

D-LT-CG
REV: 04
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## **WARRANTY**

**VITROMEX DE NORTEAMERICA S.A. DE C.V.**

*Vitromex* is a manufacturer of ceramic products, wall and floor coverings, manufactures its products taking as reference the **International Norms** of Quality ANSI 137.1 (American National Standard Specifications for Ceramic Tile), UNE 67-177 and 159, in agreement with the testing methods ASTM-C (American Society for Testing and Materials), and EN-67 (European Standard).

*Vitromex* fulfills the requirements established in the Norm ISO 9001:2000, regarding its quality management system, since 1995. Furthermore, we are backed up by a long-lasting presence of over 40 years in the Mexican and foreign markets (United States, Central America, and South America).

This way, we guarantee that all of our top-quality products fulfill and exceed the performance specifications established by the aforementioned norms. Our products must be examined by the customer before being installed. Two types of guarantees apply:

### **Residential Guarantee**

Subject to the terms of this guarantee, any product that fails due to a manufacture defect will be replaced, not reinstalled, as long as the manufacture defect is notified in writing before its installation, according to the sale terms and conditions.

We will not be held responsible for the costs incurred in labor, installation, or removal of our products *with obvious defects*.

### **Commercial Use Guarantee**

This guarantee will cover our products bought for commercial use for up to 12 months *after the installation date*. Certain factors, such as environmental conditions and structural design are out of our control; therefore, our guarantee does not accept the responsibility for the performance of our products after being installed for commercial use.

Our guarantee does not cover scraping, chipping, and other signs of (premature) wearing due to incorrect handling (or inappropriate use of the material).

We do not provide any implicit guarantee about uses and functionality for a particular purpose, except for the guarantee mentioned in the previous paragraphs. Under no circumstance we will be held responsible for covering consequential losses, expenses, or damages that are directly or indirectly generated by the sale, handling, and/or use of our products.

The guarantee is effective in case of hidden vices (undetected before installation, such as presence of limestone, internal bubbles in the enamel, etc.)

From the user's view, the principal parameters are systematically controlled in our laboratories, thus giving us the confidence to guarantee our material as long as it is given the recommended use.

The technical specification of this product is attached:

Testing Methods	Standard Value <i>Porcelain Floor</i>	Standard Value <i>Clay &amp; Cottoforte Floor</i>	Standard Value <i>Wall</i>
Thickness <b>ANSI 137.1</b>	< 10.00 mm	< 10.00 mm	< 10.00 mm
Resistance to chemical substances. <b>ASTM C-650-04</b>	Resistant	Resistant	Resistant
Stain resistance determination <b>ASTM C-1378-04</b>	Resistant	Resistant	Resistant
Resistance to crackling by autoclave treatment <b>ASTM C-424-93 (99)</b>	Resistant	Resistant	Resistant
Determine water absorption <b>ASTM C 373-88 (99)</b>	< 0,5 %	3-7% Clay 7-18% Cottoforte	< 20% Wall
Determination of flexion resistance <b>UNE-67-100-85</b>	> 275 Kg/cm2	> 250 Kg/cm2	> 160 Kg/cm2
Determination of Load at Breaking point <b>ASTM C-648</b>	> 113 kgf	> 113 lbf	> 90 lbf
Hardness against scraping of the glazed surface according to MOHS <b>UNE 67-101-85</b>	Minimum 5	Minimum 5	Does not apply
Determine the visible abrasion of the ceramic glaze <b>ASTM C-1027-99 (2004)</b>	*	*	Does not apply
Determine the static friction coefficient <b>ASTM C-1028-96</b>	**	**	Does not apply
Determination of resistance to thermal shock (10°C-110°C) <b>UNE 67 104-84 / ASTM C-484-99 (03)</b>	Resistant	Resistant	Resistant

- The classification of resistance to abrasion and application suggestion for the floor ceramic coverings is related with a type or group, through which a numerical classification of I to IV is given, according to most of the ceramics industry and according to the results of the P.E.I. (Porcelain Enamel Institute) abrasion test recommended by the ASTM.

