



**MIDDLE
EARTH
TILES**

Installing Tiles from our Hacienda Range

Size and Colour Variation

Because each tile is hand glazed on white terracotta clay tiles no two orders will be exactly the same. There will always be a slight size variation and variations in the colour of all the tiles in each box of tiles. This is a good thing.

This variation is what makes our tiles stand out from machine glazed tiles.

We do our absolute best to make sure every customer is aware of these variations ahead of time so they are not surprised when the tiles arrive. In the event you believe the variation is out of step with that presented throughout our website or when you have visited us in Warkworth or reviewed samples in your home then please do contact us.

We recommend that before installation begins you, or your tiler, remove tiles from as many boxes as possible and lay them out on the floor to see how best to use the colour of the tiles in your space.

Installation products

Depending on where your tiles will be installed different levels of sealing products and different grout composition may be more, or less, suitable for your job.

If you are installing the tiles yourself we are happy to talk through the products we might use in our own home.

If you are using a tiler then it is best to discuss which glue, sealer, grout, grout release and grout haze remover products they intend to use and why they view them as appropriate for use with your Hacienda tiles.

Whichever products are selected it is important that the installer is up to date with, and follows, the product manufacturers technical information when using the products with terracotta based, glazed tile such as the Hacienda range.

Dark grouts with pigments can stain the tile and should be pre tested for staining.

We recommend a grout release product be used on Hacienda tiles to ease cleaning after installation and to prevent staining during installation.

Tiles with crazing/crackle must have a grout release product applied and this must be allowed to dry before grouting.

Try grout release in an inconspicuous spot first.

The US National Tile Contractors Association (NTCA) recommends cleaning any grout haze the next day with clean water and a white nylon scrub pad or a pH neutral grout haze remover

Epoxy Grout and Silicone products

All products must have a low or neutral Ph value.

Products containing acid must not be used on these tiles.

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Epoxy Grout can be used with Hacienda Tiles if a grout haze remover is used before the Epoxy Grout is applied. The Epoxy grout must be mixed according to the manufacturers instructions.

However we do recommend caution when using this type of grout as an error in mixing the grout can result in it not hardening and the resulting plastic compound can have a negative effect on the tiles.

If you or your tiler is not experienced with Epoxy Grout then we recommend using a non epoxy grout and then sealing the grout once it has dried in place.

Epoxy Grout must be tested on a tile before installation.

Day to Day Tile Care

Always use a non-scratching sponge

Everyday cleaning: mild dishwashing soap with water and a clean rag or mop OR any neutral pH cleaner specified for tile

For any cleaning product, test a small amount on your tile to make sure it doesn't affect the glaze.

Use cleaning products that don't contain phosphoric acid. Avoid cleansers that contain acids such as vinegar or lemon juice.

Immediately clean up spills or stains