

The
Winchester
Tile
Company®

The image displays a variety of tile and material samples arranged on a light-colored, possibly marble, surface. On the left, there are several rectangular tiles in solid colors: a light green, a dark brown, a tan, and a light blue. Below these are a patterned tile with a repeating geometric design in blue and orange on a white background, and a lime green tile. In the center, there is a vertical reddish-brown tile, a small square white tile with a floral relief, and a larger light grey tile with a rectangular inset of a different texture. On the right, there is a circular gold-colored tile, a larger light grey tile with a rectangular inset, and a dark brown circular tile. A small green leafy branch is visible in the bottom right corner.

FIXING GUIDE

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Contents	Page/s
Introduction	3
Successful tiling	4
Glossary of tiling terms	5
The right tools for the job	6
Suitability / Selecting your tiles	7-8
Colour variation, shading, crazing and crackle glaze tiles	8
How many tiles will you need?	9-10
Preparation / Planning	11-13
Marking out the work area	13
Adhesives, grouts	14
Fixing tiles	16-18
Cutting tiles	18
Cleaning	18
Photography	18
Limits of liability	19

Welcome to The Winchester Tile Company Fixing Guide for Ceramic Wall Tiles

Introduction

Tiles from the Winchester Tile Company come in a wide range of colours, sizes and finishes, to suit every taste. Using this guide will help you to:

- Calculate how many tiles you require
- Prepare and plan for the installation
- Mark out the work area
- Fix, grout and seal
- Clean and maintain your finished installation

This guide provides installation information on the following ranges:

Elements

Residence

Artisan

Classic Collection

The key to success is to:

1. Gather together all the tools, tiles and materials you need before you start
2. Plan the installation
3. Thoroughly prepare the surfaces to be tiled; time spent on this will save time later
4. Keep the work area clear and clean as you go along
5. Work methodically and avoid mistakes by allowing sufficient time for each task

This guide is not intended to be a definitive guide to fixing tiles. If you are uncertain about anything having read this guide you should consult a professional tile installer.

PLEASE NOTE

It is the responsibility of the purchaser of Winchester Tile Company products to adhere to the following guidelines in accordance with the British Standards Institute Wall and Floor Tiling Codes of Practice:

BS 5385-1:2009 Code of practice

Wall and floor tiling. Design and installation of ceramic, natural stone and mosaic wall tiling in normal internal conditions.

BS 5385-3:2014 Code of practice

Wall and floor tiling. Design and installation of internal and external ceramic and mosaic floor tiling in normal conditions.

To store products in an adequate, clean, dry and secure space that is free from frost and moisture

To ensure that installation is carried out in adequate artificial lighting conditions

To ensure that work is adequately protected during and after fixing

If you are in doubt about anything stated within this Fixing Guide please ask your Winchester Tile Company retailer for further information.

Adhesive	The glue used to fix tiles to the substrate. There is a wide choice available, so always ask your stockist for advice on your particular project and type of tiles.
Grout	A hardening compound used to seal the joints between tiles. There is such a wide choice available, it is best to seek advice from your stockist on your particular project and type of tiles to be used.
Movement joint	Where tiles meet another surface, the joint is filled with silicone sealant, not grout, to allow for minor expansion and contraction. Should be placed according to architect's specifications, over existing joints and any changes in plane. Movement joints eliminate stress transferring from the substrate. Internal: Please refer to BS5385-1 2009, 6.5-6.5.2
Pointing	Where grout is mixed to a thicker consistency than usual and applied into the joints with a squeegee, pressed in firmly and finished off with a grouting tool to give a neat finish. Any excess is removed using a damp sponge and the surface wiped clean.
Render	A wall finish made up of sand and cement, usually made up of sand/ cement in the ratio of 4:1.
Silicone Sealant	A material with elastic and waterproofing properties used to fill movement joints instead of grout.
Slurry grouting	Where the grout mix is runnier than normal and is spread across a large area at a time using a spreader. Care is needed to ensure the grout goes right into the joint and no areas are missed out. This method is recommended where a pitted tile has been fitted and the pits or holes need to be filled in for hygiene or cleaning reasons, for example on a kitchen splashback.
Stud wall	Internal walls in a home, usually constructed of plasterboard over a wooden framework.
Substrate	Any surface on to which tiles are laid.
Thin set	A layer of adhesive applied to a depth of less than 5mm / 1/4".

