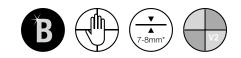


# Collections





### CERAMIC WALL



*G* A vintage soul to praise ceramics, lace and wallpaper. Gradient colors and water reliefs join in polished enamels with a handmade appearance uniting creativity and tradition. Maiolica is a versatile collection that combines style, subtleness and charm thanks to its great combination possibilities. *II* 



### MAIOLICA | Ceramic Wall





#### Sizes

### Maiolica 4"x10" Bright

White Biscuit Aqua Tender Gray Blue Steel Taupe

" Bright
MAIW081-410
MAIW074-410
MAIW628-410
MAIW761-410
MAIW641-410
MAIW789-410

Maiolica 3"x6" Bright							
White	MAIW081-36						
Biscuit	MAIW074-36						
Aqua	MAIW628-36						
Tender Gray	MAIW761-36						
Blue Steel	MAIW641-36						
Taupe	MAIW789-36						

Maiolica White



#### Maiolica 7"x8" Bright Hexagon

White	MAIW081-78H
Biscuit	MAIW074-78H
Aqua	MAIW628-78H
Tender Gray	MAIW761-78H
Blue Steel	MAIW641-78H
Taupe	MAIW789-78H



Maiolica Aqua



Maiolica Blue Steel

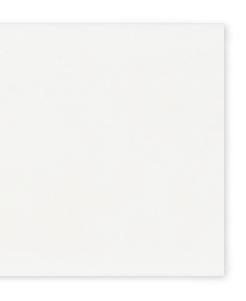
3"x10" Bullnose 3"x6" Bullnose

2"x10" Victorian Chair Rail

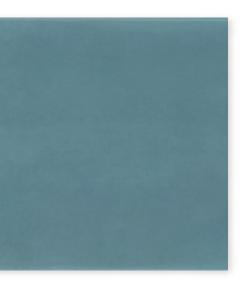
3"x10" Cornice Listel Trims

1/2"x10" Pencil

50

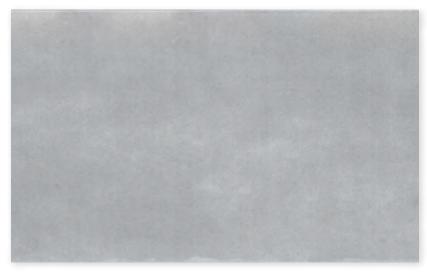




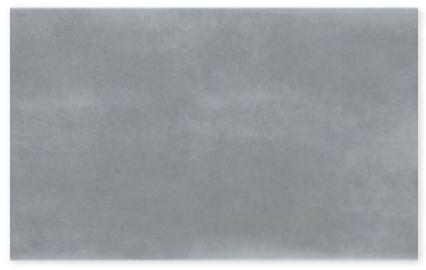




#### Maiolica Biscuit



Maiolica Tender Gray



Maiolica Taupe

## MAIOLICA Ceramic Wall



### Sizes



### Maiolica DECO 4"x10" Bright

White	MAIW081-DECO
Biscuit	MAIW074-DECO
Aqua	MAIW628-DECO
Tender Gray	MAIW761-DECO





