



**International
Wholesale
Tile, LLC**



Reflections Glass Tile Warranty

Aquatica by International Wholesale Tile, LLC (IWT)

International Wholesale Tile, LLC (IWT) guarantees that its product Reflections Series Glass Tiles will meet or exceed the performance specifications outlined in ANSI A137.2- 2012.

Warranty In the event of latent defects caused by improper manufacturer, the company will replace any defective units FOB Palm City, FL (installation not included), provided the company is notified within one year of installation or within 18 months of shipment of product, whichever occurs first. In all cases, specific installation details, structural design and environmental conditions are beyond the control of the company. Aquatica by IWT cannot accept responsibility for the performance of its products where improper installation, design or environmental conditions exist. Failure to comply with recommended Industry Installation Methods as described in Aquatica Reflections Installation Instructions voids this warranty. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections.

Disclaimer Aquatica by IWT Reflections Series Glass Tiles are hand-made and artistic; variation in color, shade, tone, size and surface texture is normal. In many cases, there will be folds, wrinkles and bubbles in the glass. These characteristics are inherent to the cast glass manufacturing process and are not considered defects. (Conforms to ANSI A137.2) Variations in surface texture will affect COF (Coefficient of Friction) test results. Any misuse of the product, including physical or chemical abuse or negligence is not covered by this warranty. Any defect, visual or otherwise, that is apparent prior to installation is not covered by this warranty. In no event shall Aquatica by IWT's liability on any claim made by anyone exceed the purchase price paid for the product by said customer in respect to the Aquatica by IWT materials on which damages are being claimed. For detailed installation and specification information, please visit www.internationalwholesaletile.com/aquatica or call Aquatica by IWT Technical Services 800 340-TILE (8453). Installation must be Registered (Form Attached).

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Reflections Series Glass Tiles have been tested by the Tile Council North America (TCNA) Laboratory in Clemson SC and pass these rigid Industry standards

ANSI A137.2-7.9: Thermal Shock Resistance

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In this test method, resistance of glass tile specimens to thermal shock under normal conditions of use is determined. The test pieces are subjected to alternating low and high temperature cycles ($60 \pm 9^{\circ}\text{F}$ and $160 \pm 9^{\circ}\text{F}$) and visually observed for defects with the aid of inks or dyes.

This test represents the Stress Glass Tiles endure in the Heat of the Summer when the frequent cool rains drastically change the temperature of the Glass Tiles.

ASTM C648: Breaking Strength

ASTM C648: Standard Test Method for Breaking Strength of Ceramic Tile

In this test method, breaking strength of glass tiles is determined. The tile specimens are evaluated for meeting requirements which may appear in tile specifications.

Reflections Glass pass with Breaking Strength > 350 lbs. requirement for Cast Glass Tiles.

NOTE:

Glass Tiles Expand when heated (Sunlight can raise the Temperature of Translucent glass tiles in excess of 50°F).

Glass Tiles are very different that Ceramic Tiles. Proper Installation Instructions (Attached) must be followed by an experience Installer.

WARRANTY REGISTRATION (Remove and return to the address below)

Name: _____

Address: _____

City, State, Zip: _____

Date of Purchase: _____

Date of Installation: _____

Name of Licensed Installation Contractor: _____

Installers Contractor License #: Number: _____

Installer's License Issued by: _____

Pool Builder / Remodeler

Store Address:

Style(s) / Series Name of the Glass Tile:

Color(s) _____

Sq. Feet Installed: _____

Area(s) of Installation: _____

INTERNATIONAL WHOLESALE TILE , LLC.

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REFLECTIONS SERIES

Glass Tile Installation Instructions for Installation Use and Care

These instructions are meant to be a general guide for installations under normal conditions. Please read and understand this information before installation. If you have no experience with the installation of glass products obtain professional advice or use their services for the installation.

Reflections glass mosaics are made of transparent glass face-mounted with a clear poly film. These products are made using a handmade cast process. A certain amount of variation in color, shade, texture, size and tone is a desired feature and is inherent to this production process - some bubbles, veins, wrinkles and other small irregularities in many of the pieces is typical, consistent and intended with this production process.