THE RIGHT TOOLS FOR THE JOB

These tools will help you complete your tiling project to a professional standard. Most are readily available to buy or to hire.

Adhesive spreader/ trowel	The notched edge of this tool ensures an even spread of adhesive
Chinagraph pencil	For marking any tiles that need cutting. This will not stain the tiles and will resist being washed away when using a water-fed cutting machine. Never use a felt tip pen as they can leave permanent marks.
Drill	Use a masonry or tile drill bit.
Electric water-fed diamond wheel cutter	A diamond wheel cutter is the best way of cutting difficult tile shapes. These are available from tool-hire companies, tile shops, or DIY stores. Follow the manufacturer's advice regarding protective goggles, masks and gloves.
Epoxy squeegee	A rigid squeegee specifically designed for the application of Epoxy grouts.
Eye protection, gloves and dust mask	It is vital that you use all possible protection when using any cutting instructions/ machinery. Always use personal protective equipment as advised by the HSE. Visit www.hse.gov.uk for further health and safety advice.
Gauging trowel	For removing the grout from its container, or the vessel used for mixing the grout. Use it to place adhesive onto a bedding trowel.
Grout finishing tool	This tool is run along the grout lines before they set completely to give consistent, neat finished grout lines. A piece of dowel can work just as well. NB: NOT to be used on Epoxy grout.
Spacers	These small pieces of plastic are inserted between the tiles to provide consistent spacing. Push them in side-on so they are at right angles to the surface, and place them at regular intervals to maintain the spaces, and remove them before the grout is applied.
Spirit level /laser level /plumb line	One or more of these tools will be necessary to ensure that your tile installation is level and that verticals are straight. A plumb line can be made from a small weight on a length of string.
Sponges	Use to remove grout residue and for smoothing joints. Always use new sponges and grouting tools rather than old sponges and tools which may have adhesive or grout residue which could scratch tiles.
Squeegee or rubber trowel	Used for spreading grouting compound into the spaces between the tiles.
Steel ruler/ tape measure	For accurate measuring.
Tile cutter	Scribe and snap machine for straight cuts.
Tile gauge	Device for accurately measuring and shaping your tiles.
Tile nippers	Specialist tool for 'nibbling' away unwanted sections of tiles.
Wedges	These are wooden or plastic for minute tile adjustment.

This is obviously the most important and enjoyable task. With such a large range of tiles to choose from, you may like to order some samples to see how they fit in with the rest of your furnishings and decorations.

Tiles differ in size and thickness and choosing the right size is just as important as choosing which type. Small tiles are often better suited to covering small areas, whereas larger areas look better with larger tiles. Suitability of your chosen tiles is also an important factor.

Winchester wall tiles are not suitable for floors or external use. They are suitable for interior walls only. They are not suitable as work surfaces. If they are installed as such, they will show signs of wear and surface scratching.

SYMBOL	KEY	SPECIAL NOTES
	DRY AREAS ONLY	These tile colours are made from copper-based glazes and are all prone to discolouration by the very mild acids often found in the home, for example lemon scented soaps, wine, orange juice and fruit. To avoid discolouration, wash these tiles with clean water only and wipe them dry. Tiles and mouldings in these colours are recommended for dry areas only and should not be installed near kitchen or bathroom sinks or in shower cubicles. If they do get wet for any reason, always wipe any excess residue from the tile surface immediately with warm water and then dry off.
	WET AND DRY WALLS	Suitable for kitchens, bathrooms and showers
	WET AND DRY WALLS BUT NOT POWER SHOWERS	We do not recommend that crazed and crackle tiles are used for power showers, i.e. showers with a very high pressure generated by a forceful pump.
	CRAZING / CRACKLE GLAZES	Highly glazed ceramic tiles may craze with time and no guarantee can be given against this occurrence across all Winchester Tile Company tiles and mouldings. This is an inherent part of our hand finished tiles and adds to their rustic nature. Some of our glazes are subject to crazing and are highlighted with this symbol  Residence Arcadian tiles and mouldings and Artisan Crackle tiles and mouldings are deliberately crackled (as a result of a specific glazing process) to give an aged appearance. You may notice the Residence Arcadian and Artisan Crackle tiles may make a 'crackling' noise as they acclimatise to the temperature of your home and may continue to do so for a short while after installation. This is perfectly normal and is part of the charm of these tiles. CRAZED AND CRACKLE TILES MUST BE SEALED ALL crazed and crackle tiles should be sealed with an impregnator before fixing, for use in both wet and dry areas. This stops any moisture penetrating the body of the tile and causing discoloration once installed. In dry installations impregnating allows for the easy removal of grout from the crazing/crackle. Impregnate again after grouting. They should then be resealed after 90 days of installation and then again after one year. Crackle glazes and crazed tiles will continue to crackle/craze for several months, and so as this occurs each new crackle/craze line becomes unsealed. Suitable impregnators are LTP2905 and Fila MP90.
	ELEMENTS ORIGIN RUSTIC GLAZE	Tiles in the Element Origin Rustic range have holes and pits on the surface. This is an inherent part of the hand finished nature and adds to their character and charm. All of these tiles need to be impregnated before installation. Grout the surfaces of the tiles to fill the voids, then impregnate again once dry. This will seal the surface and ensure that they are watertight.
	SUBJECT TO EFFLORESCENCE	This may affect Residence Foundry Metallic Roman Gold. Fine white crystals may appear on the glaze surface. This is called efflorescence, which is as a result of a natural chemical reaction within the tile. We cannot guarantee against this happening. If it does occur, brush the glaze surface with a stain remover such as LTP Grout Stain Remover. Dilute with four parts of warm water and brush over the glazed surface of the tile. Leave for thirty seconds and wash off completely with water and a wet cloth. Dry with a soft dry cloth