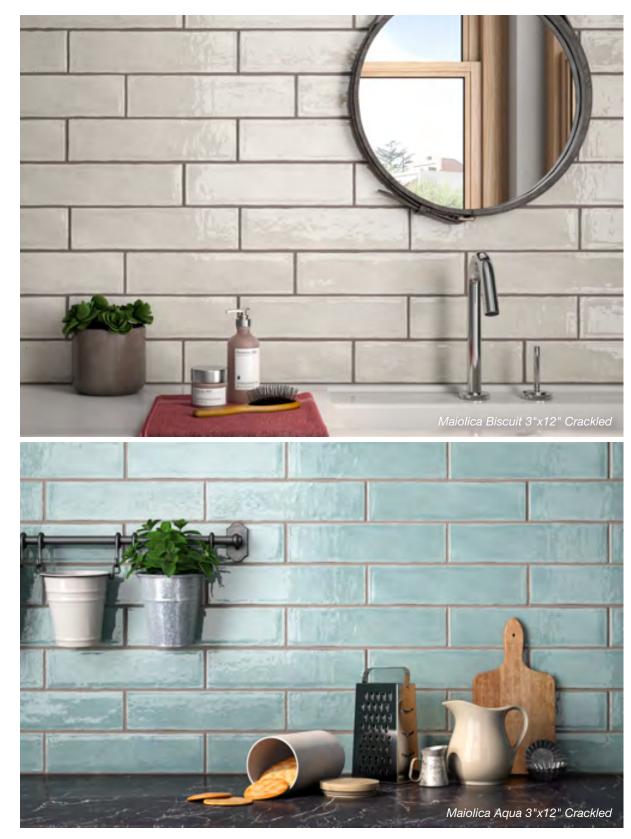
Maiolica Aqua DECO





Maiolica Tender Gray DECO

### MAIOLICA | Ceramic Wall



#### Sizes

Taupe

Maiolica 3"x12" Crackled BrightWhiteMAIW081-312BiscuitMAIW074-312AquaMAIW628-312Tender GrayMAIW761-312Blue SteelMAIW641-312

