



Installing Concrete Tiles

General guidelines for licensed
stone masons and installers.
Refer to your local building
codes for requirements.





Disclaimer

THE FOLLOWING INSTRUCTIONS ARE PROVIDED AS A GENERAL GUIDELINE TO ASSIST IN YOUR INSTALLATION PROCESS. HOWEVER, WE INSIST THAT YOU CONTACT YOUR LOCAL, LICENSED STONE MASON/INSTALLER, WHO IS FAMILIAR WITH THE FOLLOWING PROCEDURES, TO INSTALL THIS PRODUCT IN ACCORDANCE WITH ANY LARGE FORMAT MATERIAL INSTALLATION REQUIREMENTS IN YOUR AREA, AS SOME INSTALLATIONS REQUIRE DIFFERENT OR MORE DETAILED SPECIFICATIONS.

PLEASE UNDERSTAND THESE INSTRUCTIONS BEFORE BEGINNING ANY WORK.



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General Notes

Do not start your installation until you have received, inspected and sorted your entire order.

Stacking:

- Do **NOT** double stack pallets.
- Do **NOT** stack material flat, lean material against wall with slight incline to keep material as upright as possible.
- Do **NOT** lean more than 12 tiles at a time against a wall.
- When stacking and sorting tiles, finished faces should be stacked front-to-front and back-to-back so as to protect the finished surface.

Sorting:

When sorting and inspecting material, you are looking for variation of the following:

- Size
- Color
- Shade
- Tone
- Thickness

All these qualities are the natural characteristics of the material.

During the sorting and inspection process:

- **Make sure you ordered enough material to complete your installation, allowing for sorting, waste and layout.**
- Ogassian Inc is not responsible for matching existing orders including, shortages, under-ordered, color, hue, shade, tone, or thickness of materials.
- Owner/Owner's Representative accepts full responsibility that adequate material has been ordered and delivered to complete installation.

Variations:

All of the products have a degree of variation the we have categorized using numbers 1 – 4

- 1 - little or no variation
- 2 - slight variation
- 3 - blend of 2 or 3 color hues
- 4 – distinct variations up to four hues.

We recommend that all of the products be sorted, especially if a product is catergorized above level 1.

Material Inspection

Inspection and Blending

The Owner/Owner's Representative is responsible for laying out and sorting the product BEFORE installation.

1. Upon delivery, open and inspect each box of tile prior to installation.
2. Allow product to dry at least 48 hours before attempting to sort as product can vary in color, shade, and tone while wet. Once it has dried, then sort product.
3. When sorting and inspecting material, you are looking for variation of the following:
 - Size
 - Color
 - Shade
 - Tone
 - Thickness

Note: variations are normal and can be expected.

4. Blend the entire order, dispersing the variances in order to keep similar tiles separated, prior to installation.

Substrate Preparation

Inspection and Blending

Make sure that your waterproof surface is free of debris. Tiles can be laid over masonry that has been waterproof. Please contact your local, licensed stone mason/installer, who is familiar with the following procedures, to install this product in accordance with requirements in your area, as some installations require different or more detailed specifications.