Each product is shown with appropriate symbols (above) to indicate suitability, susceptibility to crazing, when to impregnate and special notes.

Please refer to the current Winchester Tile Company Brochure, www.originalstyle.com/brochures/winchestertiles

The surfaces of Winchester Residence, Artisan and Classic Collection tiles undulate gently, allowing natural shading to occur. These distinctive yet subtle variations in shade within each tile, moulding and border mean no two pieces are ever identical which gives a wonderful impression of depth to tiled areas, adding to their beauty and charm. There may also be subtle shade variations between the background colour on decorative tiles and any co-ordinating/matching field tile.

Residence Foundry Metallics

Each and every Foundry Metallic tile is deliberately different, and this is particularly noticeable in the Roman Gold colours. Some may be rippled, or have uneven textures and colours. This is as a result of chemical reactions between the different glazes and tile base, and factors such as position in the kiln when they are fired. It means that your tile installation will be unique and distinctive. These metallic tiles can be mixed and matched to create many different effects – feel free to experiment!

Before making your choice it is always advisable to ask your Winchester supplier to show you samples.

Before fixing, it is very important to lay the tiles out in good light to ensure that any shade difference is evenly distributed. No liability for shading issues can be accepted after installation.

If you are in any doubt about the suitability of any tiles for your particular requirements, please contact our Customer Services Team for advice by emailing info@winchestertiles.com.

Colour variation, shading, crazing and crackle glaze tiles

The surfaces of Winchester Elements, Residence, Artisan and Classic Collection tiles undulate gently, allowing natural shading to occur. These distinctive yet subtle variations in shade within each tile, moulding and border mean no two pieces are ever identical which gives a wonderful impression of depth to tiled areas, adding to their beauty and charm.

There may also be subtle shade variations between the background colour on decorative tiles and any coordinating/matching field tile.

Before making your choice it is always advisable to ask your Winchester supplier to show you samples.

Before fixing, it is very important to lay tiles out in good light to ensure that any shade difference is evenly distributed. No liability for shading issues can be accepted after installation.

Residence Foundry Metallics

Each and every Foundry Metallic tile is deliberately different, and this is particularly noticeable in the Roman Gold colours. Some may be rippled, or have uneven textures and colours. This is as a result of chemical reactions between the different glazes and tile base, and factors such as position in the kiln when they are fired. It means that your tile installation will be unique and distinctive.

Artisan gloss and crackle colours

NB: There will be slight colour differences between Gloss and Crackle colours with the same name.

Crazing and crackle glaze tiles

Highly glazed ceramic tiles may craze with time and no guarantee can be given against this occurrence. This is an inherent part of our hand finished tiles and adds to their rustic nature.

Some of our glazes are subject to crazing. Please see current Winchester Tile Company brochure www.originalstyle.com/brochures/winchester-tiles for products that may craze. This is an inherent part of our tiles and adds to their rustic nature.

