



**ADVICE FOR LAYING AND MAINTENANCE**

**COSTRUIRE CON CIPA GRES**



## **INSTRUCTION FOR DESIGN, INSTALLATION AND MAINTENANCE ACCORDING TO UNI EN 11493-1**

The standard defines the quality and performance of a ceramic tiling, provides rules and instructions to be observed in the choice of materials, in design, installation in use and maintenance, and specifies typical compliant solutions, such as to ensure the achievement and maintenance in the time of the required levels of quality and performance. This standard applies to indoor and outdoor ceramic floor and wall tiling, mainly installed with adhesives, but also with cement mortar or other systems.

### **LAYING**

Before laying on any surface, make sure that the material is appropriate and sufficient in terms of quantity, shade and work-size to suit the laying needs. All regulations and precautions concerning the correct execution of the works must be followed (preparing the bed, grout or adhesive composition, respect for drying times, position of the expansion joints, beating, etc...)

#### **Laying with adhesives**

Laying must be done by qualified staff using appropriate equipment. The surface to be laid (screed) must be perfectly level. Maximum recommended value no more than 3mm for an uneven surface measured with a 2m ruler. The surface to be laid must be well seasoned, dust-free and with no visible cracks. During laying the use of appropriate lighting is strongly recommended. The choice of adhesive depends on the type of tile (type and size), the type of surface laid on and the type of foreseen use. Check that the tiles are laid correctly before the adhesive dries in order to facilitate any required corrections.

#### **Laying with fresh mortar**

Laying with fresh cement-based mortar or "thick layers" is not recommended for sizes more than 30 cm long and with non-absorbent supports.

#### **Joints**

Joints are very important elements for maintaining a good tiled surface, it is recommended to make use of the collaboration and/or advice of a professional layer. The company declines all responsibility for laying without joints; minimum joint laying has a gap of 2 mm.

#### **The joints must be positioned:**

- On structural joints;
- Between the floor and the wall (perimeter joints);
- Between one tile and another (laying joints);
- Between the tiles and other materials (e.g. combinations of ceramics/linoleum /wood).

#### **Grouting laid surfaces**

Before grouting wait for the adhesive to dry completely and make sure that the laying joints are empty and free of all traces of adhesive and/or dust. Grout small areas at a time (4-5 m<sup>2</sup>). This is particularly important for structured products, non-slip and polished surfaces. Remove excess grout from the tiles using diagonal movements when the product is still damp and remove all residues, particularly for external surfaces. Clean carefully using a sponge dampened in clean, limpid water and go over the whole surface, including the gaps, with a damp cloth. For grouting which has a strong colour contrast to the laid tiles, test the grout on a small, hidden area. When using epoxy grouts, clean with a sponge and plenty of water. The reaction and hardening times of these products make it impossible to remove any residues once they have hardened. The day after grouting, completely clean the surface with an alkaline detergent. Consult the grout manufacturers to verify the correct choice of grout for the type of tile.

## **CLEANING AND MAINTENANCE AFTER LAYING**

Worksites are deemed to be completely finished once they have been cleared of all tools and materials used during the operations. To reduce the risk of damaging tiled surfaces, protect them and avoid the presence of abrasive materials (dust and residues from operations carried out after laying) as far as possible.

### **Initial cleaning**

Washing after laying is of fundamental importance to all operations carried out afterwards and to assure correct maintenance. Careful initial cleaning keeps floors beautiful and protected longer and is done once only before using the floor. Initial cleaning should be carried out 4-5 days after laying, and in any case no longer than 10 days after laying and grouting. The grouted and cleaned surface may have a concrete film which cannot be removed using water alone, and therefore an acid-based product, suitably diluted (from 1:10 to 1:4 in cold water) should be used, following the manufacturer's instructions. The first operation is to wet the tiled surface and particularly the gaps (grout is not usually acid-resistant). Spread the prepared acid solution and leave for a short time (2 minutes). Do not allow the applied product to dry. Remove the solution using a brushing machine (with a non-abrasive disk), wet vac or other means and/or manually, then rinse well. It should be reminded that machine cleaning (which is particularly recommended for textured products and large surfaces) must always be completed by hand in tight corners, along walls and any spaces that the brushing machine cannot easily reach. It is always advisable to test the resistance of the product to acids on an unlaid tile or a small hidden surface; particularly for lapped or polished products.

**Avoid to use cleaning products containing hydrofluoric acid (HF) or its derivatives.**

### **Ordinary cleaning**

Ordinary cleaning removes dirt and marks and restores the surface to its original appearance. Porcelain stoneware tiles do not require protective treatment, and a thorough, systematic clean is sufficient to maintain the surface. Careful cleaning must be done by washing normally using hot water, a cloth or soft sponge and, if required, neutral detergents. For large areas, industrial washing machines can be used, with completion by hand where required.