MAIW789-312



Maiolica White Crackled



Maiolica Aqua Crackled

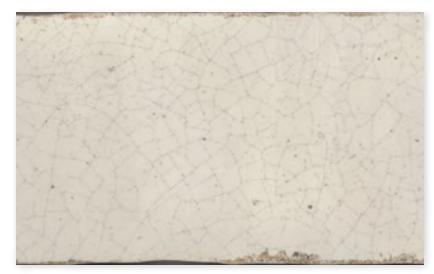


Maiolica Blue Steel Crackled

### Trim



3"x12" Bullnose Only available in Crackled Finish



Maiolica Biscuit Crackled



Maiolica Tender Gray Crackled



Maiolica Taupe Crackled





# **PACKAGING INFORMATION**

				CARTON			PALLET			
RODUCT COLLECTION	DESCRIPTION	UOM	PCS	SF	LBS	CTN	SF	LBS	PRODUCT COLLECTION	DESCRIPTION
	Decorative Accents 2 ½"x6" Victorian Chair Rail	PC	18	1.45	5.94	264	383.62	1568.16		Maiolica 3"x6" Bullnos
	Decorative Accents ¾"x6" Liner	PC	30	0.94	2.31	432	405.00	920.16		Maiolica 3"x10" Bullno
	Decorative Accents 7/8"x6" Rope Liner	PC	15	0.55	1.82	432	236.48	784.08		Maiolica 2"x10" Victor
	Decorative Accents 2 ¾"x10" Cornice Listel	PC	36	8.23	22.86	75	617.49	1714.50	MAIOLICA	Maiolica 3"x10" Comi
	Decorative Accents 2"x10" Chair Rail Listel	PC	36	6.30	27.86	75	472.27	1447.20		Maiolica 3"x12" Crack
DECORATIVE ACCENTS	Decorative Accents 2"x10" Sink Rail	PC	28	7.53	14.92	75	565.11	1119.30		Maiolica 3"x12" Crack
100110	Decorative Accents 6"x10" Sanitary Cove Base	PC	20	8.07	28.54	75	605.48	2140.50		Maiolica 7"x8" Hexago
	Decorative Accents 2"x3/4" Chair Rail Out Comer	PC	512	1.94	12.29	75	145.29	921.60		Marble Slabs 24"x48"
	Decorative Accents 2"x3/4" Sink Rail Out Corner	PC	162	4.28	9.40	75	320.71	704.70		Marble Slabs 24"x48"
	Decorative Accents 1/2"x6" Skirting Out Corner	PC	288	9.04	21.60	60	542.10	1296.00	MARBLE SLABS	Marble Slabs 48"x48"
	Decorative Accents 1/2"x10" Twist Pencil	PC	168	9.04	21.17	75	678.14	1587.60		Marble Slabs 35"x35"
	Derby 32"x32" R	SF	2	13.78	70.82	36	496.00	2549.59		Marble Slabs 36"x62'
DERBY	Derby 12"x24"	SF	7	14.25	56.17	48	683.92	2696.06	MASAI	Masai 12"x36" R
	Derby 11.5"x17" Hexagon Mosaic	PC	7	5.53	28.08	48	265.52	1348.03		Metals Penny Round
	Downtown 32"x32" R	SF	2	13.78	70.68	36	496.00	2544.48	METALS	Metals Brick 12"x12"
	Downtown 24"x24" R	SF	4	15.50	66.76	30	465.00	2002.68	MOMENTUM	Momentum 12"x24" A
DOWNTOWN	Downtown 12"x24" R	SF	7	13.56	57.23	48	651.00	2748.48		Nolita 12"x24" R
	Downtown 12"x12" Mosaic	PC	6	5.81	26.60	60	348.72	1596.24		Nolita 18"x36" R
	Fabric 12"x24" R	SF	7	13.56	57.21	48	651.00	2746.13	NOLITA	Nolita 12"x12" Mosaid
	Fabric 24"x24" R	SF	3	11.63	50.17	40	465.00	2006.64		Nolita 3"x12" Bullnose
	Fabric 24"x48" R	SF	2	15.50	75.62	28	434.00	2117.42		Nolita 6"x12" Cove Ba
ABRIC & TWEED	Fabric 8"x48" R	SF	4	10.08	48.39	48	483.60	2322.82		Nolita Bold 12"x24" R
	Tweed 12"x24" R	SF	7	13.56	57.21	48	651.00	2746.13	NOLITA Bold	Nolita Bold 18"x36" F
	Tweed 8"x48" R	SF	4	10.08	48.39	48	483.60	2322.82		Nolita Bold 3"x12" Bu
	Fabric 12"x10" Mosaic	PC	6	2.95	23.46	60	177.00	1407.60	NORFOLK	Norfolk 8"x48" R
FLOW	Flow 3"x12"	SF	50	12.64	29.10	99	1251.36	2880.90	NORFOLK	Norfolk 24"x48" R
HABITAT	Habitat 10"x40" R	SF	4	10.70	52.64	48	513.58	2526.72		Piasentina 24"x48" R
HAVANA	Havana 8x8	SF	26	11.19	39.96	72	805.68	2877.26	PIASENTINA	Piasentina 36"x36" R
1014	Joy 4"x10"	SF	34	10.04	27.00	78	783.35	2105.69		Piasentina 12"x24" R
JOY	Joy 1 ¾"x10" Pencil	PC	48	2.58	8.16	138	356.45	1126.08		Plaster 24"x48" R
	Legend 12"x24" UP	SF	10	20.34	77.72	36	732.24	2797.92		Plaster 12"x24" R
	Legend 12"x24" R PO	SF	8	15.50	72.30	32	496.00	2313.73	PLASTER & MELT	Plaster 32"x32" R
	Legend 24"x48" R UP	SF	2	15.50	83.60	35	542.50	2925.93		Melt 12"x24" R
LEGEND	Legend 24"x48" R PO	SF	2	15.50	81.57	25	387.50	2039.25		Positano 24"x24" R P
	Legend 13"x13" UP Mosaic	PC	11	13.15	45.76	54	710.10	2471.04		Positano 24"x24" R U
	Legend 11.5"x17" UP Hexagon Mosaic	PC	7	6.78	29.74	48	325.50	1427.66		Positano 21"x21" UP
	Life 10"x28"	SF	7	13.18	43.82	60	791.15	2629.20		Positano 12"x24" R P
LIFE	Life 10"x28" Waves	SF	7	13.18	44.59	60	790.86	2675.40	POSITANO	Positano 12"x24" UP
	Magnolia 6"x18"	SF	16	12.00	32.77	96	1152.00	3145.73		Positano 13"x13" UP
MAGNOLIA	Magnolia 6"x18" Bullnose	SF	16	12.00	32.59	90	1080.00	2933.28		Positano 3"x9.5" UP E
	Maiolica 3"x6"	SF	80	10.00	24.00	72	720.00	1728.00		Positano 3"x12" UP B
	Maiolica 4"x10"	SF	38	11.25	27.06	78	877.38	2110.37		Positano 3"x13" UP B
MAIOLICA	Maiolica 4"x10" Deco	SF	38	11.25	27.06	78	877.38	2110.37		Pure 12"x24" R
	Maiolica 1/2"x10" Pencil	PC	168	9.04	21.17	75	678.14	1587.60	PURE	Pure 24"x24" R