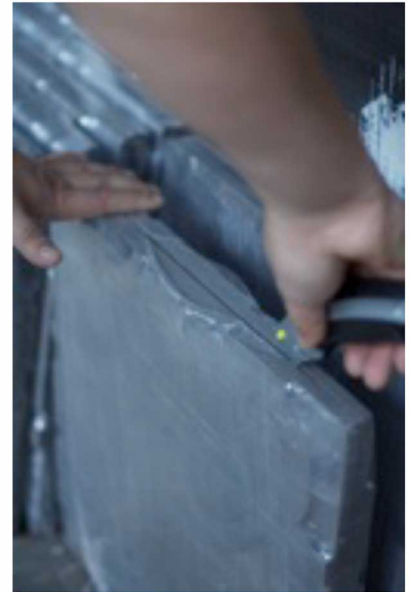
Receiving & Unpacking



1. Material will arrive in a pallet, all upright with separators in between.



2. Proceed to offload material, leaning tile at a slight angle, keeping as upright as possible.



3. Carefully unwrap all tiles.

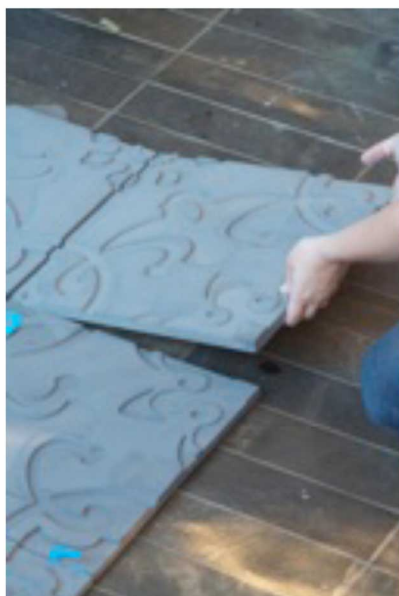


4. Place tiles back-to-back and front-to-front to ensure the surface of the product is not damaged.



5. Stack a MAXIMUM of 12 tiles front-to-front and back-to-back against a wall to store.

Drying, Sorting & Blending



1. Layout all material in order and allow to dry for at least 48 hours.



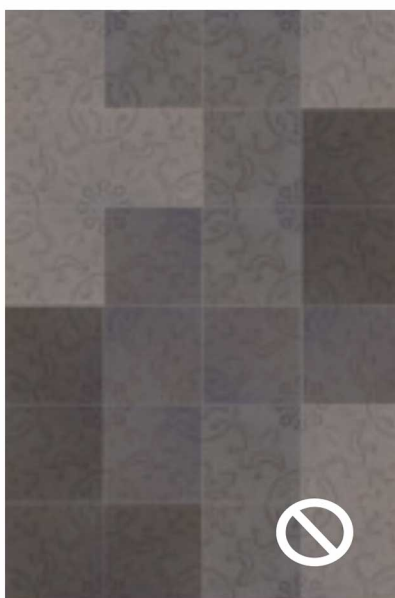
2. Sort tile back into stacks (12 maximum and front-to-front and back-to-back) per variation of color, shade and tone



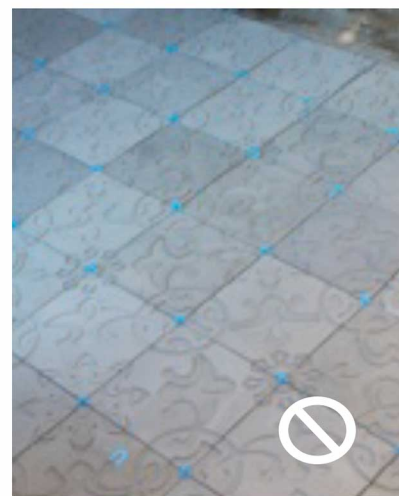
3. Re-layout sorted product using a blend of the variations this is satisfactory for Owner/Owner's Representative. When properly done, your installation will represent a nice blend of the variation that you have received.



4. When successfully done, your installation will look similar to this.



5. Bad example



6. Bad example

Large Format Installation

Prior to installation you will have sorted all of your material for variation and sealed all tiles using sealant instructions by manufacturer.



1. Using the flat side of a trowel, to initiate the Bond Coat, firmly apply the setting material to the substrate.

*Substrate can be over mortar beds that have been sealed on waterproof surfaces.



2. With additional setting material, using a 1/4" x 1/4" square-notch trowel, comb horizontal, full notches to establish the proper depth of the setting bed.



3. Ensure the back of your tile is thoroughly clean in order to proceed with the skim coat on the back surface of the tile.



4. Proceed with a V-notch trowel and comb horizontally, full notches in one direction to establish the proper depth of the setting bed.



5. Install tile on surface. If additional mortar is required, do so using your 3/16 x 1/4" V-notch trowel to apply additional mortar as needed.



6. Apply each subsequent tile in the same manner so that the grout joints line up and a consistent field is maintained. Prior to setting each tile, check the setting bed for skinning which is a slight drying of the thin-set surface. If skinning occurs, remove thin-set mortar bed, and repeat steps one and two.

Large Format Installation

Prior to installation you will have sorted all of your material for variation and sealed all tiles using sealant instructions by manufacturer.



7. We recommend you use plastic shims and wedges for installation due to the weight of the product to ensure successful joint alignment.



8. Each subsequent tile is applied in the same manner until installation is complete.



9. Allow product to cure 48 hours prior to applying a sealing coat prior to grouting. We recommend two coats of sealer. Allow the sealer to cure and dry per manufacturer specs.

*Make sure to remove excess sealer. *Do NOT over seal or allow product to sit on surface.



10. We recommend using a grout bag (with sanded grout) or a rubber float depending on the product you're installing. Materials with design elements that have depth variation may trap excess grout. Keep in mind the product is porous, work in small areas as the absorbency of the tiles can speed drying of the grout.



11. We recommend that you trowel off excess grout prior to sponge-smoothing out joints.



12. Proceed to smooth out joints using a hydro sponge or equivalent. Wipe clean using a circular motion to establish joint consistency.

Large Format Installation

Prior to installation you will have sorted all of your material for variation and sealed all tiles using sealant instructions by manufacturer.



13. Continue to clean surface with a clean sponge and clean water until all grout has been removed from the surface of the tile. For any grout within the design, we recommend using a small brush (ie: a soft toothbrush) to remove excess grout and sponge clean.



14. Allow product to air dry approximately an hour. A final wash is necessary to remove all film and grout. With clean water and a clean sponge, do a final wash, rubbing in one direction of entire tile, then flipping sponge over and using opposite side.



15. For final polishing of excess grout haze, use a clean soft cloth.

Technical Information

ALWAYS USE SAFETY EQUIPMENT WHILE DRILLING CONCRETE TILE



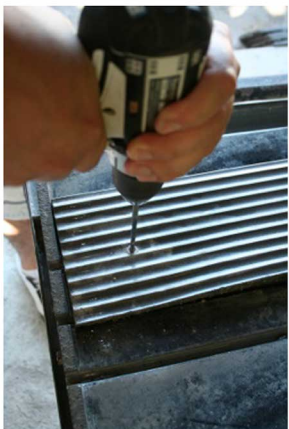
Cutting

Concrete tile products can be cut to meet job site dimensions with the use of a high-quality wet tile saw. We recommend a continuous, smooth-rim diamond blade.



