NEW TERRACOTTA

CEMENT TILES SPEC GUIDE

Technical & Commercial Support

2nd Edition 2020

NWT Cement Tiles are, as in the past, hand-produced one by one. Made from an ingenious combination of marble powder, Portland cement, water, sand and natural mineral pigments, these tiles are environmentally friendly and sustainable, just like many centuries ago. No heating is involved during the production as the tiles are not kiln-fired, but left to dry in fresh air for 21 to 28 days. NWT Cement Tiles are characterized by its particular colour shading, matte finish and smooth texture

and, of course, countless designs.

20 Formats | 52 Colours | 265 Designs

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This document is intended to provide a user-friendly and informative guide for the best practice selection, preservative treatment, design and installation of NWT Cement Tiles to ensure product fit for purpose and performance over a range of applications, hazard exposures and design lives. The target users would primarily be architects, designers, builders, engineers, specifiers and other users of NWT Cement Tiles.



We are NWT CEMENT TILES

We are makers of handmade encaustic cement tiles in a human-scale factory, neither too big nor too small.

The Essence

NWT Cement Tiles is a profoundly Mediterranean project. The premise is simple: to merge the ancient techniques with contemporary aesthetics, offering a new dimension of the tile.



Our Values

At NWT Cement Tiles we stand for impeccable craftsmanship and timeless design.



Be Simple.

We curate Naturalism. We value the simplicity in our tiles, sometimes we even reach out for imperfection.

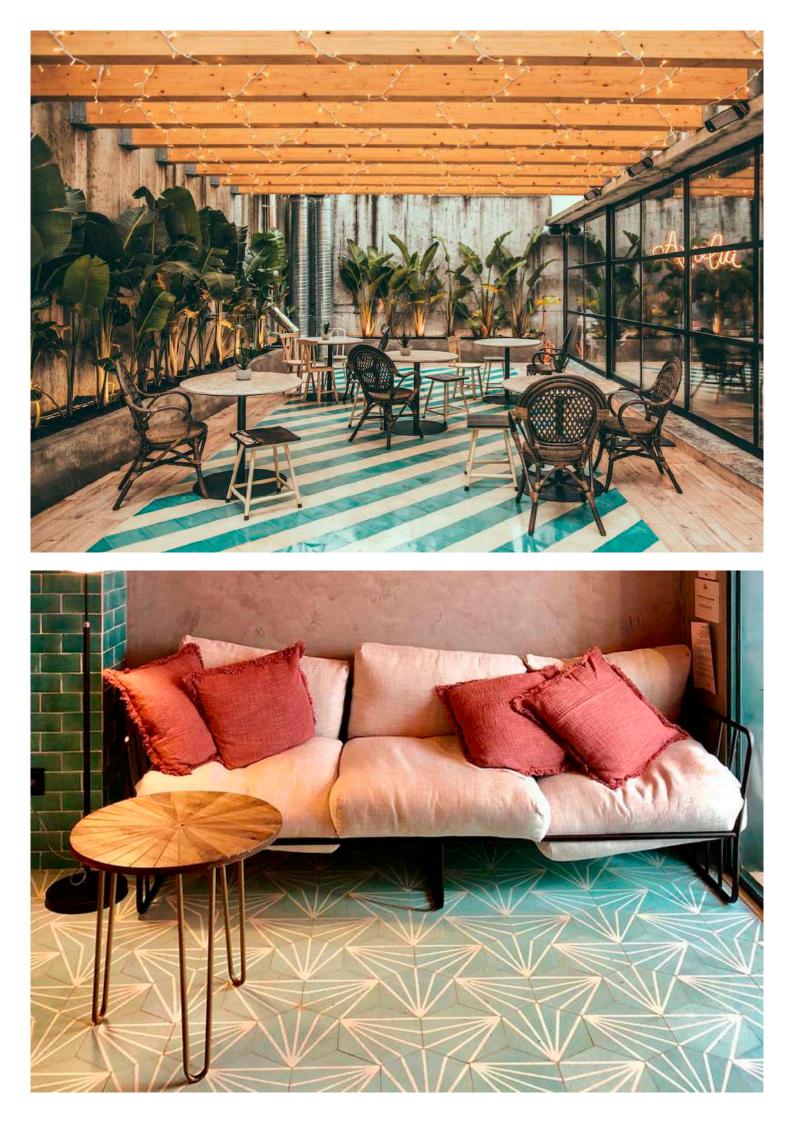
Honour Origins.

We curate History. We are all about preserving artisanal legacy, as we are heirs of a rich past based on tradition.

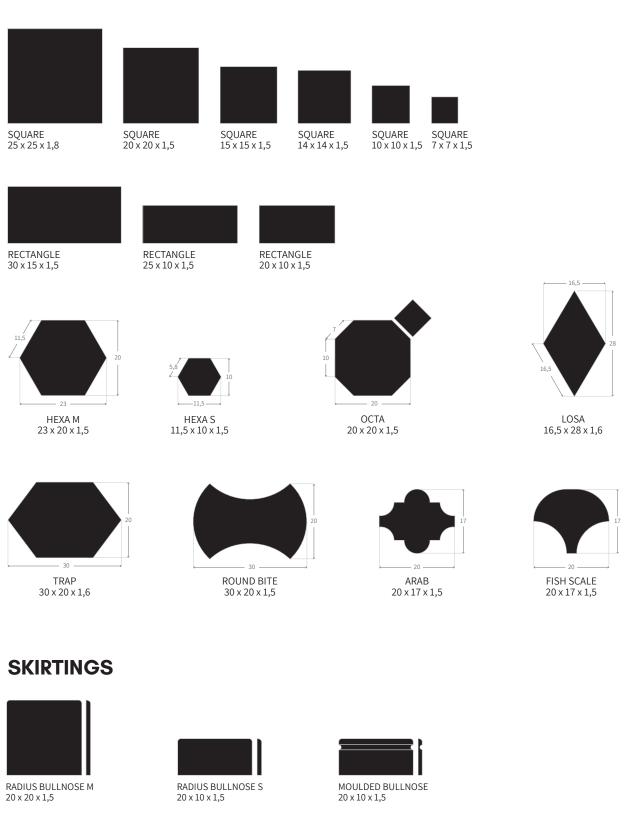
Make Extraordinary.



We curate Quality. We pride ourselves on our attention to detail and going the extra mile to ensure that our tiles are truly unique.



FIELD TILES



NOTES Drawings not to scale. Measurements denoted in cm.

TILES PER SQM

FIELD TILES					
in cm	number of tiles per sqm	in cm	number of tiles per sqm		
Square		Octa			
25 x 25 x 1,8	16	20 x 20 x 1,5	25		
20 x 20 x 1,5	25	7 x 7 x 1,5	25		
15 x 15 x 1,5	45				
14 x 14 x 1,5	52	Тгар			
10 x 10 x 1,5	100	30 x 20 x 1,6	21		
7 x 7 x 1,5	205	Losa			
Rectangle		16,5 x 28 x 1,6	44		
30 x 15 x 1,5	23	Round Bite			
25 x 10 x 1,5	40	30 x 20 x 1,5	25		
20 x 10 x 1,5	50				
Неха		Fish Scale 20 x 17 x 1,5	50		
M 23 x 20 x 1,5	29	Arab			
S 11,5 x 10 x 1,5	115	20 x 17 x 1,5	50		

SKIRTINGS				
in cm number of tiles per Lm				
Radius Bullnose M 20 x 20 x 1,5	5			
Radius Bullnose S 20 x 10 x 1,5	5			
Moulded Bullnose 20 x 10 x 1,5	5			