			CARTON			PALLET	
DESCRIPTION	UOM	PCS	SF	LBS	CTN	SF	LBS
1aiolica 3"x6" Bullnose	PC	80	9.98	25.36	72	719.21	1825.92
1aiolica 3"x10" Bullnose	PC	72	14.76	48.38	75	1107.09	2559.60
Aaiolica 2"x10" Victorial Chair Rail	PC	36	6.29	20.70	75	472.26	1552.50
laiolica 3"x10" Comice	PC	36	8.23	22.86	75	617.49	1714.50
1aiolica 3"x12" Crackled	SF	22	5.38	14.56	120	645.60	1747.68
Aaiolica 3"x12" Crackled Bullnose	PC	22	5.38	14.56	120	645.60	1747.68
1aiolica 7"x8" Hexagon	SF	37	10.76	31.41	60	645.60	1884.78
farble Slabs 24"x48" R (10 mm)	SF	2	15.50	76.63	35	542.5	2682.12
1arble Slabs 24"x48" R (7 mm)	SF	3	22.92	81.65	35	802.2	2858.00
1arble Slabs 48"x48" R	SF	2	30.74	112.88	32	983.68	3612.03
1arble Slabs 35"x35" R PO	SF	2	17.24	90.61/ 85.19	44	758.56	3986.75/ 3748.18
1arble Slabs 36"x62" R	SF	3	52.31	138.89	30	1569.30	4166.82
1asai 12"x36" R	SF	5	14.56	56.81	24	349.52	1363.50
letals Penny Round 12"x12" Mosaic	PC	11	10.76	29.76	81	871.87	2410.75
letals Brick 12"x12" Mosaic	PC	11	10.76	29.76	81	871.87	2410.75
10mentum 12"x24" ABS	SF	7	14.25	58.75	48	683.92	2820.05
olita 12"x24" R	SF	7	13.56	55.62	40	542.51	2224.60
olita 18"x36" R	SF	3	13.08	55.00	36	470.88	1980.00
olita 12"x12" Mosaic	PC	10	9.59	31.66	36	345.24	1139.76
olita 3"x12" Bullnose	PC	20	4.52	19.42	112	506.24	2175.04
olita 6"x12" Cove Base	PC	20	10.48	19.30	68	712.64	1312.40
olita Bold 12"x24" R	SF	7	13.56	55.62	40	542.51	2224.60
olita Bold 18"x36" R	SF	3	13.08	55.00	36	470.88	1980.00
olita Bold 3"x12" Bullnose	PC	20	4.52	19.42	112	506.24	2175.04
orfolk 8"x48" R	SF	4	10.07	48.39	48	483.36	2322.82
orfolk 24"x48" R	SF	2	15.50	75.62	28	434.00	2117.42
asentina 24"x48" R	SF	2	15.50	83.17	25	387.50	2039.25
asentina 36"x36" R	SE	2	17.44	88.18	34	592.88	2998.32
asentina 12"x24" R	SF	8	15.50	72.31	32	496.00	2313.76
aster 24"x48" R	SF	2	15.50	75.62	28	434.00	2117.42
aster 12"x24" R	SF	7	13.56	57.21	48	651.00	2745.97
aster 32"x32" R	SF	2	13.78	70.82	36	496.00	2549.59
elt 12"x24" R	SF	7	13.56	57.21	48	651.00	2745.97
ositano 24"x24" R PO	SF	4	15.50	72.75	28	434.00	2037.06
ositano 24"x24" R UP	SF	4	15.50	66.18	36	558.11	2382.34
ositano 21"x21" UP	SF	7	22.28	86.72	30	668.44	2601.69
ositano 12"x24" R PO	SF	8	15.50	72.31	32	496.00	2313.76
ositano 12"x24" UP	SF	10	20.34	79.48	36	732.24	2861.28
ositano 13"x13" UP Mosaic	PC	11	13.15	45.76	54	710.10	2471.04
ositano 3"x9.5" UP Bullnose	PC	36	6.98	18.50	128	892.81	2368.51
ositano 3"x12" UP Bullnose	PC	24	5.89	25.39	120	706.80	2571.84
ositano 3"x13" UP Bullnose	PC	24	6.48	25.39	120	777.49	3047.04
ure 12"x24" R	SF	7	13.56	57.23	48	651.00	2747.14
ure 24"x24" R	SF	3	11.63	50.07	40	465.00	2002.68

