

LIVDEN

CARE AND INSTALLATION GUIDE

NOTE TO HOMEOWNER: We hope you will enjoy your tiles for years to come! We strongly encourage our decorative tiles to be installed by a professional, who should receive and read this document prior to installation. If you elect to install our tiles yourself, please follow the following general guidelines for installation and care.

Please note these instructions do not serve as a comprehensive guide for tile installation, but rather specific extra guidelines to be taken with our tiles in addition to standard tile installation procedures.

INSPECTION REQUIREMENT

- All products should be inspected and approved before installation begins.
- Allow tiles to dry set for 24 hours after they have been unpacked and inspected.
- **Installation of the product signifies acceptance.**
- In the event you receive incorrect material, or are missing a portion of your order, we ask that you notify us within 5 days of receipt of package. Replacement items will be shipped via the same method that the items were originally shipped.
- Any damage that is apparent upon delivery must be noted on the freight carrier delivery receipt. All products leave our warehouse in excellent condition but if you notice torn or damaged boxes, or any signs of mishandled shipment, please note this by writing a detailed description of the damage on the Delivery Form presented to you by the trucking company/LTL Carrier driver for signature before signing. Please take photos of the damage for the claims process. If the damage is severe, we recommend you refuse the shipment entirely. All claims for damaged or broken merchandise must be made through carrier.
- Tile should be stored in a dry area where temperatures will not dip below freezing.
- LIVDEN tiles are as much an art as a science. Variation is inherent to our tiles and should be expected. To ensure the smallest possible range in color variation, it is best to order enough tile to complete your installation and, depending on the project, 10-15% extra.

SUITABLE INSTALLATION AREAS

Our water friendly tiles arrive sealed with a clear, strong, three part acrylic topcoat.

APPROVED Installation Spaces:

- Indoor dry wall applications
- Light traffic residential flooring
- Intermittent wet spaces such as shower walls
- When installed on shower walls, a high quality waterproofing system, such as Schultzer or Laticrete, should be used

DO NOT INSTALL:

- In any application where the tiles will be submerged in water, such as fountains or pools
- On shower floors
- In steam showers or saunas
- In outdoor spaces
- High traffic or commercial flooring

TAPE & MOISTURE BARRIERS

- Do not use tape of any kind on LIVDEN products; this includes “Blue Tape.”
- When tile is installed on a concrete slab at ground level, it is the responsibility of the buyer and installer to ensure that a proper moisture barrier is in place prior to installation.

CUTTING & SEALING TILE

All Livden Materials:

- Use a wet tile saw or table saw to cut tile, with design facing up.
- Pat dry and allow to completely air dry on a dry surface, being careful of the cut edge while it is still wet. It is at this stage that the seal on the cut edge is at its weakest and should be touched as little as possible until the tile has completely dried. We recommend sealing the grout after installation with a high grade penetrating sealer.

GROUTING & ADHESIVE

Tiles on Terrazzo or Porcelain:

- We recommend non-sanded grout, however fine aggregate grouts can be used with care.
- Metal spatulas, trowels, or other tools should be avoided. Rubber, plastic, or some combination of poly/rubber/plastic float may be used.
- We have not tested every grouting product on the market, so it is always advisable to test first.
- Adhesive should be specified for use: typically a white Rapid Set Thinset is recommended. Do not use Mastic or premixed tile Adhesives (for example, AcrylPro, Mapei Type 1 Tile Adhesive, Henry Mastic).

HEAT ADVISORY & COUNTERTOPS

- If tile is being installed behind or above a professional grade stove, please confirm the correct size riser is being used in accordance with the stove manufacturer’s recommendations to ensure combustible wall material is properly protected from prolonged exposure to high heat. This includes tile, dry wall, and wood studs used in standard “to code” construction.
- Tiles may withstand temperatures below 300 degrees and may be installed on a fireplace mantel so long as no flames or excessive temperatures will reach the tiled area.

HEAT ADVISORY & COUNTERTOPS, CONT.

- Tiles have not been tested for use in temperatures below freezing.
- We do not recommend installation of our tile on kitchen countertops.

CONTINUING CARE AND CLEANING

- Cleaning can be done with a soft cloth, warm water, and non-acidic soap or a pH neutral stone cleaner.
- Tile surfaces should be protected from scratches, and should be cared for as you would care for the finish of your kitchen appliances—for example, your microwave, dishwasher, stove, refrigerator, or a wooden floor. Our finishes are tough and durable, but need to be protected from scratching.
- **AVOID ANY CARE PRODUCTS THAT CONTAIN THE FOLLOWING:** Abrasives, phosphoric acids, scouring powders, chlorine, acetone, or glycolic acids. We also recommend you avoid brushes and scouring pads.
- Never use an electric scrubber/buffer, any rotary tools, etc. Follow sealer maintenance schedule recommended by sealer manufacturer.
- As part of a normal maintenance procedure, all LIVDEN products require re-sealing on a regular basis. Follow maintenance schedule recommended by sealer manufacturer.

CONFIDENCE GUARANTEE

LIVDEN designs and manufactures in San Diego, California; it is truly a “Made in America” product. We began LIVDEN in 2019 because we saw a need for high-design environmentally-responsible tiles in the market. We produce patterned tiles on upcycled tiles that don’t compromise on aesthetics. We promise to keep pushing boundaries to bring you the best options of decorative eco-friendly tiles. We guarantee to pay livable wages to every employee and not export our jobs. We promise you’ll enjoy working with our responsible and caring staff. We also promise that you’ll be happy and excited with our product, and enjoy it for many years.

DISCLAIMER

PhotoStone LLC, dba LIVDEN provides product information and information concerning certain installation procedures and maintenance practices to assist its customers in making selection, usage, installation, and maintenance decisions. It is the responsibility of the customer and/or the customer’s installer to prepare any installation requirement to meet the owner/customer’s approval. The customer’s selection and use of LIVDEN products and the installation procedure and maintenance practice employed are outside the direction and control of LIVDEN and are strictly and completely the choice and responsibility of each customer.

WARRANTY AND LIMITATION OF REMEDIES AND DAMAGES

In the unlikely event of product failure, LIVDEN will repair and/or replace, at its discretion, the affected area of the materials at a cost not to exceed the original square foot cost of the portion of the material shown to be defective. All claims must be submitted to LIVDEN before tear out and re-install begins. LIVDEN will not be responsible for material failures resulting from use over a damaged, defective or improperly prepared surface. This warranty does not cover normal wear and tear or cracking due to structural movement, excessive deflections or other failures in the substrate or framing, including damage resulting from weather, flood, fire and acts of God. This warranty shall expire two years after the date of shipment by LIVDEN.