COLOURS



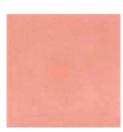
C001 Pure White



C024 Bloody Wine



C034 Coffee Delight



C027 Pink Crush



C050 Studio White

C023 Super Goji

C002 Dark Chocolate

C026 Delicate Pink



C003 So Mascarpone



C022 Coral Curry



C029 Vintage Violet



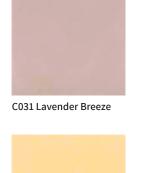
C025 Just Rose



C028 Innocent Mauve



C015 Lemon Ice







C030 Rosy Quartz



C017 Mellow Yellow



C052 Mocassin Must



C021 Orange Spice



C033 Antique Rose



C020 Peachy Pink



C004 Chocolate Mousse



C018 Sunshine Yellow

COLOURS



C037 Bahamas Teal



C044 Royal Blue



C039 Chic Jeans



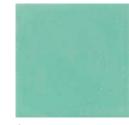
C048 Smoke Grey



C007 Scuba Dive

C038 Blue Festival

C042 French Blue



C006 Bora Bora



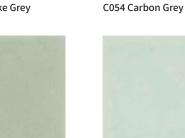
C036 Blue Sky



C043 Blue Clouds



C055 Charcoal Grey



C008 Elegant Sage



C053 Forest Green





C014 Lucky Green



C040 Silver Note



C010 Green Martini



C005 Paradise Soul



C035 Crystal Blue



C047 Elephant Grey



C049 Black Shadow



C041 Mineral White



C011 Green Citrino



COLOURS



C046 Eucalyptus Mask



C009 Central Park



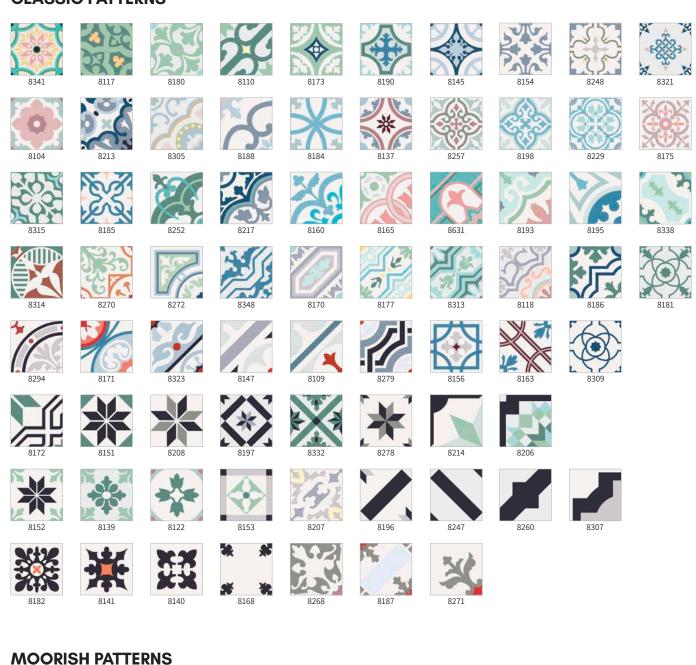
C012 Olive Leaf



C013 Safari Green

INDEX 20 x 20 cm

CLASSIC PATTERNS

































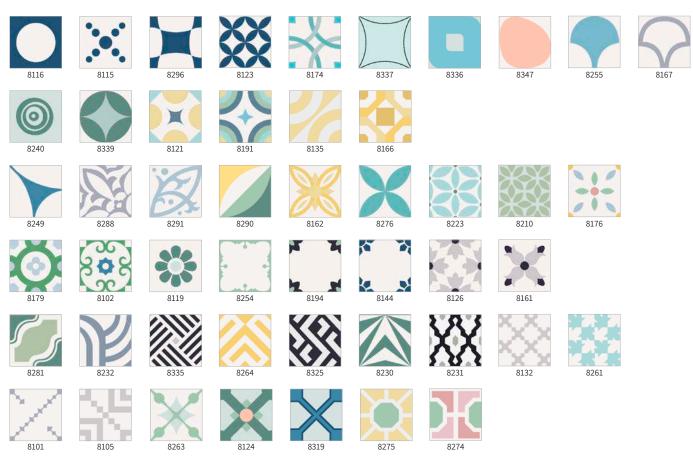




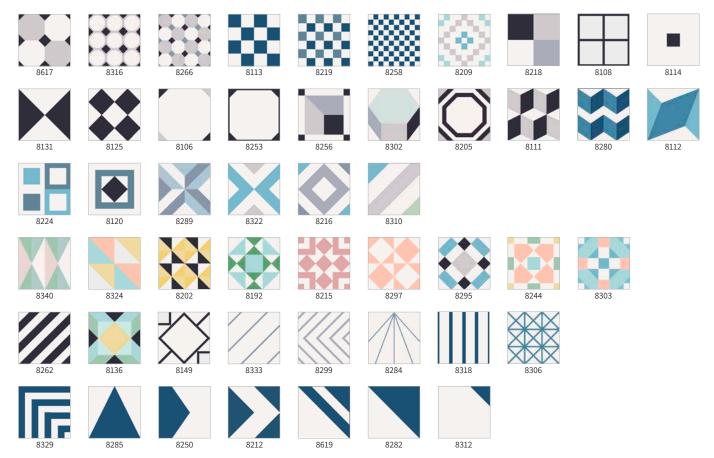


INDEX 20 x 20 cm

CONTEMPORARY PATTERNS



GEOMETRIC PATTERNS



INDEX BORDERS

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8055	8054	8022	8010	8036	8063	8062	8005	8059	8013
8012	8060	8058		\diamond	-00	∞			******
8007	8002 8024	8028	8006	8066	8065	8064	8025 8047	8016	8057

INDEX ARTISTS

SMINK THINGS

4000	4001 A	4001 B	4001 C	C047	C050	 Going Overground 30x15cm
4005	4006 A	4006 B	4006 C	C003		 Going Overground 20x10cm
						 After Lowry 20x20cm
4010 A	4010 B	4011	4012	C050		
						 Recubed 20x20cm
4015 A	4015 B	4016 A	4016 B	C041		
4020 A	4020 B	4020 C	4020 D	C050		 Quarter Circle 20x20cm
4025 A	4025 B	C050				 Squared 20x20cm

INDEX HEXA 23 x 20 cm

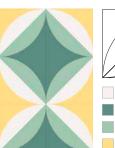
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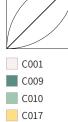
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C001 C044

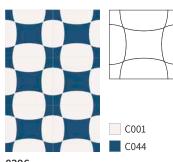
8116 Contemporary



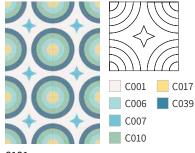


C001 C017

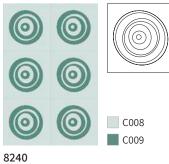
8290 Contemporary



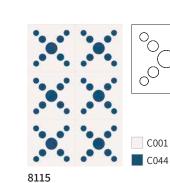
8296 Contemporary



8191 Contemporary



Contemporary

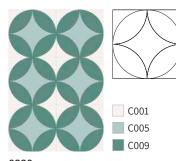


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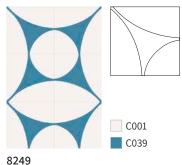
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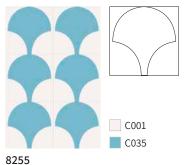
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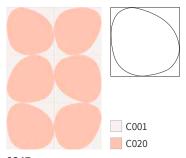
8339 Contemporary



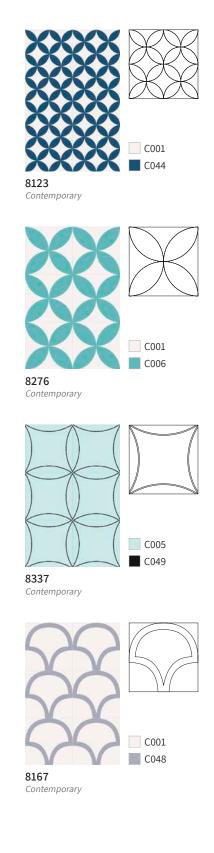
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Contemporary