Reflections glass tiles can be used for interior and exterior wall applications in wet or dry locations. Correctly installed these glass mosaics can be used in pools, underwater and/or in continuously wet areas, such as water-fountains. All submerged, underwater installations must be installed by experts, which may require specific installation procedures and setting materials.

Cement backer units and/or concrete masonry block are acceptable substrates. Gypsum wallboard can be used for interior walls only. Do not install these products with membranes between the glass and the setting substrate! When installed close to hot areas (i.e. cook-tops, fireplaces and similar applications) keep the glass at a minimum safe distance of at least 6" from any source of heat or heated surface.

Attention: Planning is needed for the use of any glass tile products when the surface will be subject to wide temperature changes within short time frames. Example: outside where a hot summer day can suddenly be hit by a rain shower causing thin glass mosaic to cool down immediately shrinking faster quickly than the thick concrete backing causing the glass mosaic to either crack or detach.

Installation Instructions: Verify product characteristics BEFORE installation for any visible defect and/or other aspects of the product that may be questionable, such as, but not limited to: shade variation, chipped edges, and scratched surfaces, variations between ordered and supplied products as; Installation, where a claim to be defective is not caught or the material is not corresponding to customer's expectations, constitutes acceptance of the product as is" and no claims will be accepted after installation.

Never use products from different lots. Every box is labeled showing to production lot #'s, never mix these as part of the same installation.

The installation of Reflections glass tile requires proper surface preparation, a careful installation using a quality thinset and grout. Glass tile is very expansive, so expansion joints are very critical interior or exterior. Pools and other submerged areas with Reflections glass mosaic tile require exterior expansion joints no more than every 8 – 12 feet, perimeters, at waterline and dissimilar materials like the deck to pool coping. Movement (Expansion) joints should be provided to comply with TCA method EJ 171.

Surface Preparation: All surfaces must be between 40°F (4°C) to 95°F (35°C) and structurally sound, dry, clean free of paint, old adhesives, sealers and curing compounds. Any contaminants which inhibit proper bond must be removed. Substrate preparation should be completed following ANSI A108 AN-2 “General Requirements for Sub-surfaces”. All substrates should be plumb and true, surface deviation should not exceed ¼” in 10’. Patching, leveling and prepared a substrate should be using Mer-Krete’s Underlayments. IWT recommends Merkrete’s HydroGuard SP1 waterproof and crack isolation membrane for most substrates.

Protection: Installation must be protected from Direct Sunlight in Summer Months were the Glass Installation can be exposed to excessive Temperature Ranges in direct sunlight. Tenting is highly suggested.

Applying Thinset Mortar: Apply a quality latex-modified thinset approved for use with glass or vitreous tile. Be sure to use a thinset that is compatible with your substrate and environment (i.e. wet areas or exterior areas). Apply mortar to the substrate with the flat side of the trowel, with enough pressure to firmly work into the surface. With a notched trowel, immediately follow with a heavier coat of material using the appropriate trowel and enough mortar to provide necessary coverage to the back of the tile. Do not spread more mortar than can be covered in 20 minutes or before the mortar skins over. It is advised that during the installation, remove a tile to insure the mortar has not skinned over and check the tile and substrate mortar coverage. Coverage of the thinset mortar is critical to the success of the installation of the tile. In submerged installations, the coverage of thinset between the substrate and tile should be a minimum of 95%. Coverage is also important or you may see moisture between the glass tile and the substrate. Comb the mortar using an appropriate notched trowel in one direction, using the back of the trowel; flatten any notches of the mortar previous to placing the mosaic glass tile. Place tiles in mortar; beat in to insure proper coverage. Do not adjust tiles set in mortar after 15 minutes.

Note: Ceramic Tile Mastic should never be used for the installation of glass tile.

Back Butter: Next, spread a thin layer of thinset on the back of the glass mosaic tile sheet with the flat edge of your trowel. This back-buttering step is best used for all glass mosaic tile, but is essential when using fully transparent tile, in order to keep any remaining trowel lines on the substrate from showing through. Back-buttering also insures near-complete (95%) surface adhesion between tile and substrate. NOTE: During back-buttering, it is not uncommon for thinset to push through the mesh, which may partially fill the grout joints and rise above the surface of the tile once the sheet is applied to the wall. This is normal. For this reason, professional installers often prefer Merkrete's Integra mortar/ grout or using the same installation material as both mortar and grout. This is the method we suggest that you use as well. If you choose not to set in color, use a premium thinset like Merkrete's 735 PremiumFlex white.

