

IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY

TOOLS AND MATERIALS REQUIRED (NOT INCLUDED) CAN BE FOUND AT YOUR LOCAL HARDWARE STORE

- Measuring tape
- Chalk line
- Level
- Buckets
- Medium-set mortar
- Mixing paddle
- Tile spacers (minimum 5 mm)
- Safety glasses
- Dust mask
- Notched trowel (12.7 x 12.7 mm or ½ x ½ in notch)
- Beater block or piece of wood
- Rubber mallet
- Pencil
- Tile cutter or wet tile saw
- Grout
- Rubber grout float
- Large sponges
- Cloth rags
- Sealer
- Small paintbrush
- Caulk
- Rubber gloves
- Knee pads (optional)

ADDITIONAL TOOLS REQUIRED (NOT INCLUDED) FOR INSTALLATION ON PLYWOOD OR EXISTING FLOORS

- Self-levelling underlayment
- Thinset mortar
- Cement backerboard
- Utility or scoring knife
- Cement board screws
- Electric drill
- Cement board seam tape

IMPORTANT INFORMATION

- Make sure the surface is levelled and clean prior to installation.
- Inspect each tile prior to installation.
- When installing the tiles, mix and match tiles from different cartons for a natural look. However, please ensure that you are using tiles from the same caliber (indicated on the side of the carton). Do not mix and match tiles from different calibers.
- Note that the shade can vary slightly between production lots. Ensure your tiles come from the same production lot (as marked on the carton).
- Follow manufacturer's instructions when applying self-levelling underlayment, thinset mortar, medium-set mortar, grout and sealer.
- Keep tools clean throughout installation.
- Keep floor and tiles clean throughout installation.

SUBFLOOR PREPARATION

A. Concrete Subfloors

1. Concrete subfloors must be dry, smooth and free from dust, solvent, grease, oil, asphalt sealing compounds and other extraneous materials. The surface must be hard and dense, and free from powder or flaking.
2. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. The final responsibility for determining if the concrete is dry enough for installation of the flooring lies with the floor covering installer.
3. Holes, grooves, expansion joints and other depressions must be filled with a latex-modified cementitious underlayment, trowelled smooth and feathered even with the surrounding surface.

B. Plywood or Existing Floors

1. Ensure the subfloor measures at least 31.75 mm (1.25 in) thick. Smooth out peaks and valleys in the subfloor with a self-levelling underlayment.
2. Once floor is level, install cement backerboard, which provides a sturdy, protective base for the installation. Make sure to check that the backerboard thickness plus the tile thickness will fit under any doors, and add 1.6 mm (0.063 in) above this height to your cut for trims, and any doors should be cut about 3.2 mm (0.125 in) above this height. It may be necessary to cut doors or door jams to accommodate the installation.
3. Apply a thinset mortar to the floor, only doing small portions at a time. Screw the cement board into the existing floor with approved cement board screws.
4. To cut backerboard, use a scoring or utility knife, then snap the board along the edge.
5. Continue until the floor is covered. Cover the seams with cement board seam tape, then apply mortar to the seams.

INSTALLATION

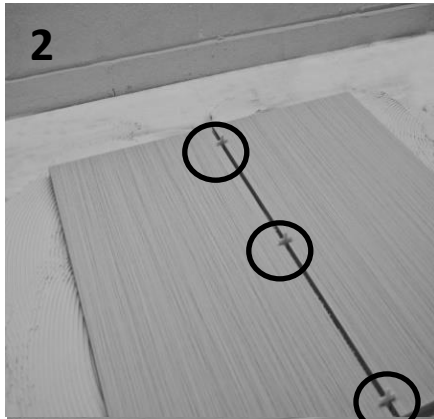
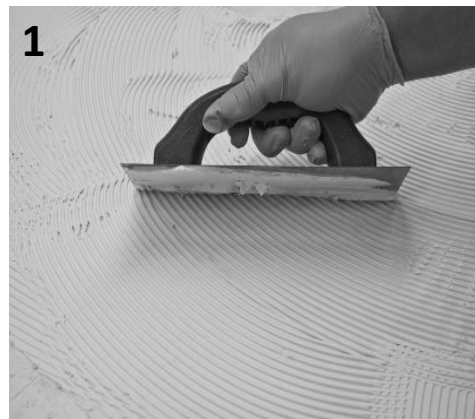
1. Plan the placement of the tiles on your floor before beginning the installation. If the room is square, the first tile should be placed at the center of the floor, this can be found by using a chalk line to mark a line in the center of the wall between opposite walls. Doing this on perpendicular sides of the room will create a cross, the middle of this cross will be the center of the room. Use these reference lines to lay our tiles with spacers. If the space between the last tile and the wall is narrower than half a tile, shift the line so that you will have wider cuts on both walls. Alternatively, the rows can be lined up to a wall or other fixed obstacle. Mark chalk lines to match the dimensions of the rows of tiles on the floor. Ensure the edges of the tile do not line up with the edges of your subfloor.

