

# Warranty Details

## KAI59...Range of Encaustic tiles

### 1. Warranty

Karmy Pty. Ltd. ("Karmy") warrants that this product is free from defects in workmanship and parts for a period of 5years from the date of purchase, subject to the terms set out in this document ("Warranty").

### 2. Claiming on the Warranty

If you purchased a Karmy product and wish to claim on the Warranty, you must first contact Karmy at the contact details below and:

- A. provide Karmy with details of the claim on the Warranty;
- B. provide Karmy with proof of original purchase; and
- C. obtain a "Return Number" from Karmy.

Once you have received a Return Number, please securely pack and return the product to Karmy including a copy of the original proof of purchase and the Return Number. Karmy will assess your claim and, if in the reasonable opinion of KARMY the Warranty applies, Karmy will at its own option and cost:

- D. provide you with the same or similar KARMY product; or
- E. repair the product and return it to you; or
- F. refund the price you paid for the Karmy product.

### 3. Exclusions

Except as set out in this Warranty, Karmy is not liable for any other costs and expressly excludes the following:

1. Karmy products which have been improperly installed or fitted;
2. Karmy products which have not been properly maintained in accordance with Karmy's care and maintenance recommendations;
3. Karmy products which have been used in a way or manner not within the scope and limitations of the specifications of the products (including Karmy products which are intended for domestic or residential use but are used in commercial or industrial applications);
4. fair wear and tear;
5. Karmy products which have been modified, altered or repaired without the written authorisation of Karmy;
6. Karmy products which have been subject to accident, abuse, misuse, neglect or damage;
7. defects or deterioration caused to Karmy products from being exposed to corrosives, including vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray or high humidity that exceed the tolerances as set out by Karmy from time to time or cosmetic imperfections such as tea-staining, finish tarnishing or superficial corrosion;
8. Karmy products which have had any of the brands, marks, patented plates, numbers or other information of Karmy on the products defaced or removed; and
9. personal injury, property damage, consequential or economic loss, howsoever caused including any such injury, damage or loss that arises from your continued use of the product after a defect is observed or apparent.

If products are returned to Karmy which, in Karmy's reasonable opinion, do not fall within this Warranty, the products will be returned to you freight-collect or, where freight costs are unreasonably excessive, made available for you to collect.

### 4. Australian Consumer Law

The following guarantee applies only to a "consumer" as defined in the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 5. Contact Details:

**Karmy Pty. Ltd.** 63-69 Noone Street, Clifton Hill, 3068

Ph: 03 9482 6400 Fax: 03 9482 6540

### CARE AND MAINTENANCE

## Laying encaustic tiles

- 1: Prepare a perfectly level surface in concrete or self-levelling screed/cement, 18mm below the line of the intended floor height.
- 2: Wait until the floor is completely dry before placing the tiles.
- 3: Place the tiles using separators if desired. Leave approx 3mm between each tile to allow for irregularities. If you choose a carpet-style pattern, you must start with the outside of the main pattern and move in, before placing the border which can be resized without disrupting the main pattern.
- 4: Clean and dampen the underside of the tiles to remove dust. Apply glue evenly to the floor subsurface and the back of each tile, using a wide comb. A stronger cement-glue will be needed for tiles that are going on the wall, or behind the oven.
- 5: Lay the tiles, and press into place using your hands or a soft white rubber mallet. Do not use a hard rubber hammer as this could cause cracks.
- 6: Ensure tiles are completely level throughout the installation, as unevenness cannot be rectified later.
- 6.5 (Optional) Once the adhesive is perfectly dry, to protect the tiles against dirt and mortar stains, apply a coat of Lithofin sealer (or any other cement sealer) with a wide brush or roller.
- 7: Grout the tiles. Grout should be approx 3mm wide. Any wider or any narrower and the pattern may be disrupted. Use a spatula to spread the grout and immediately remove any excess using a damp cloth. Never use black or any coloured grout, as the pigment could contaminate and/or stain the tiles.
- 8: Clean the floor. Remove any cement residue or stains immediately, using water and a PH Neutral soap using a long-handled brush or cloth. Finally, rinse with warm water and dry with a liquid vacuum cleaner or cloth. Never use cement remover, strong detergents or bleach as these will damage the tiles. Paint-stains or hard cement spots can be delicately removed with waterproof sandpaper grade 200 with water, or Scotch-Brite. The tiles should be allowed to dry and not be walked on before they are sealed. Cement tiles should never be treated with oil.

## Protecting encaustic tiles

First, ensure the floor is perfectly dry. Tiles need to breathe after laying to allow any moisture to evaporate. If a newly-tiled floor is protected too soon, humidity will get trapped and damp spots may appear. Sealants will not protect a damp floor.

## Seal your floor

The floor must be clean and dry before you seal it. The floor must then be sealed with protector such as Lithofin stainstop with a brush or short-fleece roller. Make sure that the tiles and grout are completely clean before you apply the sealer, and that they are kept meticulously clean throughout the installation process as any staining before sealing will be hard to remove. The sealant should be applied in thin layers until the floor is covered. The tiles are porous so the seal will be absorbed. The sealant should be left to dry for 24 hours. It is not usually necessary to reseal the floor, although you may wish to do so after two or three years.

## Ongoing protection and maintenance

Scrubbing with PH Neutral soap such as Lithofin floor cleaner then waxing is the traditional and most common protection for cement floors. These products protect the tile and bring out the colours. Never use bleach, acidic or alkali products (including strong detergents) as these will damage the tiles. After cleaning with PH Neutral soap it is also possible to use a Liquid Wax.

## Routine Cleaning

Even though these floors are intricate in design, they don't have to be particularly difficult to clean every day. There are some regular care steps that are a bit more labor intensive, but the standard, day-to-day maintenance of encaustic floors is pretty straightforward.

Sweep and mop just like you would with any other ceramic flooring, preferably using neutral, sulphate-free detergent. Remember to rinse well with plain water so you avoid leaving a soap residue, which can be a hazard.

If your encaustic floor is in good shape (no broken tiles, no discoloration, no build up of grime), then this may be the only maintenance you need.

It's important that your floor is sealed. In a regular home, a seal will last nearly a lifetime. If you find that your beautiful floor has sustained damage from the hands of time, don't fret. There are plenty of options for restoration.