



KEROS KERAMIKA EAD – Installation and Maintenance Manual

For Porcelain Floor Tiles and Ceramic Wall Tiles
(Applicable to all KEROS product ranges)

1. INTRODUCTION

Thank you for choosing KEROS KERAMIKA EAD ceramic tiles. Our products are manufactured in Ruse, Bulgaria, following strict European standards (EN 14411). This manual provides comprehensive guidance on installation, grouting, cleaning, and maintenance to ensure optimal performance and aesthetics.

2. PRODUCT CHARACTERISTICS

Porcelain floor tiles (Group BIa): Pressed, low-porosity (<0.5%), high mechanical resistance. Suitable for indoor and outdoor floors.

Ceramic wall tiles (Group BIII): Pressed, glazed, higher porosity (>10%), designed exclusively for indoor walls.

Each batch undergoes rigorous quality control to ensure dimensional precision, tonal consistency, and surface quality.

3. STORAGE AND HANDLING

Store tiles in a dry, covered, ventilated area. Avoid exposure to moisture or sunlight. Handle boxes vertically to prevent edge chipping and use mechanical lifting for large formats.

4. UNDERSTANDING BOX MARKINGS

Each box carries essential information for correct installation: SHADE (color tone), CALIBER (size group), MODEL (product name), LOT (production batch), and SIZE (nominal and

actual). Always install tiles from the same shade and caliber. KEROS guarantee is only applicable to Standard (First class) choice. The boxes are marked STD. If you have material in boxes marked as ECON or TTT this is low grade material, and even though the installation and maintenance procedure is the same as for STD material, the guarantee of KEROS is not applicable.

5. INSPECTION PRIOR TO INSTALLATION

Before installation, inspect tiles visually and dimensionally. Verify shade and caliber consistency, check for visible defects, and perform a dry layout preview. Claims after installation are not accepted for visible issues.

6. SURFACE PREPARATION

The substrate must be clean, dry, and level (≤ 3 mm per 2 m). For low-absorption substrates or large-format tiles, use flexible deformable adhesives (C2TES1 or better).

7. INSTALLATION GUIDELINES

Plan the layout before starting. For rectangular tiles, stagger joints by max 1/3 of the length. Maintain joint width ≥ 2 mm for walls and ≥ 3 mm for floors, unless for rectified material. Use appropriate adhesives and ensure $\geq 90\%$ coverage indoors (100% outdoors). Back-buttering is recommended for large tiles and outdoor applications.

8. GROUTING

Wait at least 24 hours before grouting. Use CG2 or RG grouts. Fill joints fully and clean excess immediately. Avoid walking until grout hardens (approx. 24 hours).

9. EXPANSION AND MOVEMENT JOINTS

Respect all structural joints. Provide perimeter joints (5–10 mm) along walls and intermediate joints for large areas. Seal with silicone or polyurethane mastic.

10. INITIAL CLEANING

After grouting, wash with clean water and neutral detergent. For cement residues, use acidic cleaners only after 7 days, following instructions. Avoid hydrochloric acid or abrasive pads.

11. MAINTENANCE

Sweep or vacuum regularly. Mop with neutral detergent. For deep cleaning, use mild alkaline cleaners. Avoid wax or oil-based products that alter slip resistance.

12. SPECIAL RECOMMENDATIONS

Underfloor heating: Start system gradually. Wet areas: Use epoxy adhesives/grouts. Facades: Use approved systems only. High-traffic: Use porcelain with MOHS ≥ 7 . Frost exposure: Use porcelain only.

13. WARRANTY CONDITIONS

KEROS KERAMIKA EAD guarantees compliance with EN 14411. Warranty covers manufacturing defects before installation. It excludes issues from incorrect installation, shade mixing, staining, frost, or misuse.

14. ENVIRONMENTAL AND SAFETY NOTES

KEROS tiles are environmentally friendly, made with natural materials and recyclable packaging. Dispose of residues responsibly. Use gloves and protective eyewear during cutting.

15. FINAL CHECKLIST

Before leaving site, ensure:

- Same shade/caliber
- Expansion joints respected
- Adhesive coverage >90%
- Clean uniform surface
- No lippage or hollow sounds
- Documentation complete

16. CONTACT INFORMATION

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