#### **Recommendations:**

- Do not rub the surfaces using abrasive tools, such as metallic sponges or hard brushes, which could scratch them or leave indelible marks;
  - Grease and oil residues can be removed using detergents using organic or alkaline solvents (pH>9) followed by careful rinsing;
  - Avoid the use of soap as this tends to leave a slimy layer, particularly when used with hard water;
  - Do not use products containing wax or shining agents;
  - Avoid the use of abrasive detergents on shiny and/or polished surfaces;
- they may be used on matt materials, checking first on a small hidden tiled area. Generally speaking, when using any non-neutral detergent, check first on an unlaid tile or a small hidden portion of the floor.

#### **Recommendations For Laying Rectangular Tiles As A Floor Covering**

Apart from laying aligned in both directions, rectangular sizes should be laid in regular or irregular rows, or staggered rows with a distance between joints of: max 1/3 of a tile for sizes: 10x20 - 12.5x25 - 15x30 - 30x60.

**For any further information about costs, please, kindly contact CIPA GRES S.p.A. customer service.**

## IL MODO PIÙ SICURO PER RIMUOVERE LE MACCHIE

The safest way to remove stains | La manière la plus certaine pour enlever les taches | El modo más seguro para remover las manchas | Die sicherste art zur entfernung der flecken

Detergente Detergent Nettoyant Detergente Reinigungsmittel	Tipo di detergente Type of detergent Type de nettoyant Tipo de detergente Art des reinigungsmittels	Tipo macchia Type of stain Type de tache Tipo de suciedad Art der verschmutzung
PS87 PRO	<b>Detergente con base alcalina</b> Alkaline Nettoyant avec base alcaline Detergente con base alcalina Reinigungsmittel auf alkalischer Basis	<b>Grassi vegetali o animali</b> - Vegetable and animal fat - Matières grasses végétales ou animales Grasas vegetales o animales - Pflanzliche oder tierische Fette <b>Birra</b> - Beer - Bière - Cerveza - Bier <b>Chewing gum</b> - Chewing Gum - Chewing gum - Chewing gum - Kaugummi <b>Colla</b> - Glue - Colle - Cola - Klebstoff <b>Pneumatico</b> - Tire - Pnéus - Neumático - Reifen
ZEROSIL		<b>Silicone</b> - Silicone - Silicóne - Silicona - Silikon <b>Spuma Poliuretana</b> - Polyurethane foam - Mousse de polyuréthane Espuma de poliuretano - Polyurethanschaum <b>Residui di scotch</b> - Scotch spots - Traces de scotchs - Restantes de celo - Tesafilflecke <b>Pastello a cera</b> - Wax crayon - Crayon à la cire - Creyón de cera - Wachsmalstift
PS87 PRO/ SR95	<b>Detergente con base alcalina</b> Alkaline Nettoyant avec base alcaline Detergente con base alcalina Reinigungsmittel auf alkalischer Basis	<b>Inchiostro</b> - Ink - Encre - Tinta - Tinte <b>Nicotina</b> - Nicotine - Nicotine - Nicotina - Nikotin <b>Urina</b> / Vomito - Urine / Throw up - Urine / Vomissement - Orina / Vómito - Harn / Brechen <b>Pennarello</b> - Paint signs - Crayons - Rotulador - Filzstift <b>Tintura per capelli</b> - Dye for hair traces - Teinture pour cheveux - Tinte por pelos - Faerbung fuer Haare - <b>Caffè</b> - Coffee - Café - Café - Kaffee <b>Vino</b> - Wine - Vin - Vino - Wein <b>Sangue</b> - Blood - Sang - Sangre - Blut <b>Coca Cola</b> - Coke - Cola - Coca Cuela - Cola
PS87 PRO/ CR10		<b>Segni di ventosa</b> - Sucker signs - Signes de Sucker - Lechones - Sucker Zeichen
NORUST / DETERDEK PRO	<b>Acido</b> Acid Acide Acido Säurehaltiges Reinigungsmittel	<b>Ruggine</b> - Rust - Rouille - Orín - Rostflecken
ETERDEK PRO/ PHZERO	<b>Acido</b> Acid Acide Acido Säurehaltiges Reinigungsmittel	<b>Cemento</b> - Salnitro - Cement - Béton - Cemento / Salitre - Beton <b>Calcare</b> - Limestone - Calcaire - Caliza - Kalkarablagerungen <b>Segni metallici</b> - Metallic signs - Traces métalliques - Señales metálicas - Metallstreichungen <b>Matita</b> - Pencil - Crayon - Lápiz - Bleistift
CR10		<b>Stucco Epossidico</b> - Epoxy putty - Mastic époxy - Masilla de epoxy - Epoxidkitt
NOPAINT STAR	<b>Detergente con base alcalina/acido</b> Alkaline/acid Nettoyant avec base alcaline/acide Detergente con base alcalina/ácida Reinigungsmittel auf alkalischer Basis/Säurebasis	<b>Vernice</b> - Varnish traces - Traces de peinture - Barniz - Lack <b>Graffiti</b> - Graffiti - Graffiti - Grafitos - Graffiti
FUGANET		<b>Fuga sporca</b> - Dirty joints - Joints sales - Fuga sucia - Schmutzige Fuge
SOLV	<b>Solvente</b> Solvent Solvant Disolvente Lösungsmittel	<b>Bitume</b> - Bitumen - Bitume - Betún - Bitumen <b>Cera di candela</b> - Candle wax - Cire de bougie - Cera de vela - Wachs
CLEANER PRO		<b>Manutenzione ordinaria</b> - Ordinary maintenance - Maintenance ordinaire Mantenimiento ordinario - Gewöhnliche Wartung
SOLV / ZEROSIL		<b>Cera Antigraffio</b> - Antigraff Wax - Cire antigraff - Cera antigrafit - Antigraffenwachs