Polishing

To dress (smooth) the cut edges of the concrete tile use a #120 lapidary (tile rub stone) or 220 through 600 grit PVA polishing pads available from Alpha Professional Tools or MK Diamond. Do not contact the face of the tile during dressing as this will damage the tile surface.



Drilling

To successfully drill the concrete tile, a water swivel and fractional core bit work best. Prior to using a fractional core bit, mark and drill a shallow pilot hole using a carbide or diamond tipped masonry drill bit. Start pilot holes slowly to avoid excess heat. Connect water source and open water control valve on swivel until water trickles out. Hold firmly and begin drilling slowly. Gradually increase the speed. Continue with steady pressure until desired depth is achieved.

Cleaning & Maintenance

How do I clean my product?

Due to the nature of the surface finish of the product, it is not advisable to use ammonia and/or acidic based products as they could etch the surface of the material. A simple soap and water solution is sufficient to clean the surface of the material. We do not recommend aggressive scrubbing with an abrasive cleansing pad.

How do we maintain our product?

We do recommend that you seal the products, once a year or as needed, depending on application, ie: product installed in wet conditions or outside, may require sealing more frequently as opposed to an indoor façade or fireplace, not exposed to weather.

Note: This product will patina and age with time.

Frequently Asked Questions

How does the product install?

The product is very user friendly and installs like natural stone. It is sealed and installed using conventional mortar, thin-set applications. Your professional tile stone layer can assist you and will have the background to install product successfully.

Does your product require sealing?

Yes. We recommend the products be sealed by your professional tile installer, prior to installation and before grouting.

Why can't an order be rushed?

The nature of the product requires full curing for sorting tone and color variation. The term "green" refers to concrete that has NOT been allowed sufficient time to cure, therefore wet and is unsuitable in this condition to be shipped or sorted.

Can your product be used in wet areas (ie: showers/fountains/outdoor)?

Yes. Expect product to age/weather very much like concrete.

Can samples be provided?

Yes, keep in mind, the product is within a range and the sample you get may not be entirely representative of your order.



Warranty & Terms and Conditions

UPON DELIVERY

Immediately upon delivery please review the shipment for accuracy of materials ordered, including quantity, quality, and color, and for any shipping damage. Contact Ogassian, Inc. immediately if any problems exist. All claims must be presented in writing to Ogassian, Inc. and any delivery carrier within five days of receipt of material. Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. Material must be unpacked and sorted in preparation for installation to create a blend of shade variation. This is extremely important as batches vary in color. No adjustment can be made once material has been installed.

QUANTITIES

We request that all quantities be checked by an installer or contractor, as we will not be held responsible for discrepancies in quantities. Although we may have assisted in preparation of quantities for material on this order/invoice, all quantities must be checked by a contractor or installer. Any additions or changes to the order could delay the delivery date and may result in dye lot variation.

INSTALLATION

Ogassian, Inc. does not accept responsibility or liability for installation, sealing or refinishing of any product.

PAYMENT TERMS

All material is purchased with 50% due upon placement of order. The balance of the order is due before shipment.

CANCELLATIONS AND RETURNS

All Ogassian tile are hand-made and are made-to-order. Once a deposit is made, orders are non-cancelable and no returns will be accepted.

LEAD TIMES

Average lead time for tile orders is 4 to 6 weeks. All Ogassian tile are hand-made and are made-to-order, and many factors can affect lead times for any particular order.

LIMITED ONE-YEAR WARRANTY

Except as noted herein, Ogassian, Inc. tile are warranted to the original consumer purchaser to be free from defects in material and workmanship for one (1) year from the date of purchase. Ogassian, Inc. will, at its election, repair or replace the product or make appropriate adjustment where inspection by an Ogassian representative discloses any such defects occurring in normal usage within one year after installation. Other than the costs noted above, Ogassian, Inc. is not liable for any direct or indirect costs associated with the repair or replacement of the product including removal, installation or reinstallation of the product. Tile must be inspected prior to installation and any defects must be reported at that time. Installation constitutes acceptance of the product. Damage to product caused by inappropriate installation, accident, misuse, abuse, or improper maintenance is not covered by this warranty. With respect to concrete and ceramic tile, variations in color, shade, flow, grain, tonality, crazing, veining, and texture are inherent characteristics thereof and are not defects. Variations in facial dimensions and thickness will be allowed as per industry standards. No warranties are made against crazing, scratching or wear due to: improper installation-including improper alteration of the surface with sealers or grout, falling objects, abuse, misuse, exposure to extreme temperatures, using improper chemicals or compounds, non-foot traffic wear or other similar incidents.

OGASSIAN, INC. HEREBY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. OGASSIAN, INC. FURTHER DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.