



Care and Maintenance and Limited Warranty

General Care and Maintenance of Porcelain and Ceramic Tiles

- Sweep or vacuum your floors regularly
- Tend to spills quickly, floors may be slippery when wet, spills may discolor grout
- Wash tiles with clean water – if using soap or mild detergent make sure it is pH balanced
- Never use any cleaners that contain acid. Acidic or bleach based products may strip pigment from grout and will cause sanded grouts to deteriorate.

General Care and Maintenance of Natural Stone floor and wall

All finishes of natural stone whether honed, polished, or tumbled, look beautiful and are very durable when protected and maintained properly. Natural stone products are inherently porous and therefore require a different maintenance than ceramic or porcelain tile. By following some simple guidelines, the life of the floor and/or wall can be extended.

- Sweep or vacuum your floors regularly, dirt and dust can scratch the surface
- Wash with clean water – if you use a soap make sure it is pH balanced
- It is recommended to only use cleansers specifically designed for cleaning natural stone.
- Never use any cleaners that contain ACID – when in doubt don't
- Never use bleach, vinegar, or lemon juice as these can etch and eventually damage the stones surface
- Tend to spills quickly – Sealers do not prevent 100% of damage due to spills
- Never apply wax or acrylics – this will damage the stone

General Care and Maintenance of Natural Stone Countertops

Natural stone is an excellent choice for kitchen, bathroom, and bar countertops. By following some simple guidelines, the life of the countertop can be extended.

- Never cut directly on the surface of the countertop
- Use coasters, tablecloths or placemats to avoid stains
- Clean up liquid spills quickly especially from acids like orange or lemon juice and oils like olive oil or other condiments which can harm your stone
- Do not place any hot cookware directly on top of the stone- Use a trivet or a hot pad between the counter and very hot cookware
- As with floor care do not use heavy abrasive cleansers or cleaning pads, use a soft sponge or cloth

Sealing Natural Stone

Sealing is essential to protect the beauty and ensure the longevity of any natural stone product. A penetrating sealer is highly recommended for polished or honed marble, limestone, sandstone, tumbled stone, onyx and granite. A stone enhancer sealer may be used to enhance the color of the stone to its fullest potential. As part of routine maintenance procedure, all Emser Tile products require resealing on a regular basis.



General Warning

Emser Tile does not manufacture installation products or natural stone cleaning / maintenance products. Please contact chemical and/or grout manufacturers directly prior to usage to obtain proper handling and application instructions. Emser Tile also strongly advises testing a small area prior to the full application of any chemical product to verify that unexpected discoloration does not occur.

Application of a sealer to the natural stone surface should never be done as an attempt to add a shine to a honed, scratched, or non-polished stone product. This will possibly create either maintenance or slip resistance problems. Consult the manufacturer of any surface altering product for more detailed information about the impact of its specific product on safety, or appearance.

Emser Tile® 1- Year Limited Warranty and Limitations on Liability

Emser offers a warranty on its products to the original purchaser, for one year from the date of purchase, to be free of manufacturing defects.

Emser warrants only to its immediate customers and to no other person that its products will, on the date of ship, meet the foregoing terms of Emser's Bid Confirmation, Order Acknowledgement, or Sales Order pursuant to which such products were sold.

Tile and natural stone are subject to standard variances resulting from the manufacturing process or origin. Emser does not provide warranty on products that are within the industry standard variance levels.

Defects and Claims.

In the event of a defect within any product distributed to Customer by Emser, Customer agrees to notify Emser immediately upon becoming aware of such defect. If a defect in manufacturing or coloring is identified in advance of installation, Customer agrees to not install any defective product without the written agreement of Emser.

Emser reserves the right to inspect any and all defects prior to any repair, remediation or settlement of such defect. In the event that Emser is requested to participate in the repair, remediation or settlement of any defect, Emser must be included in all discussions and decisions related to such repair, remediation and/or settlement. In the event that Customer fails to notify Emser on a timely basis, or fails to allow Emser the right of inspection, discussion or decision making in advance of repair, remediation or settlement of any defect, Customer agrees to release Emser from any liability for the defect or claim.

Customer misuse including negligence, physical or chemical abuse is not covered by this warranty. Improper installation, installation defects or errors are not covered by this warranty. Warranty claims must be submitted in writing 30 days upon discovery of the proposed defect.