



**ARTO INDOCHINE PRICING AND TERMS AND CONDITIONS**

**Pricing**

All pricing is by the square foot (SF) and all sales are in full carton quantities. Field tile and stock patterns are at one standard price for all flat material.

All pricing is FOB Gardena, CA (ARTO Factory). Customer is responsible for all costs of shipping and logistics.

	<u>8x8 Flat</u>	<u>8" Hex</u>	<u>Shapes*</u>
Dealer Cost:	\$7.00 SF	\$7.00 SF	\$7.00 SF
Retail Suggested:	\$14.00 SF	\$14.00 SF	\$14.00 SF

\*Shapes include standard stock relief and shapes. Customization is at quote.

**Sampling**

ARTO will supply customers with samples of stocked items at no cost. Customer is responsible for all shipping and handling charges and can provide a UPS or FEDEX account number for direct billing.

**Additional Charges**

Pallet or crate:	\$15
Custom coloring of any pattern:	\$150
New mold creation:	\$400
Minimum new mold or color creation:	1,000 square foot minimum
Upcharge for underneath minimum:	\$2 per square foot
All UPS and express charges:	\$15 package charge

Please note we do not accept returns. Returns will only be accepted if there is a quality issue or a misshipment.

**2. CUSTOMER SERVICE CONTACTS**

Please send all orders to the ARTO order desk via email: [order@ARTO.com](mailto:order@ARTO.com) or fax: 310-768-8544. The ARTO order desk can be reached Monday-Friday 7:30 AM – 4:00 PM

For customer service including order confirmations, shipping quotes, stock checks, and status updates contact the order desk via email: [order@ARTO.com](mailto:order@ARTO.com) or phone: 310-768-8500.



**ORDERING PROCEDURES**

- 1. Customer will send a purchase order requesting product in full carton increments.
- 2. ARTO will return an Order Confirmation confirming the quantity, price, and ready to ship date.
- 3. Customer will review Order Confirmation and confirm that all details are correct. If any details are incorrect please contact the order desk for a revised order confirmation.
- 4. If all details are correct Customer must sign and return Order Confirmation to ARTO. ARTO will not process or ship any orders without a signed Order Confirmation.
- 5. Customer will supply an ARTO Shipping Document (Pick List) and a B.O.L for the ship out. In the case of consolidation to ARTO, multiple orders will be placed in the crate and you may decide your own local logistics.
- 6. All shipments will include ARTO documents including Installation Instructions, Care + Maintenance, and FAQ Instructions plus a picture of the pattern(s) being shipped. (By Q1 2018, most boxes will come with this information printed on the box.)
- 7. All logistics are the responsibility of the Customer with the exception of containers to port.
- 8. B.O.L.'s, UPS and International Air Freight will all be arranged and controlled by the Customer.

**4. PACKAGING**

**All Indochine product is sold in square feet (SF) and by the full carton.**

Pieces per carton:	12
Size:	Nominal 8" x 8" x 5/8"
Square feet per carton:	5.33
Cartons per crate:	60
Square feet per crate:	319.8
Square feet per container:	6700



Weight per piece:	3.08 lbs.
Weight per square foot:	6.93 lbs.
Weight per carton:	36.94 lbs.
Weight per crate:	2,216.21 lbs.
Weight per container:	44,000 lbs.

## **5. INSTALLATION STANDARDS**

Each encaustic cement tile is individually handmade using a hydraulic press and variations in color, pattern, and dimension are inherent. Prior to installation choose tiles from multiple boxes to ensure proper blending of colors.

### **Applications**

Encaustic tiles are suitable for walls and floors. They are commercially rated for slip resistance. They may be used outside where freeze-thaw conditions do not occur. We do not recommend they be submerged in fountains, pools, or shower pans. While sealers help mitigate fading, sun and moisture will fade all cement products, and it is expected.

### **Storage**

Please leave tiles in their boxes until the time of installation. Do not store encaustic tiles outside. Do not let the boxes get wet as moisture may leave residue stains prior to installation.

### **Check Your Boxes**

Ensure that you have the correct tile and that there are no defects. No claims can be made after the product is installed.

### **Recommended Materials**

The installer must be capable of installing the material and possess basic tile setting equipment. Please refer to the Tile Council of North America Handbook for your particular installation. Make sure to carefully follow the manufacturer's instructions for sealers, mortars, grouts, membranes, and any other materials used.

