

customer care instructions

Prior to installation and during the life of the product

As a leading supplier of first quality tiles in Australia, National Tiles is committed to delivering an excellent customer experience.

DELIVERED PRODUCT

- Check that the tiles delivered to site are the correct quantity, colour, shade, surface finish and the actual working size of the tile as ordered (and selected). Check that the shade is consistent throughout the batch, and ensure that the batch is the same throughout the order.
- Do not start laying tiles until you have the required quantity. Ensure that there are enough tiles onsite for the project. If not, order more of the same batch (and size) before work commences.

Important note: Shade variation can occur in all types of kiln-fired clay products including tiles. This happens because the tile production process takes natural clay elements, bakes them at very high heat and, depending on the materials and conditions, may generate slight changes from batch to batch. As such, instore samples may differ to the delivered product.

PRIOR TO INSTALLATION

- Place (assemble) 2-3m² in the room the tiles are intended to be installed (for example: next to floor to ceiling windows, entrances, hallways etc.). These should be observed at various times of the day and night, and from different viewpoints to ensure the product meets your expectations.

INSTALLATION

- Mix tiles from several boxes to ensure blending of any inherent shade variation.
- Check for any potential product defects as the works progresses, under adequate lighting.
- Always clean adhesive, grout and wax from the surface of the tiles.

Important note: Any manufacturing defects in tiles, or variations in shade, should be brought to our notice prior to installation. Installation of product constitutes as acceptance. No claim will be accepted after the product has been installed.

MAINTAINING THE APPEARANCE OF YOUR TILES

- To remove grout haze, use National Tiles Residual Surface Cleaner (NATTC033). Direction of use (i) dilute in water 1 part to 10, (ii) Wipe surface with solution and scrub, and (iii) Rinse well with a diluted pH neutral cleaner such as the National Tiles All Purpose Cleaner (NATTC027).
- For regular cleaning (internal or external) use National Tiles All Purpose Cleaner. Directions of use; (i) add 2-3 caps of National Tiles All Purpose Cleaner to 3 Litres of tepid water, (ii) Wash tiles with solution and allow to dry, (iii) Change solution for every 50 sqm.
- For problem stains, contact your nearest National Tiles store for more details on a suitable cleaner.

DISCLAIMER

- No claim will be accepted after installation of the product. All tiling must be undertaken in accordance to AS 3958.1 "Guide to the installation of ceramic tiles".
- Installation of the product constitutes acceptance, no claims in respect to variation or noticeable defects will be accepted after tiles have been installed.
- Returns will be accepted within 30 days for unopened boxes.