

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