### NOTA:

Detergenti a base alcalina: soda e potassa caustica.  
Solventi: trielina, diluente, acqua ragia, acetone.  
Detergenti a base acida: acido muriatico, acido nitrico, acido solforico, acido ossalico.  
Usare molta prudenza utilizzando acidi o altri prodotti chimici concentrati.  
Attenersi scrupolosamente alle istruzioni indicate dai fabbricanti sulle confezioni.

### NOTE WELL:

Alkaline: caustic soda, sodium hydroxide.  
Solvent: turpentine, oil of turpentine, thinner, trichloruro  
Acid: hydrochloric acid, muriatic acid, sulphuric acid, oxalic acid.  
Use great caution whenever working with acids or other strong cleaning chemicals.  
Read the product labels carefully and always follow manufacturers directions and precautions.

### NOTE:

Nettoyant à base alcaline : soude caustique, potasse.  
Solvants: trichloréthylène, diluant, essence de térébenthine, acétone.  
Nettoyant à base acide: acide muriatique, acide nitrique, acide sulfurique, acide oxalique. Prudence lors de l'utilisation de ces acides ou d'autres produits chimiques concentrés.  
Respecter scrupuleusement les consignes du fabricant qui figurent sur les emballages.

### NOTA BIEN:

Detergentes con base alcalina: soda cáustica, potasio.  
Disolventes: quitamanchas, diluyente, aguarrás, quitaes.  
Detergentes con base ácidas: ácido muriático, ácido nítrico, ácido sulfúrico, ácido oxálico.  
Es necesario tener mucho cuidado al utilizar ácidos u otros productos químicos concentrados. Respete escrupulosamente las instrucciones indicadas por los fabricantes en los envases.

### HINWEIS:

Reinigungsmittel auf alkalischer Basis: Ätznatron, Pottasche.  
Lösungsmittel: Trichloräthylen, Verdünner, Terpentin, Azeton.  
Reinigungsmittel auf Säurebasis: Salzsäure, Salpetersäure, Schwefelsäure, Oxalsäure.  
Beim Umgang mit Säuren und anderen konzentrierten Chemikalien ist größte Vorsicht geboten. Halten Sie sich strikt an die Herstellerhinweise auf der Verpackung.



Produttori consigliati - Fabricants recommandes - Recommended manufacturers - Fabricantes aconsejados - Empfohlene Hersteller

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## ATTENZIONE! - note! - attention! - atencion! - achtung!

- Usare molta prudenza utilizzando acidi o altri prodotti chimici, attenersi scrupolosamente alle istruzioni indicate dai produttori sulle confezioni.  
Si consiglia di cominciare sempre ad utilizzare i prodotti diluiti in acqua 1:5 e di aumentare gradualmente la concentrazione se non si ottiene l'eliminazione della macchia.
- Be very careful when using acids or other chemical products and strictly follow the manufacturer's instructions on the product.  
It is always advisable to begin using the products diluted 1:5 in water and gradually increase the concentration if the mark or stain is not eliminated.
- Soyez très prudents lorsque vous employez des acides ou autres produits chimiques; suivez scrupuleusement les modes d'emploi des fabricants sur les emballages.  
Il est conseillé de commencer toujours à utiliser les produits dilués dans de l'eau (dilution 1:5) en augmentant graduellement la concentration si l'on n'obtient pas l'élimination de la tache.
- Proceder con mucha prudencia al utilizar ácidos u otros productos químicos y respetar rigurosamente las instrucciones indicadas por los productores en los envases.  
Se aconseja comenzar siempre utilizando los productos diluidos en agua 1:5 y aumentar gradualmente la concentración si no se obtiene la eliminación de la mancha.
- Bei der Verwendung von Säuren oder anderen chemischen Produkten sollte man sich strikt an die Anweisungen des Herstellers auf den Verpackungen halten.  
Es wird empfohlen, die Produkte immer erst verdünnt (im Verhältnis 1:5 mit Wasser) zu verwenden und dann schrittweise die Konzentration zu erhöhen, wenn der Fleck sich nicht entfernen lässt.