Residence Arcadian tiles and mouldings and Artisan Crackle tiles and mouldings are deliberately crackled (as a result of a specific glazing process) to give a pleasing aged appearance. They will need sealing before use.

When used in wet areas all crazed and crackle tiles should be sealed with an impregnator to stop moisture penetrating the body of the tile and causing discolouration. Crackle tiles should then be resealed after 90 days of installation and then again after one year.

Crackle glazes will continue to crackle for several months, and so as this occurs, each new crackle line becomes unsealed. Suitable impregnators are LTP2905 or Fila MP90.

You may notice the Residence Arcadian and Artisan Crackle tiles may make a 'crackling' noise as they acclimatise to the temperature of your home and may continue to do so for a short while after installation. This is perfectly normal and is part of the charm of these tiles. To enhance the inherent crackle feature you may wish to apply a coloured grout of your choice over your unsealed tiles before installation. The pigments within the grout will stain into the crackle making the tile appear aged. Once the grout is dry, buff the tiles clean then seal to trap the colour using impregnator sealer. Leave this to dry and tile as normal. After applying the tiles and once the adhesive is dry the grouting can be completed to

finish your installation. We advise that you test a single tile first to achieve the result you require. Caution must be taken when using coloured grouts – always test a single tile first.

Once you have decided on your tiles, calculate how many you will need by measuring the area to be tiled. Recommended grout gaps vary depending on personal taste and the look you wish to achieve, and also the uneven nature of the tile edge. Generally, the more rustic the tile base, the wider the group gap.

Nominal Tile Size* Taille nominale decarreau* Nennmaße de Fliese* Nominale tegelafmetingen* Номинальный размер плитки*	Tiles per square metre Carreaux par metre carré Fliesen pro Quadratmeter Tegels per vierkante meter на кв. м*	Tiles per square foot
Elements		
240 x 60mm	2¾" x 9 7/16"	69
Residence		
50 x 50mm	2" x 2"	400
100 x 100mm	4" x 4"	100
130 x 63mm	2 ½" x 5 ½"	122
130 x 130mm	5 ½" x 5 ½"	59
150 x 150mm	6" x 6"	44
200 x 100mm	4" x 8"	50
200 x 200mm	8" x 8"	25
300 x 75mm	3" x 12"	44
Artisan		
150 x 75mm	3" x 6"	88
150 x 150mm	6" x 6"	44
225 x 75mm	3" x 9"	59
Classic		
105 x 105mm	4 ½" x 4 ½"	81
127 x 63mm	5" x 2 ½"	109
127 x 127mm	5" x 5"	56

Nominal Tile Border Length* Longueur nominale du moulage des carreaux* Genormte Länge der Bordüre* Nominale lengte profieltegels* Номинальная длина границы плитки	Tiles per linear metre Carreaux par Mètre linéaire Fliesen pro Meter Tegels per lineaire meter Плитки на линейный метр	Tiles per linear foot
Residence		
130mm	5 1/8"	7.7
100mm	8"	4.8
Artisan		
150mm	6"	6.6
225mm	9"	4.4
Classic		
105mm	4 1/8"	9.5
214mm	8 3/8"	4.6
127mm	5"	7.7
258mm	10 1/8"	3.8

Please allow an extra 10% for cutting and wastage. Measurements above and quoted throughout are for the front face of the tile/moulding. Please note that the front face of Artisan field tiles and half tiles is marginally smaller than the back face, whereas the moulding and skirting pieces have the same dimension for both front and back facings. Work sizes for products in this brochure are as follows:

EN ISO 10545-2, EN14411 Annex K, Length and Width

N > 15 cm. = +/- 0.5% of the work size

7 cm < N < 15 cm. = +/- 0.75 mm of the work size

This does not apply to Winchester Artisan mouldings and Winchester Classic mouldings as these are slip cast. In these cases every effort is made to target the work size.

Recommended grout gaps are based on the following: Residence: 3-4mm, Classic 3-6mm, Artisan: 2mm, Elements: 2mm

The front face of the Artisan field tiles, half tiles, brick tiles and decorated tiles is marginally smaller than the back face, whereas the moulding and skirting pieces have the same dimension for both front and back facings. To ensure that tiles and mouldings are aligned when they are included in the same installation, we recommend using 1mm spacers when fixing field tiles, half tiles, brick tiles and decorated tiles, and 2mm spacers when fixing mouldings, trims and skirting pieces. The 1mm spacers must be pushed in so that they make contact with the back face edges of the tiles.