# **TECHNICAL SPECIFICATIONS**

PRODUCT COLLECTION	WATER ABSORPTION	SCRATCH HARDNESS	USE GROUP	DEEP ABRASION - UNGLAZED TILES	PEI - GLAZED TILES	DYNAMIC COEFFICIEN OF FRICTION (DCOF
ARMANI	≤0.5%	5	4	Pass	-	≥0.50
ARTIC	≤0.1%	4	4P	Pass	-	≥0.22
ASH	≤0.5%	8	4	-	3	≥0.71
BASEL	≤0.5%	6	4	Pass	-	≥0.50
BIANCO VENATINO	≤0.1%	3	4P	Pass	-	≥0.10
BORNEO	≤0.5%	7	4	Pass	-	≥0.42
BORNEO CHEVRON	≤0.5%	5	4	-	5	≥0.45
BOULEVARD	≤0.5%	5	4	-	5	≥0.42
BRICKELL	>10%	-	N/A Wall Only	-	-	-
CALYPSO	>10%	-	N/A Wall Only	-	-	-
CC MOSAICS - BASKET WEAVE	≤0.5%	3	3	-	4 & 2 (Black)	≤0.32
CC MOSAICS - HEXAGON 1"x1"	≤0.5%	3	3	-	4 & 2 (Black)	≤0.30
CC MOSAICS - HEXAGON 2"x2"	≤0.5%	3	3	-	4 & 2 (Black)	≤0.40
CC MOSAICS - OCTAGONAL	≤0.5%	3	3	-	4	≤0.32
CC MOSAICS - PIN WHEEL	≤0.5%	3	3	-	4	≤0.32
CC MOSAICS - SQUARES 1"x1"	≤0.5%	3	3	-	4 & 2 (Black)	≤0.32
CC MOSAICS - WALL	≤0.5%	2	2	-	2	≤0.21
CC MOSAICS - PENNY ROUND BRIGHT	≤0.5%	3	3	-	2 (Black), 3 (Cobalt), 4 (Gray) & 5 (White)	≤0.21
CC MOSAICS - PENNY ROUND MATTE	≤0.5%	3	3	-	4 (Gray) & 5 (White)	≤0.36
CC MOSAICS + - BRICK	≤0.5%	2	2	-	2	≤0.21
CC MOSAICS + - PENNY ROUND	≤0.5%	3	3	-	3	≤0.21
CC MOSAICS + - HERRINGBONE	≤0.5%	3	3	-	3	≤0.22
CC PORCELAIN	≤0.5%	5	4	-	4 & 2 (Black)	≥0.42
CC TEXTURES	>10%	-	N/A Wall Only	-	-	-
CHELSEA	>10%	-	N/A Wall Only	-	-	-
CLIFF	≤0.5%	5	4	Pass	-	≥0.45
COLOR COLLECTION	>10%	-	N/A Wall Only	-	-	-
DECORATIVE ACCENTS	>10%	-	N/A Wall Only		-	
DERBY	≤0.5%	5	4	Pass	-	≥0.43
DOWNTOWN	≤0.1%	7	5	Pass	-	≥0.42
FABRIC & TWEED	≤0.5%	5	4	Pass	-	≥0.50
FLOW	>10%	-	N/A Wall Only	-	-	-
HABITAT	≤0.5%	7	4	Pass	-	≥0.40
HAVANA	≤0.5%	4	4	-	5	≥0.42
JOY	>10%	-	N/A Wall Only	-	-	-
LEGEND MATTE	≤0.5%	5	4	_	4	≥0.42
LEGEND POLISHED	≤0.5%	4	4P	-	4	≥0.35
LIFE	>10%	-	N/A Wall Only	-	-	-
MAGNOLIA	>10%	-	N/A Wall Only	-	-	-
MAIOLICA	>10%	-	N/A Wall Only	-	-	-