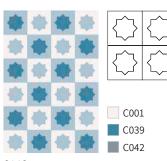


8347 Contemporary Colour & Pattern Guide . Page 15

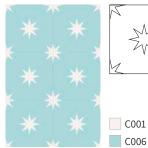




8203 Moorish



8148 Moorish



X

C001

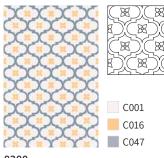
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C010

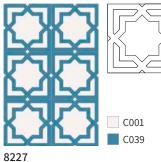
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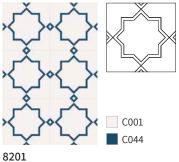
8133 Moorish



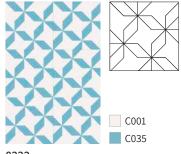
8300 Moorish



Moorish



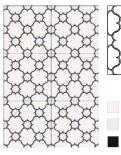
Moorish



8222 Moorish



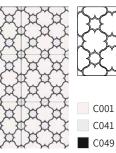
8320 Moorish



8150 Moorish



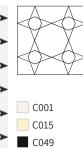




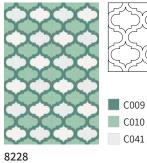


8220

Moorish

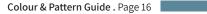


8226 Moorish



Moorish

There may be some variation in the colours of the actual product. Drawings not to scale. Tiles are handmade, shade variation can be expected.



C001

C017

C044

C001

C044

C001

C006

C009

)_{

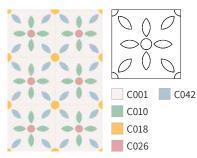
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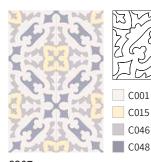
8317 Moorish



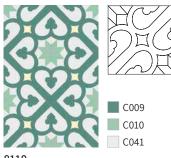
8223 Contemporary



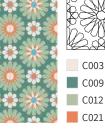
8176 Contemporary



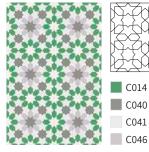
8207 Classic



8110 Classic



C003 C035 C009

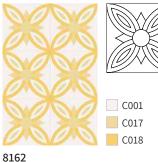


8246 Moorish

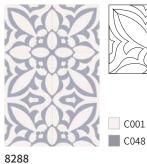




8210 Contemporary



Contemporary



Contemporary



Clas





C016

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sic		

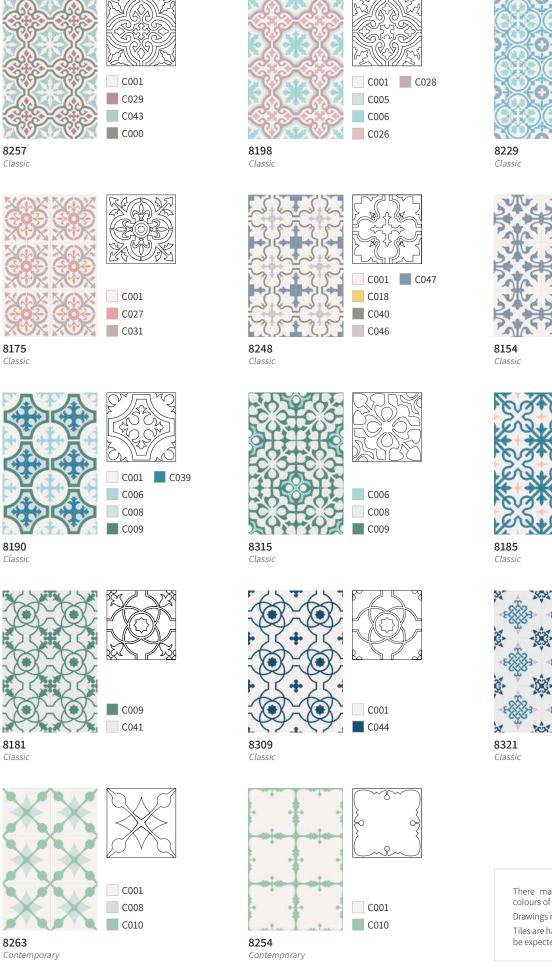




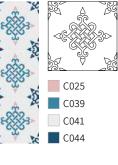
Classic

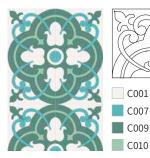
C006 C010 C041

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8252 Classic



C001	C032
C008	
C010	
C026	

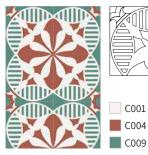
8165 Classic



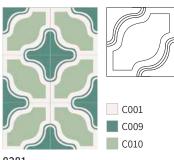
C001 C047 C005 C049 C043 C044

C004

8213 Classic

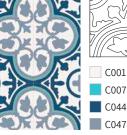


8314 Classic



8281 Contemporary





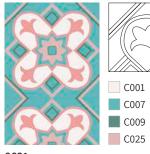
C001

C007

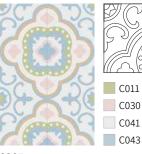
C044

C026

8217 Classic



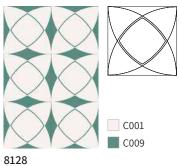
8631 Classic



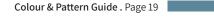
8305 Classic



Classic



Moorish





C001

C010

C039

C042

C044

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8272 Classic

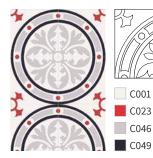
NH T T		
	C001	C009
	C005	C010
	C006	C018
5	C007	

8177 Classic



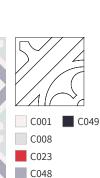
C001 C005 C009 C044

8186 Classic



8294 Classic





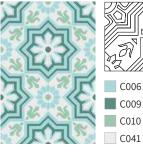


C041

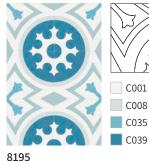
C044

8348 Classic

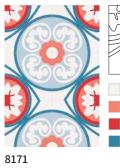




8313 Classic

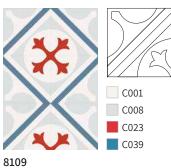


Classic



C001 C043 C022 C023 C039

Classic









8118 Classic



7 C010 C001 C005 C007

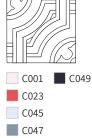
C009

Classic

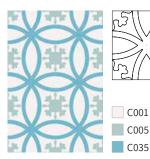


There may be some variation in the colours of the actual product. Drawings not to scale. Tiles are handmade, shade variation can be expected.

8147 Classic



8279 Classic



8184 Classic



■ C001
 ■ C010

C044

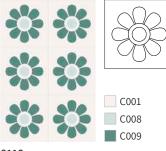
SU

8173 Classic

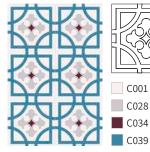


C003 C026 C007 C049 C014 C018

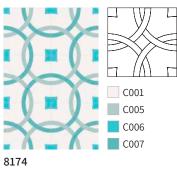
8341 Classic



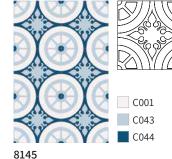
8119 *Contemporary*



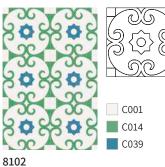
8156 Classic



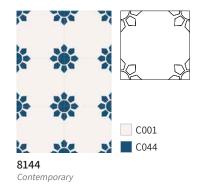
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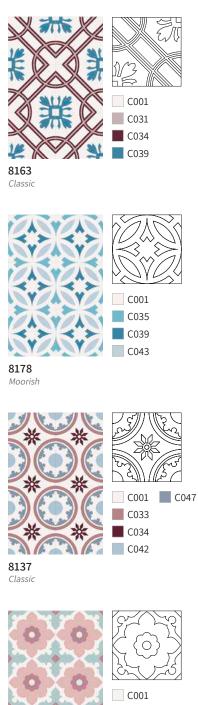
8145 Classic



