

# MIRAGE<sup>®</sup>

Porcelain.Design.Sustainability



## USE AND MAINTENANCE INSTRUCTION

## LAYING AND CLEANING ADVICE

### ▲ LAYING

On receipt of the material, and in any case prior to laying, check the shade, calibre and choice of materials carefully, as claims will not be accepted on laid materials, as any defects are visible prior to laying.

To obtain the best possible visual results for products with  $\geq V2$  shading coefficient, lay the materials taking the tiles from several different boxes in order to achieve the best possible mix.

For grained products, such as natural stone, arrange the grain so as to create the best possible visual and colour effect. Laying can be done using both with a dusting of cement, or glue, using special high performance glues for porcelain stoneware. Glue laying is recommended as it offers higher guarantees of stability, particularly for large sizes (more than 45 x 45).

Remember that, when laying, the underfloor must be stable, dry and mature, neither frozen nor excessively hot; in any case follow the instructions provided by the manufacturers of the underfloor materials and glues used. Cement-based adhesives must be applied at room temperature, generally between +5° C and + 30/35° C.

When laying, comply with the technical laying times indicated by the manufacturers of the glue used.

The most suitable glues for laying Mirage porcelain stoneware are identified according to the current European Standard EN12004.

When laying, do not mark the surface of the material used with pencils (lead) or indelible markers, particularly when using polished products.

Although Mirage products are highly resistant, they may be shaped (to create work tops, stairs, etc.), drilled for the installation of plumbing systems, etc., using diamond tipped discs and special equipment for porcelain stoneware.

### ▲ JOINTS AND GROUTING

The width of the gap may vary depending on the size of the tiles and the use of the floor being tiled. Laying without a gap is not recommended; lay the tiles with a minimum gap of 2-3 mm (this allows the grout to grip better to the side of the tiles, increasing the absorption of any movement in the underfloor and the compensation of the slabs).

In large areas, the expansion joints must be laid regularly; for smaller areas, leave a small gap between the tiles and the perimeter walls. Skirting will cover the gap and assure a finished appearance. In any case follow the advice of the designer/work site manager.

When using epoxy grouts, resins or similar, carry out a cleaning test prior to laying. For a better appearance, use grouts in coordinated colours to the tile in order to reduce contrast (e.g. white tile black grout) particularly for lapped and polished products.

After grouting porcelain stoneware tiles, while the grout is still fresh it is important to remove any excess grout immediately and carefully using a sponge and plenty of water.

It is in any case indispensable, a few days after laying, to deep clean the surface using buffered acids (follow after-laying instructions) in order to dissolve and remove all working residues. The following products may be used:

- DETERDEK - FILA INDUSTRIA CHIMICA - [www.filachim.com](http://www.filachim.com)
- DELTA PLUS - KERAKOLL - [www.kerakoll.com](http://www.kerakoll.com)
- KERANET - MAPEI - [www.mapei.it](http://www.mapei.it)
- SERVICE SOLVACID - GEAL - [www.geal-chim.it](http://www.geal-chim.it)
- DISYCOTT - FABER - [www.faberchimica.com](http://www.faberchimica.com)
- BONACLEAN - BONASYSTEM - [www.bonasytemsitalia.it](http://www.bonasytemsitalia.it)

## SUGGERIMENTI PER UNA CORRETTA POSA E PULIZIA

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### ▲ **CLEANING AFTER LAYING**

Once the work has been completed, correct cleaning is compulsory.

The late or improper removal of grout residues may leave stains which are difficult to remove, creating a cement film on the floor which absorbs all kinds of dirt, giving the impression that the tiles are dirty. It is indispensable to dissolve and remove these residues completely using buffered acids diluted in water (follow the instructions on the packs of the products used), which must then be removed completely and quickly, rinsing the floor with plenty of water to avoid residues or drops on the floor which could damage the tiles.

Leave the product to take effect on the wet floor, do not allow to dry, and rub with colour-free cloths, then rinse with plenty of water and check that the floor is free from detergent residues. If necessary, repeat the operation.

We recommend a preliminary wash on a sample surface area of a few square metres; if successful, proceed with cleaning the whole surface.

After washing, an alkaline or basic wash must be carried out using degreasing detergents. This is because the acid wash may make the floor sticky, which could cause it to retain dirt.

