them randomly from different boxes when installing them.

Please note that this is by no means a complete guide to installation but some advice on aspects which we from our experience have found to be particularly important. For more information please consult a professional craftsman.



Installation

Make sure that the surface is prepared correctly regarding level, cleanliness, appropriate priming and perfectly dry. Please ensure to have clean hands and feet during the whole process since the tiles are very sensitive prior to sealing.

Wet the backside of each tile (to achieve even coats, use a spray bottle or a paint roller). The whole tile does not need to be soaked in water. Installation requires a double spread of adhesive. Use a notched trowel and apply the adhesive both to the substrate and to the back of the tile. Plan a consumption of adhesives that exceeds the normal by 1.5–2 times due to the accuracy required because of the joint gaps and the tiles differences in size. When installing press the tiles down firmly into place and set level by hand only. Do not attempt a "Dot & Dab Method".

Allow the adhesives to dry at least 12H (or recommended time stated on the products used) before proceeding with sealing.

Ensure the tiles are free from dust and any loose particles. If needed clean the tiles with hot water or clean off with *Stone & Tile intensive cleaner*. If *Stone & Tile intensive cleaner* is used leave to dry for 2H.



Can the tiles be sealed with *Natural Finish Stone Sealer* prior to installation?

Yes - if you have time and space is it possible, allow the first coat of sealer to dry for 12H. Please note, the tiles needs to be fully dry if you're choosing to put the tiles back in their boxes after sealing.



Sealing

Cement tiles require sealing in order to become water and dirt resistance.

Be aware that sealing itself does not prevent excess grout from sticking to the surface. It is thus of paramount importance that any excess grout on the surface of the tile is wiped off immediately and meticulously after grouting.

Before applying *Natural Finish Stone Sealer* ensure that the surface is completely clean, dry and free from dirt, grime, cement and grout.

Application instructions for *Natural Finish Stone Sealer* is available on the backside of the product and on Marrakech Designs website. If you are using a sealer from a different brand please follow stated recommendations.



Should the product be poured onto the tiles?

No - this can cause an uneven result.

Should *Natural Finish Stone Sealer* be diluted with water?

No - the product is ready to use.

How many coats of *Natural Finish Stone Sealer* should I apply?

We recommend 1-4 coats before grouting. In general 2-3 coats is enough.

Please don't over apply since this might cause opposite effect.

When can I walk on the surface after sealing?

Two hours after the final coat have been applied.



Grouting

Before grouting, tiles should be allowed to dry for at least 24 hours. Apply the grout to small areas at a time so that any excess grout on the face of the tiles can be wiped off immediately. When cleaning off the grout residues please use a sponge and water and leave the surface to dry for 1H or recommended time advised on product used.



- We recommend light grey coloured grout suitable for cement tiles. We advise against using black/white or colored grout.
- The tiles may appear "foggy" after grouting, (a "film" may form), hence the importance of cleaning properly.
- We recommend 1-3 mm wide joints between the tiles. In some countries building regulations/insurance company policies require wider joints, check local regulation before installation. Wider joints is also necessary when using under floor heating mats or cables (3-4mm). The underfloor heat can be turned on 10-12 weeks after the installation is done. After this period turn on the heat gradually. If underfloor heating is turned on too soon this might cause the tiles to crack.
- Be aware that sealing itself does not prevent excess grout from sticking to the surface.

»» After grouting



For tiles installed in bathrooms (including shower areas and saunas) should additional coats of *Natural Finish Stone Sealer* be applied after grouting. We recommend 1-2 coats. Allow to dry for 2H.



Tiles that are installed in the following areas; commercial spaces, kitchen, hallways we recommend to apply *Satin Finish Surface Wax* after grouting, 1-3 coats. Allow to dry for 2H. Begins to harden after an hour, but will take a further 3 days to become fully water resistant.



Should the joints also be sealed?

It's the tiles that require sealing.



Help, my tiles have become dirty after grouting. What can I do?

Please see tips and advice below.



Care & Cleaning

The tiles should be regularly cleaned with *EcoProtec Natural stone & Porcelain* aftercare cleaner or any other mild soap. See the back of the cleaning products for information regarding dosage.



The tiles are very sensitive to acidic products but also strong cleaning agents, vinegar and bleach (such as in some hair products). This also applies if the tiles have been sealed. We advise against the use of the above products.



Maintenance - Natural Finish Stone Sealer

For tiles that have been sealed with *Natural Finish Stone Sealer* additional coats should be applied once a year or when needed.

Clean the surface with warm water and a sponge or scrubbing brush and allow to dry for 24H. If there are any stains that won't vanish during the cleaning process please see tips on how to remove these under tips and advice below. When the surface is dry and clean apply 1-2 coats of *Natural Finish Stone Sealer*. The first coat should be left to dry for 12H. Please see backside of the product regarding application.

Maintenance - Natural Finish Stone Sealer & Satin Finish Surface Wax

For tiles that have been sealed with *Natural Finish Stone Sealer* and *Satin Finish Surface Wax* additional coats of *Satin Finish Surface Wax* should be applied once a year or when needed.

Clean the surface with warm water and a sponge or scrubbing brush and allow to dry for 24H. If there are any stains that won't vanish during the cleaning process please see tips on how to remove these under tips and advice below. When the surface is dry and clean apply 1-2 coats of *Satin Finish Surface Wax*. The first coat should be left to dry for 1H. Please see backside of the product regarding application.

Begins to harden after an hour, but will take a further 3 days to become fully water resistant.



Tips & Advice

- ⚠ If there are stains on your tiles that won't vanish with regular cleaning you can carefully sand the tiles. Scrub the tiles with a fine-grained (400+ grit) sandpaper and water. Sand the tiles in small spaces at the time and try in a less visible area before you move on to the whole area and sand the tiles gently. Be sure to flush the tiles with lots of clean water during the process. In extreme cases it can help to sand the tiles together with *Stone & Tile Intensive cleaner*. When the tiles are sanded, let the surface rest until all the water has evaporated and the tiles are dry – preferably overnight. Then seal the tiles according to the instructions above.
- ⚠ If your tiles feel dry, you can apply concentrated neutral soap which you work into the surface of the tiles with a sponge. Remove excess with a dry kitchen towel. Repeat the process until the tiles feels velvety to the surface. It is important that the soap is neutral in colour, especially if you have light tiles which can otherwise be discolored if yellow/green soap is used.



Complaints and claims

Please note that Marrakech Design will never assume any responsibility for faulty workmanship. No claims will be accepted once the tiles have been fixed/installed. Any advice, opinion or recommendations given in this report are given on the understanding that Marrakech Design shall not be liable either in law or in tort, for any damage or problem arising out of the use or misuse of such advice, opinion or recommendations. In all cases, local building regulations should be checked prior to installation. These instructions/guide to installation are intended to provide helpful advice and guidance only. For more information, consult a professional tile installer.