PRODUCT COLLECTION	WATER ABSORPTION	SCRATCH HARDNESS	USE GROUP	DEEP ABRASION - UNGLAZED TILES	PEI - GLAZED TILES	DYNAMIC COEFFICIENT OF FRICTION (DCOF)
MARBLE SLABS - CARRARA	≤0.5%	4	4P	-	4	≥0.21
MARBLE SLABS - AGATA	≤0.5%	4	4P	-	4	≥0.30
MARBLE SLABS - LASSA UP	≤0.5%	4	4	-	4	≥0.33
MARBLE SLABS - LASSA PO	≤0.5%	4	4P	-	4	≥0.27
MARBLE SLABS - KORONIS	≤0.5%	4	4P	-	4	≥0.26
MARBLE SLABS - SORRENTO	≤0.5%	4	3	-	3	≥0.27
MARBLE SLABS - OLYMPIA	≤0.1%	3	4P	Pass	-	≥0.35
MASAI	>10%	-	N/A Wall Only	-	-	-
MOMENTUM	≤0.5%	8	4	-	4	≥0.64
NOLITA	≤0.1%	6	4	Pass	-	≥0.50
NOLITA BOLD	≤0.1%	6	4	Pass	-	≥0.50
NORFOLK	≤0.5%	7	4	Pass	-	≥0.43
PIASENTINA	≤0.1%	3	4P	Pass	-	≥0.10
PLASTER & MELT	≤0.1%	5	4	Pass	-	≥0.40
POSITANO MATTE	≤0.5%	4	4	-	4	≥0.42
POSITANO POLISHED	≤0.5%	4	4P	-	4	≥0.35
PURE	≤0.5%	5	4	Pass	-	≥0.42
SLATES	≤0.5%	5	3	-	3 & 4 (Sand)	≥0.42
STATUARY MATTE	≤0.5%	5	3	-	2	≥0.51
STATUARY POLISHED	≤0.1%	4	4P	Pass	-	≥0.35
STATUARY WALL	>10%	-	N/A Wall Only	-	-	-
TREVI	≤0.5%		3	-	3 & 4 (Almond)	≥0.42
WYNWOOD	≤0.1%	7	4	Pass	-	≥0.67
YELLOWSTONE	≤0.5%	7	4	Pass	-	≥0.65

### WHAT ARE ROCA USE GROUPS?

Before selecting the product for an installation, it is recommended always to check the group to which it belongs with regard to its intended application.

To facilitate this task, Roca has drawn up a list of use groups, which is a general classification to be used as a guideline and is based on the Surface Abrasion standard (ISO 10545-7), the Mohs scale (EN-101), Stain Resistance (ISO 10545-14), Chemical Resistance (ISO 10545-13), the Deep Abrasion standard (ISO 10545-6). In this way, Roca's products are classified for guidance. Depending on the conditions of use, the professional will decide on the most suitable product.