2. Mix a batch of medium-set mortar. This should be done according to the manufacturer's instructions. Wear safety glasses, a dust mask and rubber gloves for your safety while using the mortar.

3. **Figure 1.** Starting at the intersection in the middle of the floor, or other starting point, apply the mortar adhesive using the flat side of a square-notch trowel. Apply this to the cement backerboard and drag it across a small area with the trowel. Apply a layer approximately 12.7 mm (0.5 in) thick. Holding the notch side of the trowel at a 45° angle, pull teeth along the floor to make uniform ridges in the same direction. The notches in the mortar should be about the thickness of the tile.

4. **Figure 2 and 3.** Lay the first tile and firmly press into the mortar. Remove any excess mortar from the tile. Use spacers to place the consecutive tiles. Continue laying tiles until the small area to which you applied mortar is covered. Lay a short beater block or piece of 2x4 on top of the tiles and lightly tap with a rubber mallet to level the tiles, checking with the level. Continue laying small batches of mortar using spacers until the floor is covered with tiles. The tiles should have a minimum grout line of 5 mm, assuming that you are installing within the same caliber.

5. **Figure 4 and 5.** Once all the full tiles have been set, you will need to mark tiles to be cut. This can be done by laying a loose tile directly over the full tile nearest the wall or obstacle. Place another loose tile on top of that, and push the top tile to the wall or obstacle, leaving a buffer for the grout. Trace a line onto the bottom loose tile. While wearing safety goggles, this can be cut using a tile cutter along the traced line. Set, lay and level this tile, and repeat until border is covered.



6. **Figure 6.** To apply grout to set the tiles, spread grout using a hard-edged rubber grout float at a 30° angle. Spread the grout in large strokes over the joints to fill. Remove any excess grout by holding the hard-edged rubber grout float at a 90° angle and wiping across the tiles. It is best to wipe across the tiles diagonally to not affect the grout lines. Follow manufacturer's instructions when using grout.



7. **Figure 7.** After waiting for the grout to begin drying (a few minutes), wipe the tiles in a circular motion with a sponge that is barely damp to remove any grout residue. Once the grout has completely dried, wipe tiles again with a damp cloth, and dry immediately with a dry cloth. Let the grout set based on the manufacturer's instructions before applying any sealer. Follow manufacturer's instructions when using grout.

8. After letting the grout completely cure, spread sealer along grout lines with a small paintbrush or applicator. Read the grout manufacturer's instruction to ensure that caulking is appropriate. Clean off any smudges. It may be possible to fill any gaps in the grout with caulk, please refer to manufacturer's instructions for more details.

MAINTENANCE AND CARE

- Porcelain tiles can be routinely cleaned with any cleaning compound that is safe for cleaning both tile and grout. Follow manufacturer's instructions when using these products.
- Clean up spills immediately, and rinse any residue from cleaning solutions off tiles before it dries.
- It is recommended that a small area be tested with any cleaning product before applying it to the entire floor. This helps to ensure that there are no adverse effects from the cleaning product.

WARRANTY

Golden Select affirms that the enclosed flooring is warranted for residential use to the original purchaser for a period of ten (10) years. Golden Select will refund any of its manufactured products that are proven to be defective. The stipulations of this warranty are as follows:

- The flooring will be free of manufacturing defects.

The following conditions apply to the warranty and may void the warranty if not followed correctly. The owner must follow the care and maintenance guidelines.

- Tiles must be thoroughly inspected before installation. Tiles installed with visual defects or nonconformities that are apparent prior to installation are not covered by the warranty. Once a tile is installed, it is considered as accepted.
- If filing a warranty claim it must be submitted in writing within 30 days of the discovery of the damage. Failure to do so will void the warranty.
- Proof of purchase, such as a bill of sale, is mandatory when requesting warranty service.

DISCLAIMER

- Golden Select offers no other warranty, expressed or implied. This warranty replaces all other warranties.

FILING A CLAIM

Any claim under the above warranty must be made within 30 days after the issue is detected by contacting Technical Support by email at techsupport@goldenselect.ca or by telephone at 1-800-267-3183. Proof of purchase (indicating the date of purchase) must be presented to file a claim. Golden Select reserves the right to send a representative to inspect the floor and remove samples for analysis. If the claimant fails to give reasonable cooperation to the representative to inspect the flooring and remove samples, Golden Select shall be under no obligation to provide any remedies to the claimant.

*Important to note: The owner/purchaser must inspect for colour, finish and quality before installation. The manufacturer cannot be held responsible for costs incurred when a floor with visible defects has been installed.

For assistance with assembly or installation, parts or customer service, please email info@goldenselect.ca or techsupport@goldenselect.ca, call 1-800-267-3183, or visit www.goldenselect.ca. Service languages available: English, French, and Spanish.