More specifically, Mirage recommends particular care with CP LUC, JW LUC and OX 01 NAT when using buffered acids for cleaning: these materials could damage the surface if not removed in a short time and if traces or drops of the water-acid compound used for cleaning after laying are not removed quickly.

All LUC surface finishes require the use of non-abrasive tools during cleaning, in order to avoid opacification and scratching of the LUC finish.

### ▲ **DAILY CLEANING**

After deep cleaning after laying (previous chapter), for everyday cleaning **we strongly advise against the use of waxes, oil soap, stains and other treatments (water-oil repellents) on porcelain stoneware**, as these are not necessary. Often, some detergents available on the market contain wax or polishing additives, which after several washes may leave a shiny film on the floor. Sometimes a drop of liquid such as Coca Cola, water, wine etc....may be sufficient to remove this film and restore the original appearance of the tile, causing stains in some areas. With waxes, first of all dewax the floor using specific products to remove the applied wax, following the instructions given by the manufacturer. For films left by soap, lime scale, dirt, use an acid detergent, suitably diluted in water (read the product instructions carefully). It should be noted that **Hydrofluoric acid (HF)** and derivatives may cause irreparable damage to porcelain stoneware.

**For routine cleaning, Mirage recommends the use of bleach or ammonia, suitably diluted in water;** for polished porcelain stoneware, dry the floor after washing to prevent unsightly smudges.

### ▲ **EXTRAORDINARY CLEANING**

For stubborn stains, use specific products, as shown in the "cleaning products" table on page 480. Do not forget that it is **easier to remove stains when they are still fresh**.

Always test a small piece before using detergent products, particularly on lapped or polished porcelain stoneware.

### ▲ **RAISED FLOORS**

The use of large amounts of water is not permitted on raised floors; make sure the cloth is well wrung before use.

Routing cleaning can be done with special cloths, warm water and detergent, using as little water as possible on the panel. Use concentrated products directly on stains.

# USE AND MAINTENANCE INSTRUCTION

## TECHNICAL FEATURES

### DESCRIPTION OF THE MATERIAL

Fine superior quality porcelain stoneware, with full-body uniformity

Producer: MIRAGE® GRANITO CERAMICO® SpA, Pavullo (MO) – ITALY

Granito Ceramico slabs, compact body, made from noble clay, quartz, feldspar and calcined metal oxides (without glue, resins or additives), pressed at 450 kg/cm<sup>2</sup> and fully sintered at a temperature of 1200 °C.

### SURFACE FINISHES

The surface finishes may be:

- 1) Bocciardato
- 2) Silk
- 3) Grip
- 4) Naturale
- 5) Scalpellato
- 6) Radiale
- 7) Matte
- 8) Spazzolato
- 9) Strutturato
- 10) Lucido
- 11) Pearl

The polishing process (10) is carried out mechanically using diamond grinding tools and water, without the use of chemical substances.

### SIZES AND TOLERANCES

Sizes are divided by calibre and choice following internal quality standards, which in any case comply with or improve on those laid down in standard EN 14411 - G.

Here below is a list of our average tolerance values:

Length and width	± 0.3%
Thickness	± 5.0%
Straightness of edges	± 0.3%
Wedging	± 0.2%
Planarity	± 0.2%

### TECHNICAL DATA (average values)

- Water absorption: < 0.1 %
- Bending resistance: 46-65 N/mm<sup>2</sup>
- Deep abrasion resistance: <147 mm<sup>3</sup>
- Frost resistance conforming to standard: EN ISO 10545-12
- Chemical resistance conforming to standard: EN ISO 10545-13
- Breaking load (referred to thicknesses of respectively 9 mm – 10 mm – 20 mm): 2000 N - 3000 N - 13000 N

The above technical data refer to prime quality materials and comply with standard EN 14411 (certificates available on request).

Any materials presented as an alternative to Mirage Granito Ceramico must not be produced with surrogate methods and must not have lower technical characteristics.

### Request for quotation laying company

Delivery and glue laying, gap width 2/3/4 mm depending on size.

Product: FINE PORCELAIN STONEWARE, fully body uniformity

Colour: \_\_\_\_\_

Art-Nr.: \_\_\_\_\_

Size: \_\_\_\_\_

Surface: \_\_\_\_\_

Quantity: \_\_\_\_\_

Unit price: \_\_\_\_\_

Total price: \_\_\_\_\_