**i** For zones with very little traffic.

For zones with little traffic.



••

r zones with intense traffic.

or zones with high traffic.



The choice of non-slip products can be made in accordance with the 'DCOF' section found in the Product Technical Sheets.

Roca recommends the use of the Product Technical Specifications available through our commercial network or on our website (www.rocatileusa.com), in order to be more familiar with the product and make the most suitable choice. Although the final responsibility of the choice of the Roca tile used lies with the user and the projects' management, Roca's commercial and technical staff will be pleased to advise you on the choice of the tile product.



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For zones with moderate traffic.



Polished porcelain tiles. or zones with high traffic.

# WARRANTY AND CONDITIONS OF SALE

### **RETURN AUTHORIZATION AND SHIPMENT CLAIMS**

- Requests for credit or correction for errors caused by incorrect order entry or shipment must be submitted in writing and sent via fax or e-mail to the Customer Service Department within 1 month of invoice date.
- Claims as to breakage, shortage or overage in quantity should also be sent in writing to the Customer Service Department no later than 5 business days after delivery. There will be no exceptions to this policy under any condition.
- Any discrepancy should be noted on the bill of lading and veried with a signature from the driver delivering the load.
- Any claims of defects in quality shall be made in writing to Roca USA Inc. immediately upon discovery.
- Roca USA Inc. shall be provided samples adequate to test the product claimed to be defective and shall be afforded the opportunity to take its own samples.
- Notication of refused shipments must be communicated to the Roca USA Inc. Customer Service Department within 1 business day in order to process a Return Authorization form and credit the customer's account.
- Material cannot be returned without rst obtaining approval from Roca USA Inc. through a Return Authorization consent form. Roca USA Inc. will only accept return of current inventoried product in full cartons and in good, saleable condition within 30 days of purchase date. A 20% restocking charge will be applied to any returned materials and customers will be responsible for the freight cost of return.
- There will be no refunds/returns on natural stone, setting materials, and special order products, as all sales are nal on these items.

### SHIPPING CLAIMS

- Unless otherwise stated on the bill of lading, the Roca USA Inc. terms of shipment are FOB origin.
- Once a shipment has left the Roca USA Inc. warehouse, the cargo is the responsibility of the consignee.
- When the shipment is picked up at the warehouse, the driver must sign the bill of lading indicating the number of pallets on the shipment. When the shipment arrives at its destination, the customer should ask the person who receives it to count the number of pallets. If there is a discrepancy in either pallet count or condition of the material, it must be noted on the bill of lading in the presence of the driver.
- Obvious damage to the shipment must also be noted on the bill of lading. Claims of this nature will not be honored unless noted on the bill of lading.

• All damaged goods must be held for inspection or until the claim is settled. Claims relating to breakage will only be accepted if the shipment has been coordinated through Roca USA Inc. Customers who coordinate a pick up through their own carrier should le claims directly with the shipping company.

### **CONTAINER ORDERS**

- Transportation for import container shipments is the responsibility of the consignee once they have cleared Customs at the Port of Entry, unless otherwise agreed with Roca USA Inc.
- When the shipment arrives at its destination, please inspect the contents of the container before signing the bill of lading. Obvious damage must also be noted on the bill of lading in the presence of the driver.

- unless noted on the bill of lading.
- notied within 5 business days of receipt of the shipment.
- Inc. Customer Service Department.

### QUALITY

Roca USA Inc. is responsible only for products manufactured and packaged at locations duly authorized by Roca USA Inc. Roca USA Inc. warrants only that the products it sells will at the time of delivery meet the applicable specications Roca USA Inc. makes. No other representations, or warranties, or quality, or merchantability, or tness for any purpose and none shall be implied by any written or oral statements made by any Roca USA Inc. employee or agent. Any quality claims included but not limited to shade, appearance, caliber or obvious defects must be communicated before the tile is installed. Installation constitutes acceptance. Once installed. Roca USA Inc. assumes no liability for claims related to product.