Contemporary

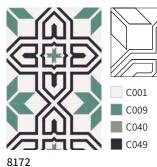


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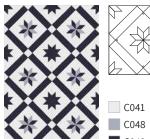


C001 C005 C025 C033

8104 Classic



Classic



C041
C048

4

C049

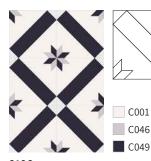
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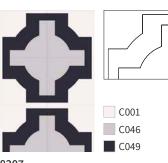
C001 C008 C010 C049

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8214 Classic



8196 Classic



8307 Classic



C001 C009 C049

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C009

C041

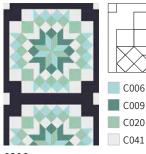
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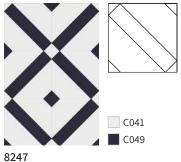
C006 C049

8151 Classic

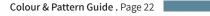


8332 Classic





Classic







C001 C009 C049

8208 Classic





C001 C040 C049

8278 Classic



C005 C049 C006 C010 C017

8136 Geometric

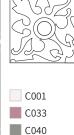






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3

C001

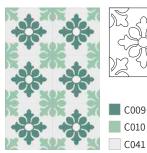
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C049

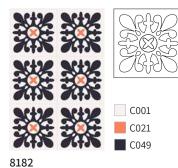
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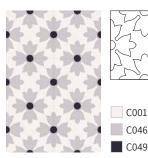
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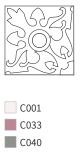
8139 Classic



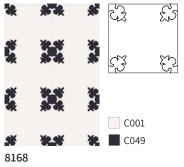
Classic



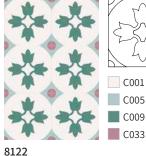
8126 Contemporary



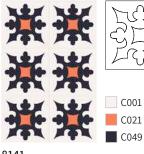
R. ¢, C001 C023 C040 C045 ۶. 2 8187 Classic



Classic



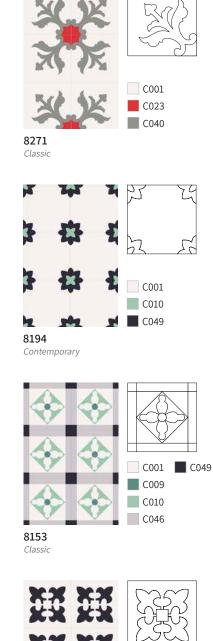
Classic



8141 Classic

C001 C046 C049

8161 Contemporary





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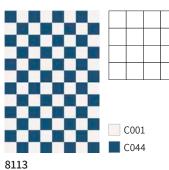
C001 C049

8140

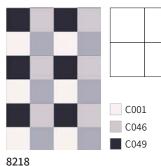
Classic

C001 C046 C049 8617

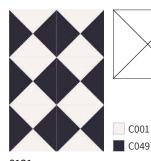
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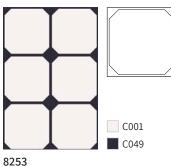
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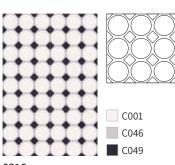
8218 Geometric



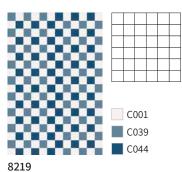
8131 Geometric



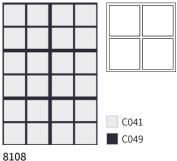
Geometric



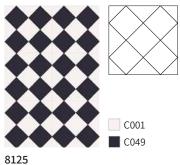
8316 Geometric



Geometric

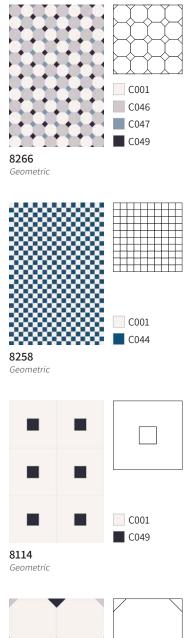


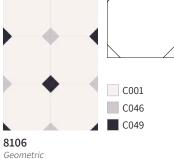
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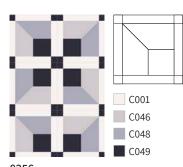


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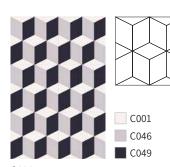
Colour & Pattern Guide . Page 24



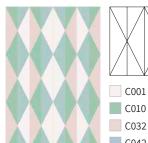




8256 Geometric



8111 Geometric



C001 C010

C042

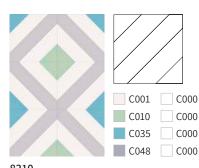
C001

C000

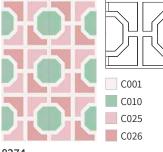
C000

C000

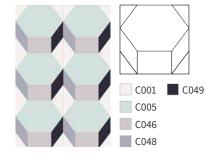
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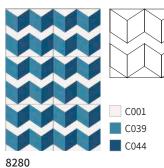
8310 Geometric



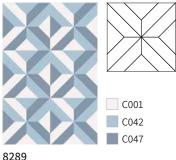
8274 Contemporary

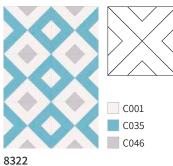


8302 Geometric

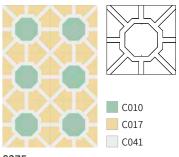


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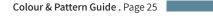


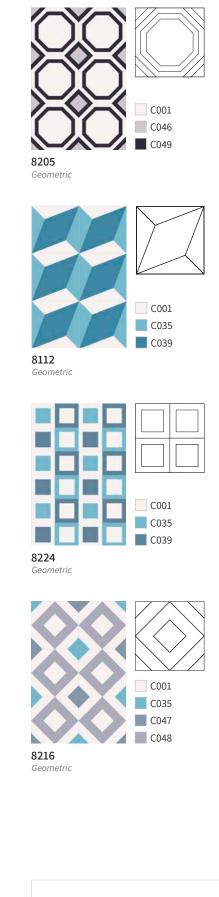


Geometric



8275 Contemporary

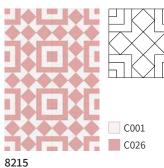




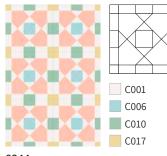


C006 C017 C020 C041

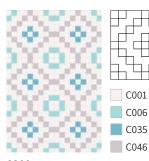
8324 Geometric



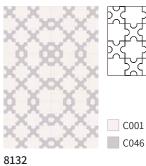
8215 Geometric



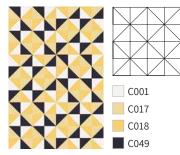
8244 *Contemporary*



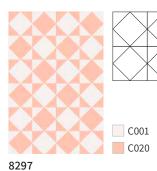
8209 Geometric



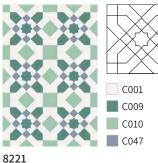
Contemporary



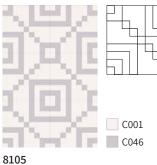
8202 Geometric



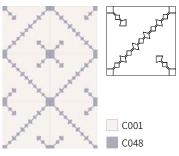
Geometric



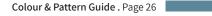
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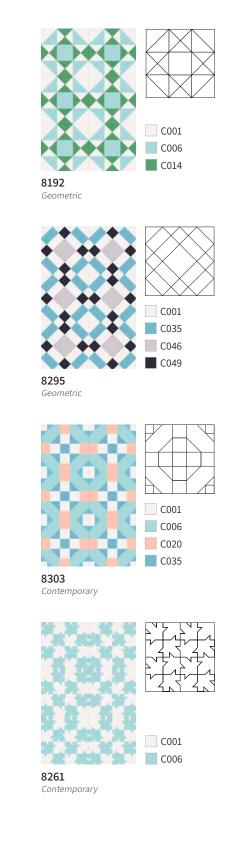