HOW MANY TILES WILL YOU NEED

We always recommend that any tiling is carried out by an experienced professional tiler. For full fixing information, please refer to our Fixing Guide on www.winchestertiles.com.

Recommended grout gaps are based on the following:

Elements: 2mm / $\frac{1}{16}$ "

Residence: 3-4mm / $\frac{3}{16}$ "

Artisan: 2mm / $\frac{1}{16}$ "

Classic 3-6mm / $\frac{3}{16}$ " - $\frac{1}{4}$ "

Once you have decided on a type and size of tile, calculate how many you will need by measuring the area to be tiled.

1 How to calculate the square metre/square foot measurement of the wall area to be tiled:

Measure the height of your room or the height you will require the tiling to end and multiply by the width. The result will be the square metre/square foot measurement of the area to be tiled*.

2 How to calculate the number of tiles required:

- a) If the shape of the area to be tiled is a simple square or rectangle you can simply calculate the area of each tile and divide it into the area of the floor or room. This assumes that the area being tiled is square at the edges, if not you will need to allow some extra for part tiles.
- b) An alternative method is to make a scale drawing of the floor and/walls on a piece of graph paper, draw the outline of each tile (including dados, trims and borders where appropriate) and add them up.

We recommend that you allow for grout gaps, part tiles, wastage and any imperfections by adding at least 10 per cent for tiles. It can be a false economy to only order the exact quantity. You may break some tiles when cutting or you may end up with awkward shapes that take more tiles than anticipated. There is nothing worse than getting near the end of the job only to find that you are short of one or two tiles, especially as colours can vary between different batches.

If you have any problems calculating the number of tiles required please do not hesitate to email our Customer Services Team at info@winchestertiles.com.

The secret to a perfectly laid wall is to lay the tiles as flat and as evenly as possible. To do this successfully you need the firmest, flattest and driest possible surface to work on. Some surfaces are ideally suited for tiling, others require a certain amount of preparation first, and a few are totally unsuitable.

Storage

Please store all Winchester tiles and any fixing materials such as grouts and adhesives in a cool and dry storage area. All tiles must be dry before installation.

Important Note

All surfaces must be allowed to dry out completely before tiling. Failure to do this can result in moisture being trapped behind the tiles which can react with some tiles causing them to deteriorate over a period of time.

Tiles are completely inflexible. With this in mind, it is important to ensure that the substrate will not move otherwise cracking will occur. If there is movement in the substrate, we strongly advise that you seek professional advice before proceeding any further.

ALL walls should be primed before tiling.

Make sure the wall to which you are fixing tiles is able to take the weight of the adhesive and tiles.

Painted surfaces are unsuitable for tiles. You will need to scrape off all loose paint and rub the whole surface down with coarse sand paper until all the paint is removed.

Plasterboard walls may be suitable for tiles, depending on their weight and how well the plasterboard is fixed to the stud wall underneath. You may need to seek advice on this.

Normally a plasterboard wall which has not been skimmed has a load bearing of 32kgs per m². These walls should be primed first, left to dry and then the adhesive applied directly to the wall.

Plaster is a suitable surface as long as it is dry and in good condition. Normally a plaster wall has a load bearing of 20kgs per m². Remove any loose or crumbling plaster and repair it with new plaster or filler before rubbing down to a level finish. Prime the walls and leave to dry before commencing to tile. It is important to check weight restrictions before fixing tiles. Always seek professional advice if you are tiling over plaster.

Rendered walls can be tiled but new rendering must be allowed to dry out completely before tiling; normally a period of 21 days is recommended. Rendered vertical walls are a good base for tiles up to 15mm / 5/8" thick with a maximum height of 3.6 metres/approx. 12 foot. For tiles thicker than this the render must be reinforced with metal mesh screwed to the wall. Professional advice regarding this is recommended.

Papered walls cannot be tiled. Strip the paper completely, check for loose plaster or other damage, repair as necessary and then allow the wall to dry out thoroughly before priming.

Old ceramic wall tiles

We do not recommend tiling over old tiles because of weight restrictions and stability.

Old tiles should be removed and the exposed surface should be prepared as appropriate (see above).