### LIMITED WARRANTY

Roca USA Inc. warrants that its First Quality (i.e. Standard Grade) ceramic tile is manufactured according to ANSI A137.1-1988 and meets or exceeds those requirements. Roca USA Inc. makes no warranty as to the suitability of its tile for a particular installation. Roca USA Inc. does not warrant that its glazed or unglazed tile will not scratch, chip or show signs of wear. Should a tile product be determined not to conform to the Roca USA Inc. warranty, the buyer's sole and exclusive remedy shall be a replacement of the product with tile of compatible color and shade, as determined by Roca USA Inc.

Labor and installation charge are expressly excluded from this warranty. Roca USA Inc. shall not be liable under this warranty for any other damages, costs or expenses including, without limitation, any incidental or consequential damages. The warranties set forth herein are in lieu of all other warranties expressed or implied. Roca USA Inc. disclaims all other warranties including implied warranties of merchantability and tness for a particular purpose. The use of muriatic acid (hydrochloric acid) in removing grout haze will void all warranties.

• Any charges incurred after the shipment clears Customs will be the responsibility of the customer. Claims of this nature will not be honored

• Please take pictures before and after unloading pallets for insurance purposes. Roca USA Inc. will le insurance claims for you if we are

• Title for material on Direct Container shipments is transferred upon issuance of the bill of lading. Requests for credit or correction for either damages or breakages not made within 10 business days of receipt of shipment will not be allowed. For assistance, contact the Roca USA

# **TILE CARE**

To maintain the beauty and elegance of Roca tiles, we recommend the daily cleaning of the material using conventional procedures.

To remove remains of dust and solids: sweeping or vacuum cleaning.

Do not use dust-catcher mops with silicone or wax.

The cleaning of the surface should be carried out with neutral soap and the amount of water recommended by the manufacturer.

Do not use cleaning products containing wax, brighteners or with similar additives as they may leave a waterproof layer on the tile over time that will affect its surface appearance.

We recommend the use of doormats, which should remain clean, in the entrances to tiled areas, either from the street, terraces or gardens, to avoid the entrance of abrasive elements. Special care should be taken in areas close to beaches or construction works, as sand or stones might be brought in.

We recommend placing protections on the objects that might damage the tile when dragged (metallic legs of tables, chairs, etc.), being especially rigorous with gloss and satin finished products.

Should the dirt not be removed entirely, we provide the following chart, where you may find the suitable cleaning agents for each type of dirt:

TYPE OF STAIN	CLEANING AGENT
Oil, ink, marker pen, tomato, fruit, chocolate, grease	Organic solvents: alcohol, turpentine, acetone Alkaline detergents in liquid or powder form Bicarbonate
Tar, rubber, shoe polish, paint, graffiti, wax, resins, marker pen, nail polish	Organic solvents: alcohol, turpentine, acetone
Coffee, ice cream, nicotine, wine	Alkaline detergents in liquid or powder form
Lime, cement, beer, metal deposits, soft drinks, fruit juices	Diluted acids: vinegar, hydrochloric acid
Glue, chewing gum, tyre or shoe rubber	Organic solvents: alcohol, turpentine, acetone Diluted acids: hydrochloric acid
Blood, mercromina, iodine	Oxidant: oxygenated water
Incrustations	Pressurized water

Never use any products containing hydrofluoric acid, only those indicated in the table above. All the products in this table may be easily found in ordinary household stores and shopping centres.

### SPECIALLY INDICATED FOR POLISHED PORCELAIN TILES:

Once the entire material has been laid and the remains of cement, pointing and other building material have been cleaned, on some polished surfaces the presence of an "oily" film can be observed due to the "stain-resistant" inertisation treatment they are given. Should this occur, Roca recommends the cleaning of the surface with drycleaning products (powder detergents), and once that fine protective layer has been removed, then clean the product as indicated previously. In extreme lighting conditions, light reflections might occur due to the high degree of brightness and the features of the product.

We recommend cleaning stains immediately.

