

**UNI EN ISO 10545 – (ASTM)**

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STANDARDS	DESCRIPTION	TEST RESULTS
ASTM C1027	<b>Wear resistant</b>	<b>Group 4 (COF .62)</b>
UNI EN ISO 105-B02:2001	<b>Resistance to sunlight</b> (UV-rays) will not fade	<b>Higher than 8</b> (Standard range 1-8)
UNI EN ISO 10545-14:2000	<b>Resistance to stain</b> (Residues)	<b>Grade 5</b> Stains removed by washing with water. (Standard range 1-5)
UNI EN ISO 10545-14:2000	<b>Resistance to stain</b> (Substances that oxidize)	<b>Grade 5</b> Stains removed by washing with water. (Standard range 1-5)
UNI EN ISO 10545-14:2000	<b>Resistance to stain</b> (Substances that form a film)	<b>Grade 5</b> Stains removed by washing with water. (Standard range 1-5)
UNI EN ISO 10545-14:2000	<b>Ammonia</b>	<b>No visible alteration</b>
UNI EN ISO 10545-14:2000	<b>Denatured alcohol</b>	<b>No visible alteration</b>
UNI EN ISO 10545-14:2000	<b>Acetone</b>	<b>No visible alteration</b>
UNI EN 101	<b>Surface Hardness</b> (Mohs scale)	<b>Grade 5</b> (1=talc / 5=apatite / 10=diamond)
<i>Certificates available upon request</i>		

Anti-copyright Infringement and Indemnification Tile Artisans seeks to abide by the copyright laws of the United States and in so doing recognizes that it must rely upon Client to ensure that the items or designs sought by Client to be produced by Tile Artisans are not copyright protected. As such, Client hereby affirms to Tile Artisans that the items or designs sought by Client to be produced by Tile Artisans IS NOT copyright protected, or that it is copyright protected and that Client (or its subcontractor(s)) are the holder (or has written permission) of the copyright on the items or designs sought to be re produced herein.

In the event that it is later determined that the items or designs produced by Tile Artisans for the Client are copyright protected and that Client IS NOT the holder of the copyright Tile Artisans will immediately cease production of that item or design and the full amount of the contracted price will be all due and payable immediately to Tile Artisans. In addition to the full amount of the contract price being immediately due and payable, Client will also indemnify Tile Artisans for any and all damages, costs of litigation, attorney's fees and judgments incurred by Tile Artisans as a result of having produced unauthorized copyrighted items or designs on behalf of Client.

**WARRANTY**

Limited Warranty (support materials) Tile Artisans warrants, that all support materials (the ceramic tile) as supplied by Tile Artisans are produced in accordance with international and national industry standards for ceramic tile and/or porcelain pavers. These standards being:

- ISO 13006 for Definitions, Classifications and Properties of Tile and ISO 10545 for Testing Methods.
- ANSI Specifications A 137.1-1988 (if support material is of US origin)

**Limited Lifetime Warranty -- Except for fading, which carries a lifetime warranty**

Tile Artisans represents and warrants that the image transfer to a ceramic tile support material shall be performed in a workmanlike manner, free of defects in workmanship and materials, including inherent vice and portions deemed dangerous to the public, and that Tile Artisans shall, at its sole expense, remedy any defects due to faulty workmanship or materials, or to inherent vice, which appear within a period of 5 years from the date of the image decorated tile was installed. If the image, or individual tiles within the overall image, should deteriorate because of faulty workmanship or materials or an inherent vice within 5 years from the date the image tile was installed, Tile Artisans will promptly reproduce and replace the damaged image(s) tile(s) without any charge. Tile Artisans will not be responsible for any cost of labor, installation or removal of tile.

**Limited Lifetime Warranty Limitations**

Tile Artisans specifically excludes from this Limited Lifetime Warranty, failures due to the following incidents.

- Improper use and installation of image support materials
- Acts of God
- Falling objects, abuse, misuse, negligence, vandalism, fire, exposure to extreme temperatures and accidents.
- Improper care and maintenance including the use of highly concentrated acidic, the use of industrial steel brush scrubbers and industrial power washers.

**Care and Maintenance**

Support material surfaces: The decorated surface, whether as a single unit or as a mural should be treated and maintained as a normal glazed tile surface. Sponge-clean tiles with a mild detergent. Never rub powdered cleaners or any high acid based cleaners onto a tile surface. Grout joints can be cleaned with a stiff brush and non-bleach cleaning powder. To remove mildew that can form on ceramics and grout joints in damp areas, scrub with a light solution (50/50) of water and chlorine and thoroughly rinse afterwards.