Wet rooms and showers

Ceramic tiles can be used in showers provided you take certain precautions in preparing the surfaces, and use the correct adhesive and grout. It is vitally important to prepare all substrates in any area subject to frequent water (such as around a bath, basin or shower) carefully to protect them from water absorption. The best substrates are normally water resistant boards such as Wedi or Marmox. The underlying surface must be waterproofed first, using a waterproofing kit known as a tanking system (see below), to prevent the ingress of water into the substrate. There must also be sufficient falls for water to drain away.

PREPARATION / PLANNING

Tanking Systems

We recommend using a tanking system for power showers, shower cubicles, steam rooms and wet rooms in hotels, guest houses, leisure centres, fitness centres and in domestic homes. These normally consist of a primer, a liquid waterproofing membrane that you brush on to the wall and floor, and a tape for reinforcing all internal corners. Please refer to specific manufacturer instructions or, preferably, get a professional to do this job. Tanking a previously painted surface is not recommended. You can usually apply the tile adhesive 24 hours after the wall and floors are waterproofed.

We recommend that all waterproofing processes are carried out by a professional.

Planning

It is important to plan the installation of your wall before starting to fit any tiles. You need to consider the following in the planning stage:

Which adhesive and grout?

There is a wide range of adhesives and grouts to choose from – see section below.

Marking out the work area

Walls

First, make a tiling gauge.

Use approximately 1m/39" length of straight, planed, wooden batten approximately 30 x 20mm / 1¹/₈" x 3/4" in cross-section. Use a pencil to mark off the length of your tiles, plus the space between them. For instance, if you are fixing tiles that measure 150 x 150mm / 6" x 6" and have gaps between each tile of 2mm / 1/16" you will mark every 302mm / 11⁷/₈".

Mark out the work area. You must always check to see whether the ceiling is level first. Aim to position the tiles so that they fit either at the top or at the bottom. This way you will be cutting one edge. This can only be achieved if the floor or ceiling is level.

The first row you fix is the most important. If this is sloping or uneven, then all the other rows will be uneven too.

If the skirting board or floor looks even you may be tempted to start tiling directly up to it. Don't! Very few properties, old or new, have walls and floors that are perfectly square so you will need to set the level for the first row. Here's how:

Take a straight length of timber batten (dimensions as above).

Using a spirit level, make sure the top of the wooden batten is perfectly level then lightly nail it horizontally along the area to be tiled.

NB. Check for concealed plumbing or electrical wiring before nailing into any walls.

Place your homemade gauge vertically against the wall, its end on the top edge of the fixed wooden batten. Work up the wall making pencil marks as you go, making sure that you won't have to cut lots of fiddly small tiles at the top.

Now use a measure to find the horizontal mid-point of the wall. Put your gauge against this point and work horizontally to determine the location of the last whole tile, and mark the batten. Again, make sure you are not left with small slivers of tiles at each end and, if necessary, adjust the 'mid-point' slightly to avoid this.

Next hang the plumb line so that the line hangs directly over the batten mark. Alternatively, you can use a laser level, a long set-square or an upright spirit level to produce a vertical line. Once you have the precise starting point for your first tile you can begin tiling.

Protecting your tiles

Before installation, please make sure you store any fixing materials and your tiles in their packaging in a clean and dry area.

Important Note

Epoxy adhesive can be difficult to use and because of the nature of Epoxy, can be extremely hard to remove once cured. For this reason, we recommend keeping hot water and a supply of clean sponges at hand to remove excess Epoxy quickly and safely. Always test Epoxy prior to using with our products.

It is vital that adhesive is completely dry before grouting.

Which adhesive and grout?

Certain adhesives are unsuitable for use in wet situations therefore we strongly advise contacting the adhesive and grout manufacturers for their recommendations. The Winchester Tile Company makes no representations as to the fitness for purpose of third party adhesives and grouts.

Adhesives and Grouts for wet areas

The requirements for adhesives, grouts and sealers differ according to the type of tile used, the background material, and the width of the joints and whether the shower is gravity fed or a power shower, accordingly it is important that you seek advice from your supplier.

Although most adhesives and grouts are water resistant in normal situations, they can be further improved using a flexible additive. For power showers we recommend Epoxy adhesives and grouts.

Grouts

Grouting gives a neat appearance to the tiled surface; it stops dirt or grease building up between the tiles. Grouting should always be finished flush with the tiled surface.

Allow the adhesive to dry out for a minimum of 24 hours before grouting. Thick layers of adhesive, cool temperatures and other factors can prolong drying.