Contemporary

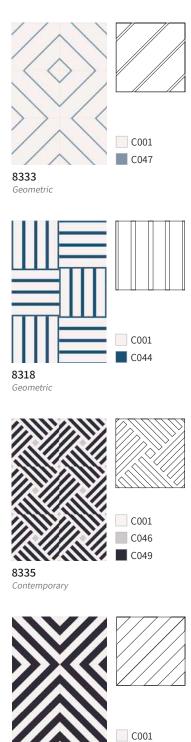


8101 *Contemporary*



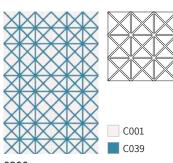


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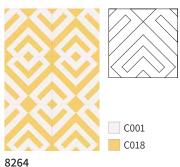


8262 Geometric C049

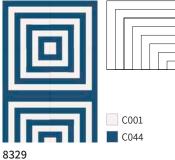




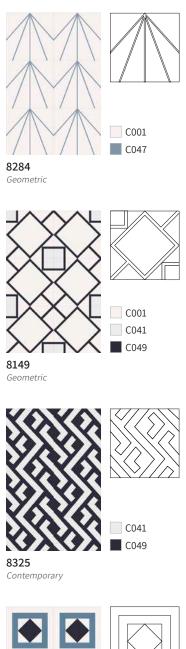
8306 Geometric

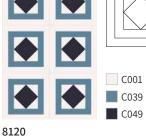


Contemporary



Geometric

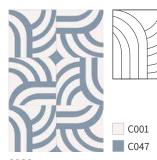




Geometric

There may be some variation in the colours of the actual product. Drawings not to scale.

Tiles are handmade, shade variation can be expected.



8232 Contemporary





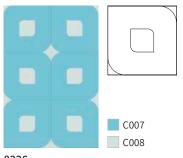
C017

8135 *Contemporary*

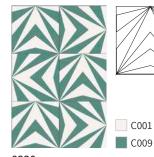


C008 C039 C044

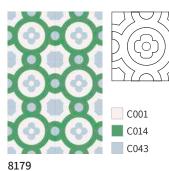
8319 *Contemporary*



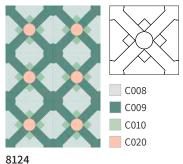
8336 *Contemporary*



8230 Contemporary



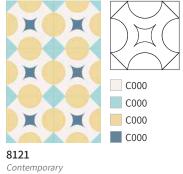
Contemporary



Contemporary

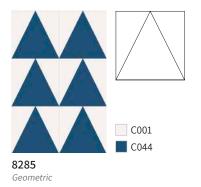
Colour & Pattern Guide . Page 28

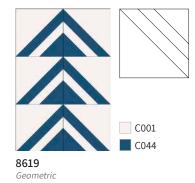


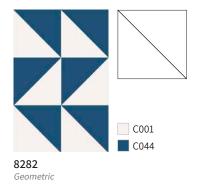


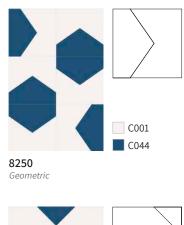
Colour & Pattern Guide . Page 29

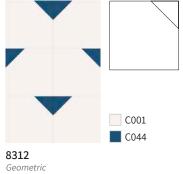






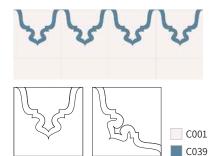




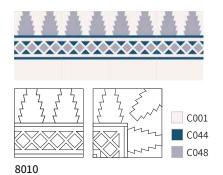


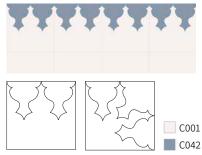
BORDERS 20 x 20 cm - Pattern Tiles

Colour & Pattern Guide . Page 30

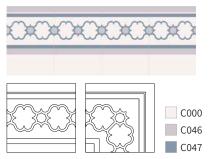


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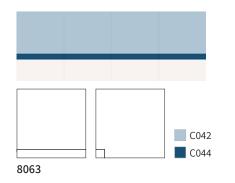


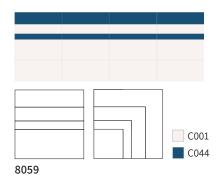


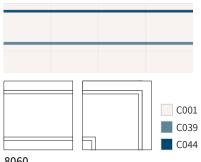
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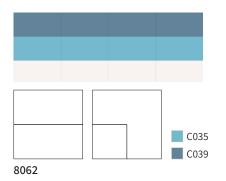
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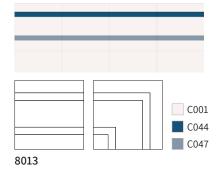


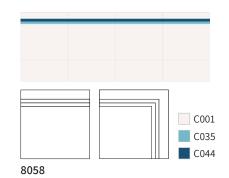


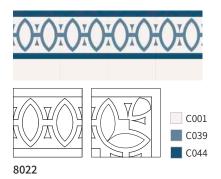


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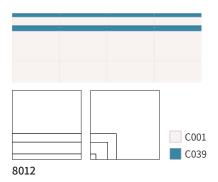








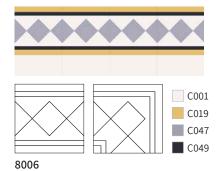
C001 C046 8005

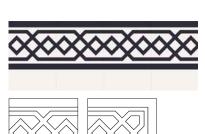


BORDERS 20 x 20 cm - Pattern Tiles

C019

8007

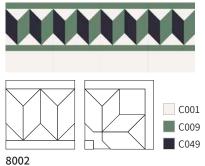




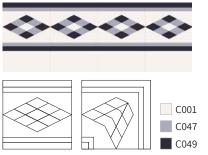
C000 ■ C000

C001 C047 C015 C049 C023 C034

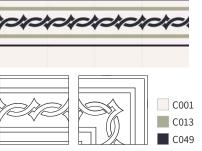
8057



800.

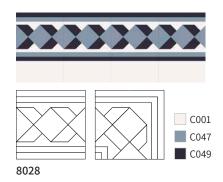


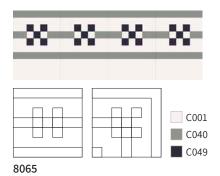
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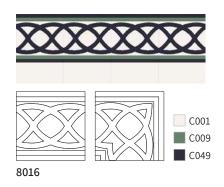


8025

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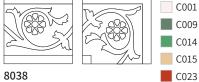






BORDERS 20 x 20 cm - Pattern Tiles

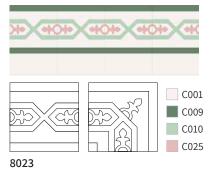


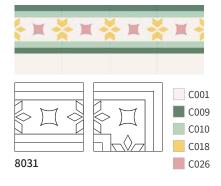




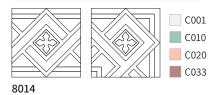


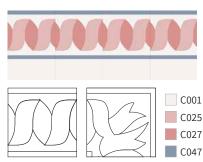
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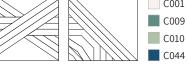




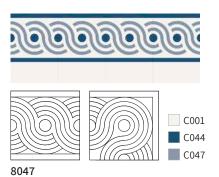


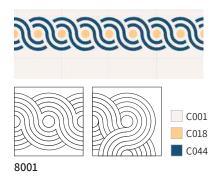
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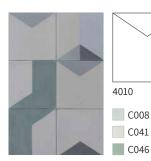
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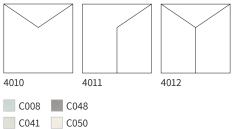




