

Operation and Maintenance Manual

Our Company

Contact Name: Nick Zhang

Contact No.: 0430 029 923

Address: 7-9 Eileen Street, Underwood, Q4119

Email: nick@imgo.com.au

Operation & Maintenance Procedures

ON DELIVERY

1. Check against the order and ensure the following are accurate:
 - Quantity
 - Size
 - Colour
 - Finish
2. Ensure there is sufficient quantity on site before commencing laying of tiles.

INSTALLATION

1. Before installation, place 2-3m² in the area where tiles are to be installed and ensure the tiles meet the expectation.
2. Unpack tiles from different boxes and mix the tiles to ensure any mild shade variation is blended.
3. Remove any residue such as adhesive or grout from the surface of the tiles.
4. Inspect the tiles and ensure no defects while installing.
5. Do not install any tiles that have defects or quality issue (such as variation in shade or finish) and communicate with our Company prior to installation if any defects are found. We do not accept responsibility for any product defects once tiles have been installed.

PRODUCT MAINTENANCE

1. To Remove Grout – Use Sure Seal EFF-Plus Remover
 - Wear appropriate chemical resistant protective clothing and use dust/vapour mask if needed before using the product
 - Dilute 1:4parts to 1:50parts water depending on the substrate to be cleaned and the thickness of the grout to be removed
 - Use a stiff bristled brush to scrub on the surface of the tile, allow to react for a few minutes then rinse off with fresh water

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2. For Regular Cleaning – Use Sure Seal Grout, Tile & Stone Cleaner

- Remove dry dust, loose soil and other dry particles by sweeping or vacuuming the area
- Pour the solution on to a damp clean cloth and apply to the tile surface, leave the solution on the surface for a few minutes for stubborn stains.
- Scrub the surface in a circular motion before the solution dries.
- Wipe over surface with clean terry cloth applicator or mechanical buff machine fitted with a woollen pad to dry the surface.
- Wipe off residue or dust with a damp cloth.
- Do not force dry.

Refer to Sure Seal product guides for detail usage of the cleaning products if required.

WARRANTIES

1. Go Tiles guarantee all our tiles against manufacturing defects and to remain an integral part of the flooring:
 - 10 years from date of purchase for Domestic use
 - 7 years from date of purchase for Commercial use
2. Tiles must be installed and treated in accordance with the relevant fixative manufacturer's instructions and/or AS3958(2007) 'Guide to the Installation of Ceramic Tiles'. We do not cover any issues where the application of any of the substrate materials, fixatives or the installation of tiles is not carried out in accordance with the manufacturer's instructions and/or AS3958(2007). This guarantee will not cover situations where it cannot be satisfactorily demonstrated that substrate materials and fixatives are fit for purpose.
3. We advise to purchase 10-15% additional quantity to allow damage of tiles during installation. Go Tiles does not guarantee availability of replacement tiles of same colour, shade, pattern or finish after the time of purchase.
4. Pre-installation inspection of the tiles is advised as we do not cover colour/pattern blending issues or tiles with obvious visual faults after the tiles have been installed. Installation of products constitute as acceptance. Contact Go Tiles prior to installation if any manufacturing defects or colour/pattern/shade variations are noticed.
5. Tiles on display and samples are an indication of colour, shade and finish only. Variations can occur as the tile manufacturing process involves natural clay elements, and may constitute to slight variations between batches.
6. All tiles can be slippery when wet. Liability will not be accepted for accidents or issues due to inappropriate tile selection, maintenance or carelessness.

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7. Regular and appropriate method of regular cleaning and maintenance must be strictly adhered to, otherwise, warranty may be voided.
8. In instances where a claim is made under this guarantee, Go Tiles may, in its sole discretion, offer either the below:
 - Replace the products
 - Repair the products
 - Supply equivalent products
 - Pay the cost of replacing, repairing the product or obtaining equivalent products.