How to grout tiles

Always try a small amount before grouting your entire tiled area to check you are happy with the look of the grouted tiles before grouting the complete area. Clean the surface where you are going to tile and allow it to dry before proceeding.

Always seal crackle glazed and crazed tiles before grouting to make the removal of grout from the crackle/crazing easy. If you want the grout colour to remain in the crackle lines for effect, in which case seal them after grouting.

Regardless of the grout colour chosen it is advised that you test a tile prior to grouting to ensure the grout pigment will not contaminate the surface of the tile.

Useful Tip

Always aim to complete whole sections of grouting in one session to ensure an even finish with no colour variation. Wash down with clean water and a sponge every square metre to avoid any excess grout drying on the surface. Never grout corners of rooms; these must be grout-free and filled with a suitable silicone to allow for wall/floor expansion.

It is very important to mix the grout following the manufacturers' instructions. Once mixed, let the grout stand for two minutes, then apply to the wall using a squeegee working in a diagonal motion across the tiles. We recommend you cover about one metre at a time, then leave for five minutes before removing any excess grout with a squeegee. Wait another five minutes before wiping the tiled surface with a clean sponge. Always check that there are no lines left in the grout. Repeat until the whole wall is complete.

Once the whole work is completed, leave for two hours, wash down all the tiles with clean water and sponge, and correct any faults.

Important Note:

If using Mapei Ultra Colour Plus Grout, it must be mixed with an electric mixer using 1-1.1 litres of water per 5kg bag (4^{1/4} cups per 11 lb) of Ultra Colour Plus. Pour all the water in to the bucket and then add all the grout and mix on a slow setting. Leave to stand for two minutes and remix. Do not add more water. If the material begins to harden after 15-20 minutes, remix with just the paddle but do not add any more water. The grout has a pot life of one hour.

Always test a small inconspicuous area before proceeding. Always follow manufacturers' instructions. Use the utmost care when grouting to preserve the beauty of your tiles.

Finishing off

Once your tiling is complete, inspect it carefully for any joints that the grout has missed, and refill if necessary. Wipe over the entire wall with a damp sponge or cloth and allow it to dry out completely.

Sealing grout

We also recommend sealing grout seven days after installation with a grout protective sealer, which can be purchased through any reputable tile outlet.

Coloured grouts can be used on our tiles and they can enhance your installation. Many colours are now available so we suggest you check the range with your retailer. As they may alter the overall appearance of the tile colour, we strongly recommend that a small area is tested before installation. Make sure that the grout is recommended for ceramic. Some grouts are not UV resistant and will fade when placed in direct sunlight, so advice must be sought from the grout manufacturer.

It is essential to first mix tiles from different boxes so that variations in colour are blended together thoroughly. Please note, variations in shade and pattern are an inherent feature of ceramics. Do not fix tiles if an acceptable blend cannot be achieved. No responsibility can be accepted for shading or quality once the tiles have been fixed. Please see section on Shade Variation above.

Weight

Make sure that, if fixing to a wall, it is able to take the weight of your tiles and adhesive.

Control joints

There are numerous reasons for movement and expansion joints. Divide a larger tiled area into a series of smaller ones with sealant and bond breaker between them. Designers may show points at which joints are needed but these are mandatory where tiles adjoin walls or some other building material and where there is an expansion joint in the substrate, among other circumstances. Always seek advice on this.

Applying the Adhesive

Acrylic-prime the surface to be tiled and leave to dry. Then spread adhesive over as much of the wall as you can work on, within about 15 minutes; approximately one square metre /one square yard is usually about right.

Spread an even layer about 6mm ($1/4$ "") thick using a notched trowel to form parallel lines. Work to the lines you have drawn on the walls for centre points and level lines and then begin to apply the tiles. Place the first whole tile on the adhesive, press it down firmly. Check the first tile is straight and level. Now lay the adjacent tiles in the same way, using spacers to create an even joint between them. When you get to the edges of the room, cut the tiles to fit the gap if necessary and clean away any excess adhesive from the corners. The corners will receive silicone for expansion purposes following grouting. Be careful to keep adhesive off the face of the tiles. Wipe away any surplus with a clean damp sponge as you go.

You may find it necessary to cut individual tiles to fit in small areas. Extreme care should be taken especially when cutting small pieces.

