

Emser Tile™ FAQ

Q. What is Emser™ Tile 1-Year Limited Warranty and Limitations on Liability?

A. Download Emser™ Tile 1-Year Limited Warranty and Limitations on Liability for more information.

Q. What are some disclaimers for installing Travertine Tile?

A. Within the first 12 – 18 months of installation of a stone floor, especially filled and honed travertine, you can expect 5 – 10% of the floor, especially in high traffic areas, to experience exposure of new holes. This occurs due to the nature of travertine itself; a capillary filled stone. When the tiles go along the filling line, the machine can only fill the holes that are visible at that time. However, there are other holes/pores lurking just below a razor thin surface of stone just waiting for that first rubber heel, chair, etc. to expose them. As mentioned prior, you will notice this most frequently and visibly in high traffic areas. This is not a defect of the stone. It is a normal and expected occurrence with travertine. To remedy this issue, it is best to wait at least 12 months, for most of the shallow pores to expose themselves and begin to fill the exposed holes/pores. At this time, clean out any loose debris in the exposed area – do not dig or stick sharp instruments into the hole as that would exaggerate the problem and could possibly open up more holes than would not occur normally with natural foot traffic. Make sure the area around the void to be repaired is sealed well as to not allow any new grout to adhere to the stone's surface. Fill the holes with regular sanded or epoxy grout (whatever color is deemed appropriate to match the stone). After this application is fully completed, make sure these newly grouted areas are sealed with any regular non-solvent based stone sealer.

Q. What are Emser™ Tile's terms and conditions of sale?

A. Download Terms & Conditions of Sale

Q. Is there a guide for maintaining and caring for natural stone.

A. As with natural stone countertops, all natural stone should be maintained properly. All finishes of stone- honed, polished or tumbled look beautiful and are very durable when protected and maintained. Download Natural Stone Maintenance & Care for more tips.

Q. Slate Disclaimer

A. Please be aware that slate is a natural stone. Because of this, slate (as well as all natural stone) will have variance from piece to piece and from lot to lot. Different quarries, even though mined from the same part of a certain Country, will have high variation.

This is the natural beauty of the product.

Note that if you are trying to add to a slate job that was installed previously, it maybe difficult to get the same tones in any new batch of slate purchased.

Also note that slate is a sedimentary rock which is composed of compressed layers of stone. It is a natural occurrence of slate to “peel” or slake especially in freeze thaw areas. It is not recommended to allow water to stand on natural slate as it may cause the slate to “rust” due to the natural mineral components within the stone. It is highly recommended to place a good quality sealer on all slate products.

Q. What are some basic tile care instructions for Porcelain and Ceramic?

A. Porcelain and ceramic tile is resistant to germs and bacteria and it is also among the easiest of flooring materials to clean. You can clean your porcelain tile with a damp sponge mop. A solution of 1/4 cup of white vinegar to 2 gallons of water works best- allowing time for drying. You can also sweep or vacuum. Although the glaze of a tile is impervious, it is still possible for its surface to discolor from certain chemicals.

For more tips and instructions on maintaining and caring for your porcelain and ceramic tile, download Porcelain & Ceramic Tile Care.

Q. What are the MIA tolerance facial dimensions of natural stone?

A. For more information download MIA Tolerance of Natural Stone.

Q. Is there a guide for installing natural stone countertops?

A. Emser™ Tile provides designers and contractors not only with high quality natural stone tile, but with a great guide into getting the best results prior to and during installation. Download [A Homeowner's Guide to Natural Stone Countertop Installation](#) and read tips, techniques, and other important information approved by the MIA (Marble Institute of America).

Q. What indicates what method and amount of repair and fabrication is necessary prior to or during installation?

A. Based on standard trade practices, the MIA provides the Marble Soundness Classifications to indicate proper methods and amount of repairs and fabrications that are necessary prior to or during installation. Common industry terms used and marble classifications can be located [here](#).

Q. What are some tips for maintaining and caring for natural stone countertops?

A. All natural stone should be maintained properly. All finishes of stone- honed, polished or tumbled look beautiful and are very durable when protected and maintained. Sealing all natural stone is highly recommended. Click [Emser Countertop Care](#) to download more tips.

Q. What are some of the common industry disclaimers in regards to proper application?

A. Proper application is determined by the installation project at hand. There are many variations of stone, grades of marble, sealing granites, and other factors to take in consideration when starting a project. Download [Common Industry Disclaimers](#) to better understand installing expectations before starting a project.

Q. What are some of Emser Tile's glass collections and what determines what application should be applied?

A. Emser Tile™ provides various types of back painted glass in the market today. Our collections include the following: Lucente Series, Mystique Series, Vista, Textures and Image. The production process of each determines what application the glass can be used in. For more information and to view a chart for proper uses, download [Applications for Glass Collections](#).

Emser Contact Info

All inquiries concerning this statement and the Site in general may be sent to
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