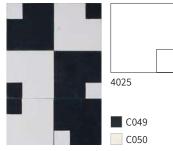
Artists — Smink Things

Colour & Pattern Guide . Page 33

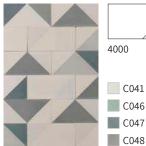


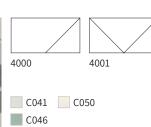




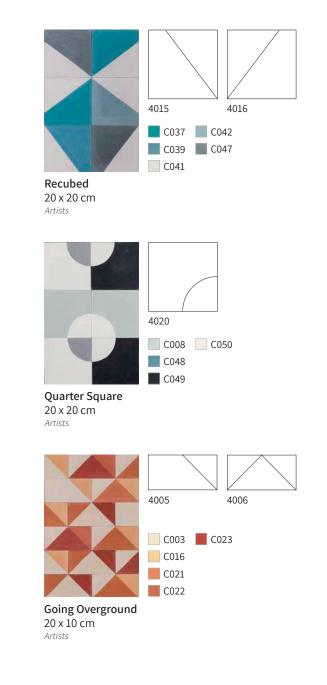


Squared 20 x 20 cm Artists



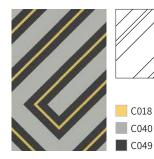


Going Overground 30 x 15 cm Artists

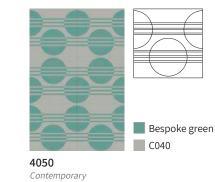


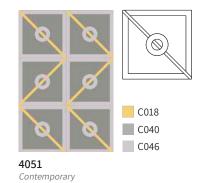
Artists - Spoon

Colour & Pattern Guide . Page 34

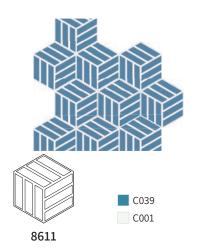


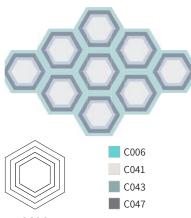
4049 Geometric



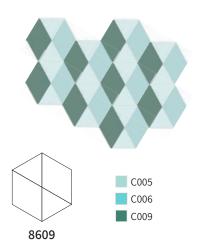


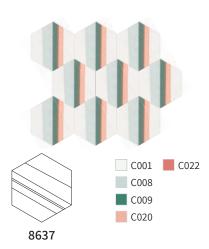
HEXA 20 x 23 cm - Pattern Tiles

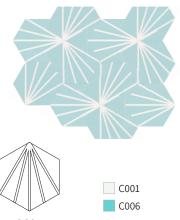




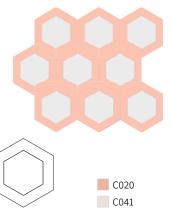
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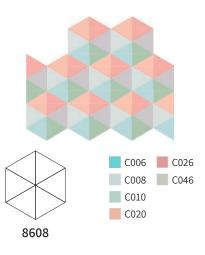


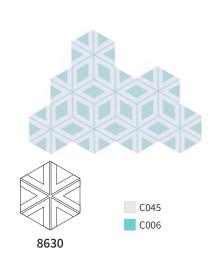


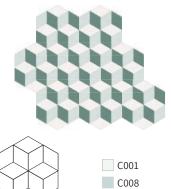
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8602

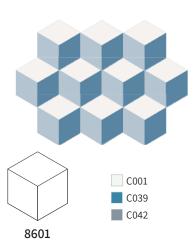






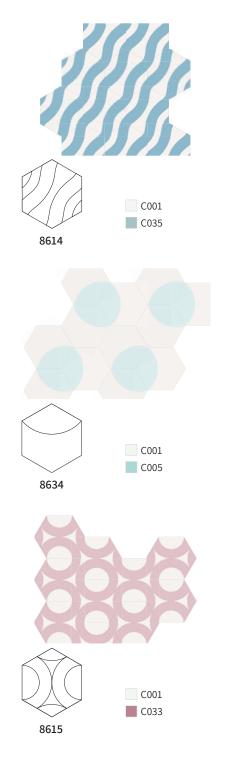
C009

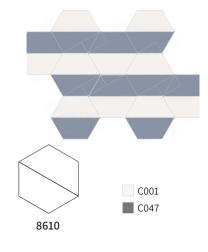
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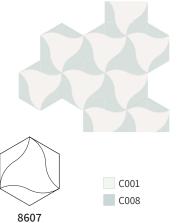


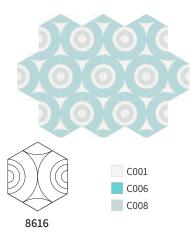
HEXA 20 x 23 cm - Pattern Tiles

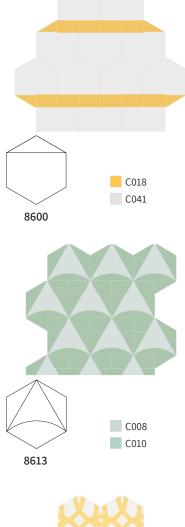
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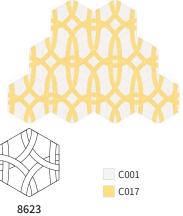






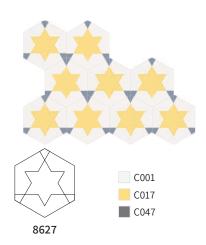


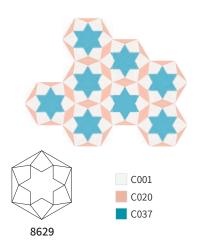


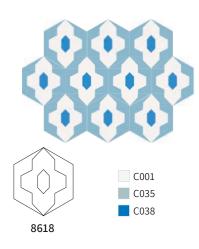


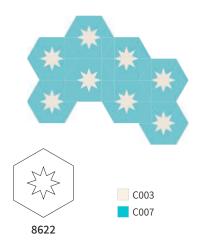
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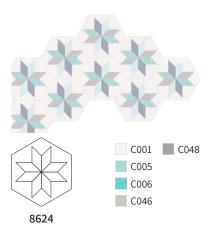
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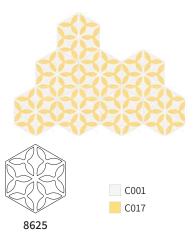