The following materials are recommended:

1. Nitrile gloves to avoid finger prints prior to sealing.

2. Waterproof membrane for the substrate to avoid moisture intake into the tiles.
  - a. LATICRETE HYDRO BAN
  - b. Custom Building Products RedGard (alternate)
3. Topical sealer for pre-install and pre-grout sealing
  - a. Desert Band Master Seal 100
  - b. Aqua Mix Seal and Finish Low Sheen (alternate)
4. Modified thinset mortar
  - a. LATICRETE 254 Platinum White
  - b. Custom Building Products VersaBond White (alternate)
5. Light colored grout
  - a. LATICRETE Permacolor Select
  - b. Custom Building Products PRISM (alternate)
6. Penetrating sealer to protect tiles after cleaning and grouting (another coat of topical sealer can also be used)
  - a. Desert Brand Penetrating Sealer
  - b. Aqua Mix Sealer's Choice Gold (alternate)
7. Wax for finishing.
  - a. Fila Satin Look Protective Wax.
8. Lamb's wool applicator for applying the sealers and waxes.
9. Ram board to protect your newly installed floor from construction debris.

## Installation

1. Seal tiles with topical sealer before setting and grouting tiles.
2. After you have sealed your tiles, it is time to set them. First wipe off any dust from the back of the tile. Using the flat side of a small notched trowel, spread mortar on the back of each tile to achieve 100% mortar coverage. Do not use the dot method.
3. Spread mortar on the substrate using the flat side of the notched trowel. Do not spread too much mortar so that it dries before tiles are set.
4. Form grooves in one direction under each tile using the notched side of the trowel.
5. Place tiles by moving them perpendicular to the mortar ridges so that the ridges collapse and all voids are filled.
6. Be careful not to allow any mortar to get onto the surface of the tile. Any surplus should be wiped away with a clean, damp sponge. Refer to the FAQ section for more information about removing stains and grout haze.

7. Press: When installing, press the tiles down firmly into place by hand. You may use a rubber mallet only if you use a rubber faced beating block to disperse the energy. It is important to seal the tile a second time before grouting.
8. Grout: White or light-colored grout is strongly recommended to avoid staining. Please refer to the FAQ section for more on grout.
9. Recommended grout joint is 1/8" which allows for a seamless pattern.
10. Apply a coat of Fila Satin Look Protective Wax with a lamb's wool applicator. Please refer to the FAQ section for technique.

## **6. DAILY CARE AND MAINTENANCE**

Clean the tile using mild soap. Do not use harsh chemicals such as bleach, ammonia or an acid, which could strip the sealers and wax and damage the surface of your tile.

An ounce of liquid soap and warm water is sufficient. DO NOT use a broom on your floor. The bristles of the broom could scratch the surface or your tiles and remove the wax. It is best to vacuum the floor first, and then mop. Clean spills as soon as possible. The longer you wait to clean a stain the more difficult it will be to remove later.

### **Periodic Care and Maintenance**

Every few years the tile should be resealed and rewaxed. If there is heavy foot traffic in a commercial setting, you may elect to strip the wax, clean the tile using the methods below, reseat, and re wax. If maintained properly, your tiles will last a lifetime.

## **7. FAQ**

### What if a tile has an imperfection?

When inspecting your tiles, set aside any tiles that are questionable. This is a natural product and is expected to have a range of variance. Most projects have anywhere from 15-25% of the tiles cut to conform to the space. Set aside the tiles you are not sure of and use those for areas that require cut tiles.

### What color grout should I choose?

We recommend white or light-colored grout. Even with proper sealing prior to grouting, encaustic tiles are cementitious, porous products, and grout can penetrate the pores. Refer to the steps below to remove grout that has penetrated the tile. Avoid smearing the entire tile with grout when grouting.



### How can I remove a stain from the tile?

We find the following products helpful in removing small and medium stains:

320-400 grit sand paper and light sanding (a few back and forth motions) will remove a micro-layer of the material and the stain with it.

Bar Keeper's Friend (BKF) found at grocery and hardware stores contains Oxalic acid and is excellent at removing stains and grout haze. To treat the stain, spray water on the tile, place the BKF on a white scrub pad, and let it mix with the water over the stained area. Allow the product to dwell for a few moments to chemically react, then lightly scrub. Wipe off with a sponge and clean water. If your tiles were sealed and waxed you will have to repeat this process because the BKF will remove both the sealer and wax with the stain.

### What are the advantages of finishing with wax?

Wax protects the tile from staining. It also adds an instant patina to your floor or wall. Wax cannot be used in outdoor applications.

### Is there a technique for applying the sealer and wax for best results?

Yes, we recommend a lamb's wool applicator, either handheld or on a pole. The technique is the same for both wax and sealer. Moisten the applicator and apply the product in a straight line. Avoid any swirling motions. Make sure excess product is buffed off.

### Are there certain products NOT to use on my tile?

Yes, DO NOT use the following on your tile: vinegar, acids, bleach, or other harsh chemicals.