According to this procedure, the covering for floor has been assigned to a type or group, and we give the following recommendations for the areas to install:

- **P.E.I.**

**Type or group I** – Product recommended for wall decorated interiors.

**Type or group II** – Recommended for low traffic, residential areas. Exclusive use in areas or places that do not have direct access outside. For example: bathrooms, bedrooms, and kitchen.

**Type or group III** – Recommended for medium traffic. For residential use in living rooms, kitchens, bedrooms, garages, and balconies.

**Type or group IV** – Recommended for heavy traffic. Offices, banks, malls, and schools.

The durability in time of the ceramic floor products is related to the group or P.E.I., as well as the proper installation and in the recommended areas.

*Proper* installation of the product should be considered, and that it is given the recommended and proper maintenance.

\*\* The friction coefficient of the ceramic floor coverings of *Vitromex* is determined according to the ASTM C-1028; however, this is not an ANSI requirement.

The Ceramic Tile Institute identifies, for the friction coefficient, the tile in 3 categories:

Resistant to 0.60 sliding or higher.  
Conditionally resistant to 0.50 – 0.60 sliding  
Questionable less than 0.50

The adequate use and cleaning of the ceramic products helps preserve their shine and design for a longer time.

The *Vitromex* products offer a high resistance to most acids, alkalis, and other corrosive substances, among which the following can be found: acids (such as commercial muriatic acid, edible vinegar), inks in general (shoe paint, dye), household cleaning products (soap, detergent, fabric softener, ammoniac), medicinal products, wines and liquors, oxidants in general (such as decomposing food and/or organic products), metal rust.

*Vitromex* does not recommend the use of acid products for the cleaning of their ceramics; a thorough cleaning of the ceramic should be done with plenty of water and commercial detergent.

*Decorated* products should not be cleaned with abrasive substances, it is recommended to use a soft cloth and water.

Regarding the color tones, the ceramic products present a variation of hues, which, conveniently used, enhances the beauty of the product, and therefore, it is recommended to mix the content of several boxes before installing and making sure that it is the same color tone for one area (information on package).

It is recommended that the ceramic products of *Vitromex* be installed taking into account all the installation recommendations given above, and furthermore, that it is made *by a certified installer*.

## **Cleaning recommendations**

In general due to its vitrified surface the ceramic floor tile and wall tile are susceptible to be chemically damaged by external agents like acids even when diluted, therefore it is not recommended to use cleaning products containing any acid or abrasive ingredients.

For regular cleaning mopping with clean water is recommended, and in case deeper cleaning is needed, clean water and soap, however it should be washed away and dried immediately. If the surface is rough a plastic brush can be used as well. For decorative pieces, only water and a piece of flannel is recommended.

In case of exposure to any acid or abrasive agent (vinegar, wine, muriatic acid, caustic soda, etc.) it is crucial to wash well any residue and prevent it from frequent exposure.

Prolonged exposure to cleaning agents, including soap, is not recommended either because it can adhere to the surface or can create a stronger bond between surface and dirt when dry.

To remove white marks on the enamel surface, caused by white powder in the back of the pieces when packed, you must use plastic fiber, powder detergent and water or basic type products, commonly found in supermarkets.

## **Special recommendations for polished porcelain**

Polished products contain raw material that provides the tile with a specific hardness that allows the surface to be polished and obtain a flat and bright finish, but due to its glass nature some level of porosity is still present, such porosity is filled and covered with a high-tech treatment called "Hi Coat" that will prevent dirt from sticking to the surface and will make it easier to clean.

This "Hi Coat" sealing application is intentionally a heavy coat to protect the product during the installation, preventing scratches and stains during the job; this waxy cover can be buffed out using dry grout powder with NO sand or dry powder detergent. The buffing can be done with paper, sponge, or buffing machine with a soft pad.

It is important to make sure that the buffing materials used are not abrasive agents.

If a tile is scratched for any reason, it should be replaced and not polished with traditional or conventional equipment as its originally polished finish has been achieved using industrial processes with special characteristics.