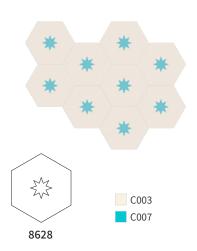


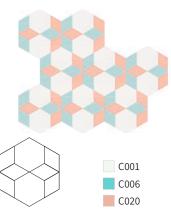




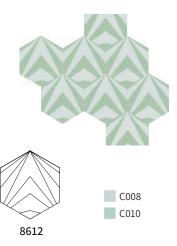


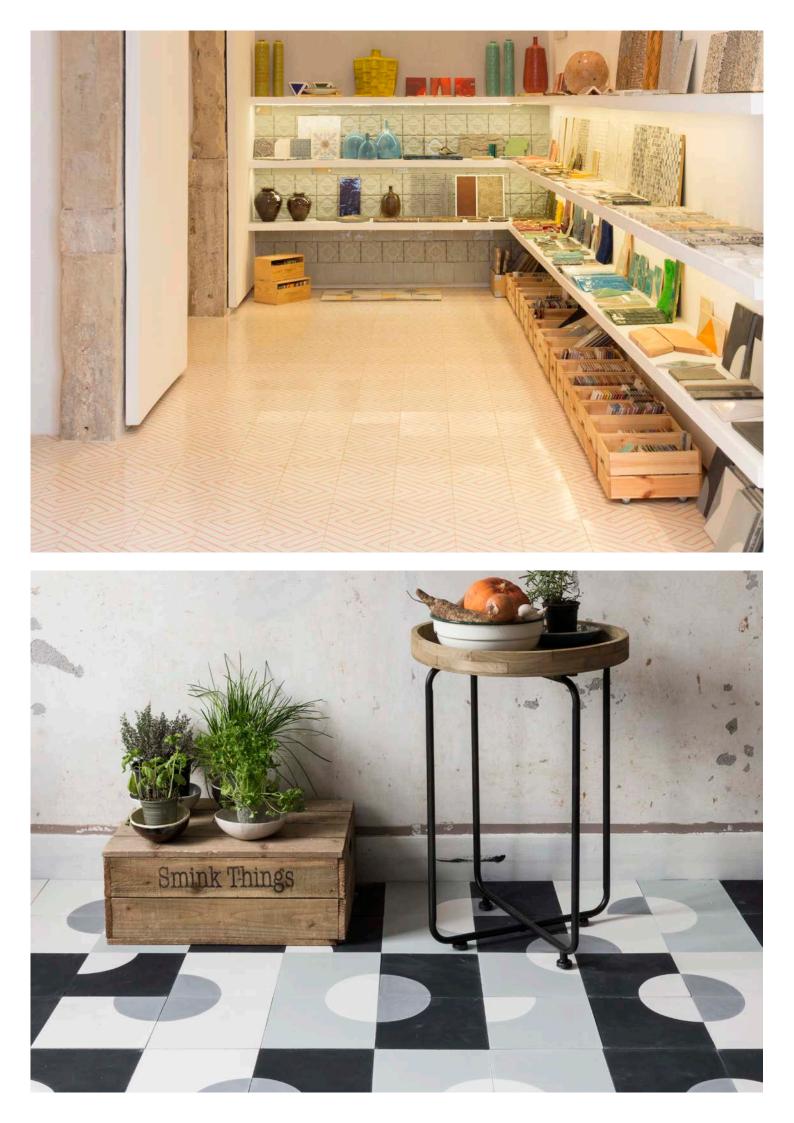






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PHYSYCAL & CHEMICAL CHARACTERISTICS

Technical Features	Standards	Test Results	Compliance
Determination of water absorption	EN ISO 10545-3-97	6,4 %	YES
Determination of flexion resistance and breaking load	EN ISO 10545-4-97	R = 7,6 N/mm ² (distance between supports = 180mm)	YES
Determination of chemical resistance	EN ISO 10545-13-98	Class UA, ULA, UHA	YES
$ \begin{array}{c} $	Wide Disk Method	Print Length 28,0	YES
Determination of slip resistance	UNE EN 12633	53 USRV	YES

NWT Cement Tiles, Cement Portland Class 3. Test report, ELABORA - Agencia para la Calidad en la Construcción, S.L.

INSTALLATION & MAINTENANCE

Please note these tips are guides only and should be used in addition to the relevant industry standards for encaustic cement tiles. Note that installation may vary from site to site with varying conditions experienced on site. The contractor and specifier should decide if these suggestions are suitable for their application or require further adjustment.

TILE UNDERSTANDING

Shade Variation

These are hand-crafted products and so there will, of course, be some variations in colour tone and natural character that make them unique. Shade variation is inherent in encaustic cement tiles and certain tiles will show greater variation within their lots.

A TILE PREPARATION

Meticulously plan your layout. The time you take for preparation and placement will greatly impact the finished result.

- Prior to the installation allow tiles to season in their final environment.
- Pre-sort your tiles so you can distribute the range of variation throughout the installation.
- Blending is recommended.
- Inspect each tile deformities that make its use inappropriate for the application intended.
- Both sides of the tiles should be wiped cleaned of any dust before installation.
- The tiles can be cut using a diamond-blade (ideally a water-cooled machine).

OPTIONAL

Before installation, once the tiles are perfectly dust cleaned apply two coats of an impregnating sealant with a wide brush or roller.

TILE LAYING

Proper substrate preparation and the right choice of adhesives and grouts for the type of tile and specific project conditions are critical for achieving a long-lasting installation.

Laying General Methods:

1. Prepare the surface. Cement tiles must be installed on a well leveled, clean and dry surface. Humid subsoil will cause fur deposits on the tile's surface.

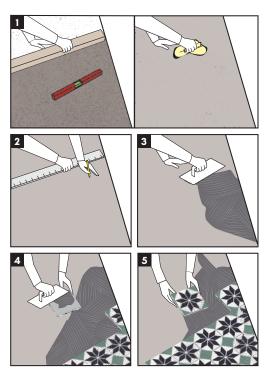
2. Determine the layout and mark the surface. For aesthetic and technical optimisation, define starting points and cuttings.

3. Apply the proper tile adhesive. Use a large-toothed trowel to spread the adhesive.

4. Back butter tiles. Apply adhesive on the back of the tile using a large-toothed trowel.

5. Install the tiles. Lay the tiles and press into place using your hands leaving a thin gap (1 or 2 mm) for the joint.

Ensure tiles are completely level throughout the installation, as unevenness cannot be rectified later.



TILE SURFACE PREPARATION BEFORE SEALING AND GROUTING

Once the adhesive dry, clean the surface by scrubbing it using a diluted solution of alkaline cleaner and rinse with warm water. It will remove any dust and dirt that may have accumulated during the installation process, eliminating as well the thin layer of pigmented dust that can still cover the tiles.

Tiles should then be allowed to set for 24 hours before applying sealant and grout.

TILE SEALING BEFORE GROUTING

An impregnating sealing is an essential step in protecting the beauty and ensuring the longevity of cement tiles, as it accentuates the appearance and helps to protect against fading and staining.

The sealant is a solvent based liquid that limits water and oil penetration. It impregnates the tile, protects it and keeps its natural matt aspect.

Apply with a brush or a roller on a dry and clean surface. This should be applied in successive applications until the tile is fully saturated. Saturation has been achieved when an even layer of sealant is still visible on the surface after 30 minutes.

Do not apply too much. The excess would leave glistening stains on the surface (brush traces).

Always try the sealer on a loose tile before applying it on the entire surface in order to measure the grade of absorption of the tiles.

It is recommended to use a non-pigmented, flexible, cementitious grout compound suitable for the application of cement tiles. Pigments from the joint might stain the tiles irreversibly.

Grouting General Methods:

1. Seal the tiles. Always ensure that surfaces are properly sealed before grouting.

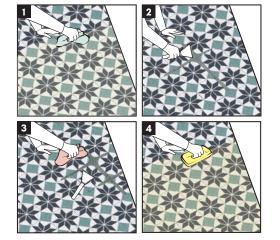
In order to prevent the soiling or staining, a proper sealant must be applied, so that the grout residues do not get deeply adhered to the tiles layer of pigments and these can be removed easily.

2. Grout the joints. Fill the gap between the tiles using a spatula, without spreading the grout on tiles.

3. Remove excess. Clean the excess grout immediately, using a damp cloth. Do not use chemical cleaners.

4. Clean the floor. Remove any cement residue stains immediately, using a pH neutral cleaner.

Never use cement remover, strong detergents or bleach as these will damage the tiles. Stains or spots can be delicately removed with a scouring pad or fine-grained sandpaper.





INSTALLATION & MAINTENANCE

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INSTALLATION & MAINTENANCE

FINISHING AFTER GROUTING

The finishing completes the protection against wear and dirt.

Always apply a final coat of impregnating sealant making sure to cover the grout joints as well.

Further to the above you can also apply a surface wax. This will offer extra protection and give an attractive patina.

For larger surfaces or high traffic floor (bars, restaurants and other public spaces), a special protection and attention on a daily maintenance is recommended. Using a polishing machine may accelerate the process and protect the entire floor evenly.

Keep the surface as free as possible of loose dust and grit with regular vacuuming or sweeping. This will reduce the sandpaper effect of dirt getting compacted into the surface and joints.

Wash the floor using a pH neutral cleaner (ideally biodegradable and environment friendly) to remove the dirt that a vacuum won't pick up and for hygiene purposes.

We strongly recommend avoiding the use of bleach based cleaners, washing-up liquids or any other acid cleaners.

FREQUENTLY ASKED QUESTIONS

PRODUCT UNDERSTANDING

ARE CEMENT TILES A GREEN MATERIAL?

Cement Tiles are truly a green material.

During the production of cement tiles no heating is involved, as the tiles are not kiln-fired but left to dry in fresh air for 21 to 28 days and the materials used are environmentally friendly and sustainable, just like many centuries ago. That's why more and more professional designers and consumers like to use cement tiles as a high quality and decorative element.