Setting: Set your sheets into the thinset layer spread on your substrate, taking care to square the sheets as you go. Sheets should be placed onto the newly troweled thinset on your surface immediately. DO NOT delay this step, or your thinset will begin to dry and the tiles will not fully adhere to the surface. The thin-set mortar MUST cover the back of each glass piece pushing up slightly into the joints. Air bubbles not pushed out will be visible through the transparent glass and the bonding capacity of the mortar will be reduced. You can remove excess thinset from the joints, before grouting later.

Leveling: Square the sheet and apply to your surface, then "beat in"; gently with a rubber float or a beating block and a hammer to insure 100% adhesion and a level surface. Beating in with your float or beating block across the joint between adjacent sheets will achieve a level field across the entire area. Properly beating in and leveling will also prevent air bubbles from being trapped between the thinset and tile.

Align Grout Joints: Align each sheet carefully as it is installed to create uniform grout joints from sheet to sheet. A joint between adjacent sheets should measure the same distance as the joint between the rows of tile within a single sheet. If the joint between the sheets is wider, you will see a series of individual sheets outline on your surface, instead of a smooth, continuous field of tiles that covers the entire area. Within 15-20 minutes of applying each section of your area, examine and straighten any joints that are not aligned. These straightening and aligning steps MUST be done while the thinset is still pliable. Do not wait until all of the sheets are installed to begin straightening the joints, or the thin-set will be too dry to allow any realigning. Repeat these installation steps until all sheets have been installed. If you want to adjust the positioning of one or more glass pieces use a sharp cutter to cut the clear film around the piece(s) in order to move as desired. Adjustments must be done immediately after or during the installation process before the setting material has dried.

Grout Preparation: After 24-48 hours (dependent on climate and relative humidity), the thinset will be cured, and the tile will be ready for grouting.

Use a nylon bristle brush, a sponge, and warm water to clean any glue or paper residue from the tile surface.

Grout Application: Installation shall conform to the current method of ANSI A108.10. Holding a rubber grout float at a 45° angle, force grout diagonally into joints ensuring joints are completely filled. Remove excess grout using edge of float held at a 90° angle. Cleanup can begin as soon as the grout becomes firm enough to only be slightly indented when pushed. Use as little water as possible for grout cleanup. Excess water will cause variation in color and may cause shrinkage, cracks or pinholes. Smooth and level joints in a circular motion, remove excess grout from tile with a damp small pore grout sponge.

It is best to change cleaning water and rinse sponge frequently. Using clean water and sponge will enhance color uniformity.

Remove or buff grout haze from tile surface with a soft, dry cloth.

Glass tiles submerged or areas that may not dry out, it is recommended that the latex modified mortars / grouts in the installation be allowed to dry out thoroughly before exposure to water. A submerged installation of the glass tile will require a minimum of 14 to 21 days from completion of the installation before the area can be filled with water. The curing time may be extended due to humidity, temperature and other climatic conditions and whether the installation is interior or exterior.

Care: Reflections Glass Tiles should be cared for by normal Pool Waterline cleaning off of any residue buildup by utilizing frequent cleaning habits:

Brushing - Brushing your pool is often the most neglected chore. Many people don't see the point, but brushing of the pool's surfaces prevents bio-film & algae build up. Brushing also helps get the chemicals in the water to where they need to be - another way to increase circulation. Brushing is akin to flossing your teeth. You know you should do it, but...it's just a hassle. Brushing is one of the best ways to prevent & treat algae, white water mold & other pool problems.

Waterline Cleaning - Don't forget the tile or water line. Be sure to clean it a couple of times per season. An excellent non-chemical cleaner is Magic Eraser by Mr. Clean. For any build up due to infrequent cleaning contact your Pool Supply Company and ask about a good quality Pool surface cleaner. *DON'T USE regular household products like 409 or kitchen cleanser: household cleaners are harsh and can adversely affect your water balance.