

# DUQUESA™ CERAMIC

## PRODUCT INSTALLATION & MAINTENANCE GUIDELINES

### PRODUCT SPECS

#### BODY

Our tile is handcrafted of a special mixture of clays and adhesives that make it suitable for indoor wall installations. Small imperfections such as tiny cracks and chips that add character to the rustic nature of the material are to be celebrated and will not be considered defective.

#### VARIATIONS

Our terracotta is hand-made and hand-painted. Like any other artisan-made product, color and size variations can be expected from lot to lot. We cannot guarantee color or shade matching from shipment to shipment. For any add-ons to existing orders, we recommend sending a control sample to minimize any variations in color.

### APPLICATIONS

#### USES

Duquesa tiles are not recommended for residential or commercial flooring, especially heated flooring. Use on kitchen countertops or working surfaces is not recommended since the acidity of liquid spills and excessive heat from cooking utensils may damage the glaze. If using around a fireplace or near a stove (such as kitchen backsplash), care should be taken that our tiles are not exposed to high levels of direct heat as all cooktops vary in heat disbursement. These tiles should not be placed, used near, or installed behind professional/commercial grade cooktops. Because we cannot control variables such as proximity of heat to tile, use at your own discretion. Cracking, darkening, or peeling may occur if installed too close to extreme high heats.

#### EXTERIOR USE

Our tiles are not recommended for exterior applications.

**OUTDOOR INSTALLATIONS WILL NOT BE COVERED UNDER WARRANTY BY WALKER ZANGER.**

#### WET APPLICATIONS

Suitable for installation on shower walls only, starting installation at least 6" from shower floor. Not suitable for shower floors, steam showers, saunas, submerged water applications, or water lines. It is always recommended to prepare the surface with a waterproof membrane.

**WALKER ZANGER WILL NOT BE HELD RESPONSIBLE FOR MATERIAL FAILURES RESULTING FROM USE OVER A DAMAGED, DEFECTIVE, OR IMPROPERLY PREPARED SURFACE AND CANNOT BE HELD RESPONSIBLE FOR REPLACEMENT OF TILE USED IN AREAS WITH COMPLETE WATER SUBMERSION INCLUDING, BUT NOT LIMITED TO, POOLS AND FOUNTAINS.**

### CARE

#### SEALING

Please do not expose our tile to excessive moisture or soaking at any point as this will damage the glaze and result in product failure. Our tiles are sealed out of the kiln, so it is not necessary to re-seal them prior to grouting. We recommend sealing the grout after installation.

#### CLEANING

On floor surfaces, cleaning with a damp mop and mild soap is suggested. On walls, you may also apply mild cleaning products with a soft sponge. Always avoid the use of abrasive products containing bleach, ammonia, and/or paint thinner. Never scrub with rough materials that may scratch the surface. Do not use painter's tape or adhesive tapes on any of our hand-painted products.

### SHIPMENT INSPECTION

It is the responsibility of the client or client's representatives to thoroughly inspect deliveries upon receipt. It is important to check that the received tiles match what was ordered and that no product was damaged. All damage claims must be made within two business days of receipt. If the order was shipped "collect" then all the damage claims must be submitted by the party that paid for the shipping.

**ALL CLAIMS OF WRONG TILES, INCLUDING COLOR MATCHING, MUST BE MADE BEFORE INSTALLATION OF THE TILES.**

WALKER ZANGER™

*Be sure to have a copy of these recommendations and familiarize yourself or installer with these installation guidelines.  
Contact us with any questions prior to start installation.*