WHAT EXACTLY IS THE CEMENT TILE CURE?

After pressing, encaustic cement tiles are soaked in water to ensure proper hydration for curing.

Like structural concrete, cement tiles cures and hardens chemically over time. It is not that the cement dries, but that it goes through hydration and carbonation (chemical reactions that converts the calcium oxide in the Portland cement to calcium hydroxide, and eventually calcium carbonate). It takes about 4 weeks for the cement to reach 90% of its potential strength, and it will continue to gain strength for decades.

DO COLOURS VARY OVER TIME?

The tile colour will change slightly as the cement cures, and will be affected again when sealed. Tiles may also fade in the sunlight and rain.

BESPOKE & CUSTOMISATION

CAN I CUSTOMISE A PRODUCT?

Yes, we are happy to produce custom colours and sizes to best fit your project, although there are limitations to what we can achieve in concrete.

CAN I USE MY OWN DESIGN?

Yes, you absolutely can. There are additional development charges and set-up fees applied to bespoke orders.

PLACING AN ORDER

CAN I BUY ONLINE?

We are not prepared to sell directly through our website. For ordering tiles, custom requests, pricing, lead times or other needs please email or call us so one of our Design Consultants can offer personal assistance.

DO YOU SHIP INTERNATIONALLY?

We have successfully supplied tiles for projects all over the world. We are happy to provide a shipping quote for international orders.

DO YOU HAVE ANY TILES IN STOCK?

Yes, we have. Although we mainly produce to order, we have a selection of stock available. Please request our weekly Stock Catalogue.

CAN I GET SAMPLES?

Yes, we understand the importance of coordinating all the elements for your project and are happy to provide samples during your selection process.

ARE THERE ANY MINIMUM ORDER QUANTITIES? DO YOU CHARGE A SET-UP FEE FOR SMALLER ORDERS?

There is a 3 sqm minimum order per reference. Because each order is custom made, a set-up procedure is required.

SHOULD I ORDER EXTRA TILES?

Yes, we advise a 10% contingency on top of the minimum quantity needed. This overage allows for the possibility of breakage during installation, for greater range selection and extras in case of damage in the future. Always refer to your installer when determining quantities.

FREQUENTLY ASKED QUESTIONS

CAN I RETURN MY TILES?

Because we make our tiles specially for you, returns are not accepted unless they are defective or damaged in shipping.

ONCE AN ORDER IS PLACED CAN I CHANGE IT?

Because each order is custom made, we cannot change it once it has gone into production. If you do have a change, please contact us immediately to see if we can help resolve the matter quickly.

WHAT WOULD BE THE MINIMUM LEAD TIME FOR EMERGENCY ORDERS?

If you need materials sooner for a rush order or job completion, please call and ask for a lead time specifically for you. Although we keep a limited quantity of our most popular products on hand, we operate on a first come first served policy without discrimination. When your order is placed check with us what is the estimated lead time.

INSTALLATION & MAINTENANCE

CAN CEMENT TILES BE INSTALLED OUTDOORS?

There are several considerations in regards exterior using of Cement Tiles. First, tiles may experience some cracking if installed in an environment with freeze conditions. A second consideration for outdoor installations is sun exposure. The tile colour may diminish with UV exposure, especially blue and green pigments. Furthermore, if you want to keep a glossy, perfect finish, we do not generally recommend them for outdoor use.

CAN I INSTALL YOUR TILES ON THE KITCHEN BACKSPLASH?

Yes, certainly. As with any installation, however, they should be well sealed to prevent staining.

CAN CEMENT TILES BE USED WITH RADIANT HEAT FLOORS?

Yes, cement tiles have excellent thermal mass and are sublime with a radiant heat floor. When installing over radiant heat, we suggest a larger grout joint (3-4 mm) instead of the small grout joint (1-2 mm) we normally recommend. Also, the grout material should be flexible. This will allow for some natural expansion/contraction of the heated floor without cracking the tiles.

WHAT SIZE DO YOU SUGGEST FOR GROUT SPACING?

NWT Cement Tiles are sized to accommodate a 1 to 2 mm grout space, a much tighter grout joint than is typical with ceramic tiles, so the visual effect is more like a carpet.

Many factors determine the size of a grout joint. It is important to discuss it with both your architect and installer.

ARE NWT CEMENT TILES PRE-SEALED?

We always send our tiles in a natural state, therefore they must be always sealed upon installation. When needed, the necessary treatment products can be sent along with the material but they would have to be applied on site.

DO I NEED TO SEAL THE CEMENT TILES?

Yes. Sealing is essential to protecting the beauty and ensuring the longevity of any cement tiles.

WILL THE TILE BE STAINED BY WINE OR ACIDS?

If it is correctly sealed, it will not absorb stains. Soda, wine, acids, etc. should not be left to sit on the tile as they will eventually eat through the sealer and stain the tile.

HOW DO I MAINTAIN MY CEMENT TILES?

The tiles should be cleaned with pH-neutral soap and water. Do not use any acids or bleach on these tiles. If sealed with a topical sealant, they may need to be resealed every couple of years.

TERMS & CONDITIONS

NWT Materials products are available worldwide through showrooms, retailers and direct from us.

PLACING ORDERS

Please order carefully.

- Check the product specification. Samples may be requested.
- Check the quantities. Ordering proper quantities is essential, as we cannot guarantee an exact match between batches. We recommend ordering 10% extra tiles.
- Check delivery requirements and delivery costs.
- Once production has begun, orders cannot be cancelled.
- There is a 3 sqm minimum order per reference.

PRICES

- Prices are subject to change without notice according to cost variations.
- All product prices quoted exclude the cost of delivery and taxes.
- VAT rate is 23%.

DELIVERY

- We can arrange delivery anywhere in the world. Please contact us to request a freight quote.
- Tiles are packed in cardboard boxes, loaded on a protected and sealed pallet. Pallets are delivered on the pavement.
- Freight quotes are passed on at cost with a 15€ pallet charge per pallet used.
- Delivery terms are to be considered indicative. Eventual delivery delays do not entitle customers to claim indemnity.

PAYMENT TERMS

- A 50% deposit is required to confirm your order.
- The balance is due before order released. The goods will be released immediately after the payment has been received and cleared in full.

LEAD TIMES

Nearly every NWT Cement Tiles product is made to order. Our lead times vary from product to product and may also be extended at certain times of the year. Nevertheless, we try to follow these timelines:

- In-stock tiles: 1 week to ship.
- Made to order tiles: 6 weeks to ship.
- Exceptionally large quantities: quoted on an individual basis.

All lead times will be quoted on purchase order. Please contact us for stock checks.

TOLERANCE TO DIMENSIONS AND SHADES

- Tiles are referred to its nominal size, not its actual size. Due to the handcrafted nature of our products, dimensions are approximate and may be subject to a degree of inaccuracy.
- A possible variation in shades is considered as a particularity of such products. Tiles may exhibit variations from samples and within a shipped lot.

TERMS & CONDITIONS

CUSTOM PROJECTS

Please inquire us about custom developments.

- Custom projects are priced accordingly.
- Custom sizes, patterns and colours are available for an additional charge.

RETURNS

Please order carefully as we cannot accept returns. Please check your products carefully on delivery.

- Any problems with quality, quantity and kind of material supplied must be reported to NEW TERRACOTTA within 7 working days of receipt of the order.
- In case of claim the buyer should put the disputed material at NEW TERRACOTTA's disposal for any defect checking. No claim will be accepted once the material has been installed.
- Damage caused by inappropriate installation, accident, misuse or improper maintenance is not covered by NEW TERRACOT-TA products warranty.
- Variations in colour, shade and tonality are inherent characteristics of NWT Cement Tiles and are not defects.
- Variations in facial dimensions and thickness will be allowed as per handmade products standards.
- Although NEW TERRACOTTA provides Installation and Maintenance guidelines, its liability is strictly limited to the supply of products.

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