Spacers that have been used during the fixing process must be removed from the joints before the adhesive setting time is reached.

Where the wall tiles meet the floor, a neater finish will be achieved if the wall tiles sit over the floor tiles. Fill with acetoxy cure silicon.

Where there is any chance of movement from the substrate it is important to use a flexible adhesive. This will allow for tiny movements and will stop tiles and grout from cracking. However, some changes of plane will require expansion joints. Always seek professional advice.

Adhesive is available as standard set or rapid set. Standard set can take up to 24 hours to go off, whereas rapid set can take up to two hours depending on the thickness and temperature and humidity conditions.

Fixing Artisan tiles, mouldings and skirting pieces – special note

Please note that the front face of the Artisan field tile and half tile is marginally smaller than the back face, whereas the moulding and skirting pieces have the same dimension for both front and back facings.

To ensure that tiles and mouldings are aligned when they are included in the same installation, we recommend the following:

Use 1mm spacers when fixing field tiles and half tiles. Push the spacer right into the gap between the tiles so that it touches the back surface of the wall.

Use 2mm spacers when fixing mouldings, trims and skirting pieces. Push the spacer right into the gap between the pieces so that it touches the back surface of the wall.

It may be necessary to make minor adjustments by eye as the tiling proceeds to make sure the tiles and moulding pieces align satisfactorily.

Fixing Artisan decorative tiles in repeating patterns

Please note that decorative tiles are made individually and may have slight differences between them. They may not line up with each other exactly if placed together, but the overall effect will be stunning.

The designs on these decorative tiles are subtly asymmetrical. To ensure a pleasing repeating pattern, carefully lay the tiles out before fixing them to the wall, to make sure that the patterns on the four edges match each other.

Pattern layouts for Residence Foundry Metallics

Each and every Foundry Metallic tile is deliberately different, and this is particularly noticeable in the Roman Gold colours. Some may be rippled, or have uneven textures and colours. This is as a result of chemical reactions between the different glazes and tile base, and factors such as position in the kiln when they are fired. It means that your tile installation will be unique and distinctive. Below are a couple of guidelines for combining different sizes together. These metallic tiles can be mixed and matched to create many different effects – feel free to experiment!

Cutting ceramic tiles

Ceramic tiles can be easily cut using standard tile cutting equipment and the usual precautions.

When cutting individual tiles to fit in small area, please take extreme care and always try to keep each cut no less than 38mm/1½”.



This is correct as all 4 tiles are the right way up



This is correct as all 4 tiles are the right way up



This is correct as all 4 tiles are the right way up



This is incorrect as the patterns on the sides do not line up, because the tile bottom right is upside down



This is incorrect as the patterns on the sides do not line up, because the tile bottom right is upside down



This is incorrect as the patterns top and bottom do not line up, because the tile bottom right is side on

Cleaning

Not all cleaners are equally suitable for all types of tiles. Wash down tiled surfaces with either clean water or a neutral (i.e. not acidic or alkaline) detergent. Dry off and polish with a dry duster.

Photography

Owing to variations in studio lighting and printing inks, the tile colours shown in the Winchester Tile Company brochure and website may differ slightly from those of the actual tiles.

Before making your choice it is always advisable to ask your Winchester supplier to show you samples.

The Winchester Tile Company accepts no liability for the faulty installation of its tiles. In the case of any claim relating to the tiles themselves, Winchester Tile's liability, to the extent permitted by law, is limited to either the replacement of the product or a refund of the cost of the product, and does not extend to cover any consequential loss. Claims must be reported within seven working days from receipt of the tiles. Tiles must be inspected prior to installation and claims cannot be considered after the tiles have been installed. Please be advised that installation constitutes acceptance of the quality, colour, texture, shade and size of tiles.

The Winchester Tile Company warrants that its tiles conform to their description and are fit for their purpose. The Winchester Tile Company makes no other express or implied warranty as to fitness or suitability of the products for particular installations. We extend no guarantees, express or implied, as to wear resistance or maintenance procedures. Please note, the use of certain acid based cleaning products may cause some of the tiles to react and change in character.

Please note: In the USA please follow the recommendations of reputable product manufacturers in conjunction with this Fixing Guide, and always comply with American National Standards Institution (ANSI) specifications as set out in the Handbook for Ceramic Tile Installation published by the Tile Council of America.

Useful links: ctioa.org, tileusa.com

