

BEFORE YOU BEGIN

Thank you for choosing Red Rock Tileworks! Because the purchase of Red Rock Tileworks for your home or commercial project represents a significant investment, proper installation is critical. We highly recommend hiring an installer that has experience working with handmade tile. Variation in color and size are part of what makes our tile so beautiful. Make sure your installer understands these inherent characteristics.

INSPECTION

Always inspect your tiles before they are installed, as installation constitutes an irrevocable acceptance of the product. Any questions as to acceptability must be resolved prior to installation. We recommend that our tiles be laid out prior to installation to allow for blending of color range by an experienced crafts person. To help ensure a successful installation please follow the guidelines provided by the Tile Council of America.

WHAT FINISH WHERE

WALL TILE: Most of our products are approved for indoor vertical applications. The exception to this is our Verge Collection which can be used on floors and walls.

CRACKLE GLAZE: Crackle glazes require presealing before installation. Because crackle glazes are prone to absorbing stains, crackle glaze tile should not be used as kitchen counter surfaces. Any installation of crackle glaze tile should be sealed with a penetrating sealer prior to grouting. In areas that experience regular moisture, such as showers, resealing crackle glazes is a necessary maintenance procedure. This procedure does not affect the quality or appearance of the tile surface. Please note that unsealed crackle tile will stain.

STAIN GLAZE: Always test a sample before grouting as some dark grouts may stain light colored glazes and some light grouts may stain dark colored glazes. Sealing the tile before installation can help prevent unwanted staining. Masking tapes can also be used on more porous glaze surfaces to further prevent staining.

BRICK: Our glazed brick is suitable for indoor vertical applications.

FLOOR TILE: Our Verge Collection is made out of certified Porcelain and is suitable for floor and wall applications. No sealers are required.

LAYOUT

Layout your tile before installing. We preblend our boxes, but it is a good idea to open a few boxes and pull from each to start your layout. The beauty of handmade tile is the variation. Layout the tile to create the optimal look for your installation.

CUTTING

Use a sharp blade on your wet saw for precise cuts and to prevent chipping of tile or glaze. If a cut edge will be visible, use a stone to smooth the edge prior to installation. A masonry blade may be needed for glazed brick installations.

SETTING

We recommend the Tile Council of North America's Handbook for adhesive recommendations. Different substrates have different recommended products. Follow package guidelines for application, clean-up, and dry time. Use sufficient adhesive behind each tile. When tile is slightly cupped, use extra adhesive behind the high spots (corners or center) so there isn't a void space behind the tile. Voids can lead to breaks during grouting, or can weaken the tile's bond to the wall, causing it to loosen or fall off later.

GROUT

We recommend using sanded grout. Please see Product Guide for recommended grout joints. These are guidelines but will vary due to the handmade nature of our tile. Some areas may be slightly larger or thinner due the tile irregularity.

Dark grouts may stain tiles. When in doubt, test a small area. Sealers such as Miracle Sealants 511 Porous Plus may prevent staining, but must be tested prior to using a grout color and always follow sealer manufacturer's instructions.

CARE AND CLEANING

Ceramic tile is a relatively maintenance-free product that requires little continuing care beyond regular cleaning. Most cleaning can be done with a damp cloth and a gentle non-acidic soap. More resistant staining such as calcium spotting and soap scum can be handled using specially designed cleaning products such as Miracle Sealants Mira Clean I product. Other manufacturers such as Stone Tech also offer products specially formulated for ceramic tile care. Take care to avoid "over the counter" ceramic tile cleaners that contain phosphoric and glycolic acids that could etch some ceramic tile surfaces.

QUESTIONS?

We are here to help! Please call 888-348-TILE to reach a Red Rock Tileworks representative. The Tile Council of North America is an excellent resource for installation questions as well.