

FAQ - EVERSTONE PORCELAIN TILE - FACTS & TIPS

1. **Durastone™, Everquartz™, Lavacode™:** full body, double loading, unglazed porcelain tiles produced by EVERSTONE in full compliance with international ISO9001-2000 Standard. All tiles are rectified in nominal sizes and with excellent flatness, far beyond Standard requirements ($\pm 0.4\%$ max). Besides the inherent variation from a kiln fired double loading process, these tiles are designed to reproduce the beauty of classic natural and contemporary engineered stones, with a shade variation classification of V2 for Durastone and Lavacode and V1 for Everquartz;
2. **Cleaning & Maintenance:** being fully vitrified body with extreme low water absorption ($\leq 0.07\%$), all tiles are retaining their innate anti-stain property with some slight variation between different surfaces finishes:
 - **Super Polished:** Nano protected surface, no sealer is required for general application.
 - **Honed Surface:** A truly machine ground surface, finished with a dedicated wax protection to create a unique silk finish on each tile. Compared to a polished tile, the honed surface is only diamond ground and its unequal surface could trap dust and dirt; sealing* is optional in achieving easier cleaning and maintenance more comparable to polished or glazed surface tiles.
 - **Matt/Rockface/Brushed/Stream Surface:** Natural fired surfaces have anti-slip as well anti-stain properties. No sealing is required for general application. When considering these natural uneven anti-slip surfaces, sealing* is optional if easy cleaning and maintenance are of significant importance especially when selecting light colours.
 - **Stain Free:** Remove and clean immediately any spills from the tile surface, never leave to dry or for an extended period of time.

**Everstone recommends using Aquamix Sealer's Choice® Gold*
3. **Lighting Effect:** Polished and honed surfaces are produced through high pressure grinding and buffing process, these may occasionally produce uneven reflection of light or shading when viewed from low angle and under certain lightning conditions, this is an unpredictable occurrence caused by spectrum phenomenon and commonly known as "Optical Haze". This is not considered a defect in the tile.
4. **Grout Haze:** Incorrect use of Epoxy or Cementitious grouts may damage or discolour the tile surface due to the etching or stubborn grout residue. Please assure the grouting and cleaning process adheres to the manufacture instructions. Failure to do this may follow in expensive remedial costs.

If in doubt, please contact us for further assistance.

SHORT NOTE OR LABEL FOR DISPLAY OR SHOWCASE

1. **Size & Surface:** rectified tiles in many sizes and surface options in compliance with ISO9001-2000 Standards.
2. **Shade Variation:** inherent shade variation and classified as: V2 for Durastone & Lavacode and V1 for Everquartz.
3. **Cleaning & Maintenance** - all tiles are fully vitrified with innate anti-stain property and performance; no sealing is required for general use with some exception for special location or applications. For more detail please consult a sales representative.
4. **Optical Haze:** on occasions polished and honed surfaces may display visible surface haze effects depending on lighting conditions. This is a visual effect but not a defect in the tile.
5. **Grout Haze:** Epoxy or Cementitious grouts may harm or discolour the tile surface, please assure that grouting and cleaning process follows the manufacturer requirements correctly.

For more details and information, please contact our local dealer or local sales representative.