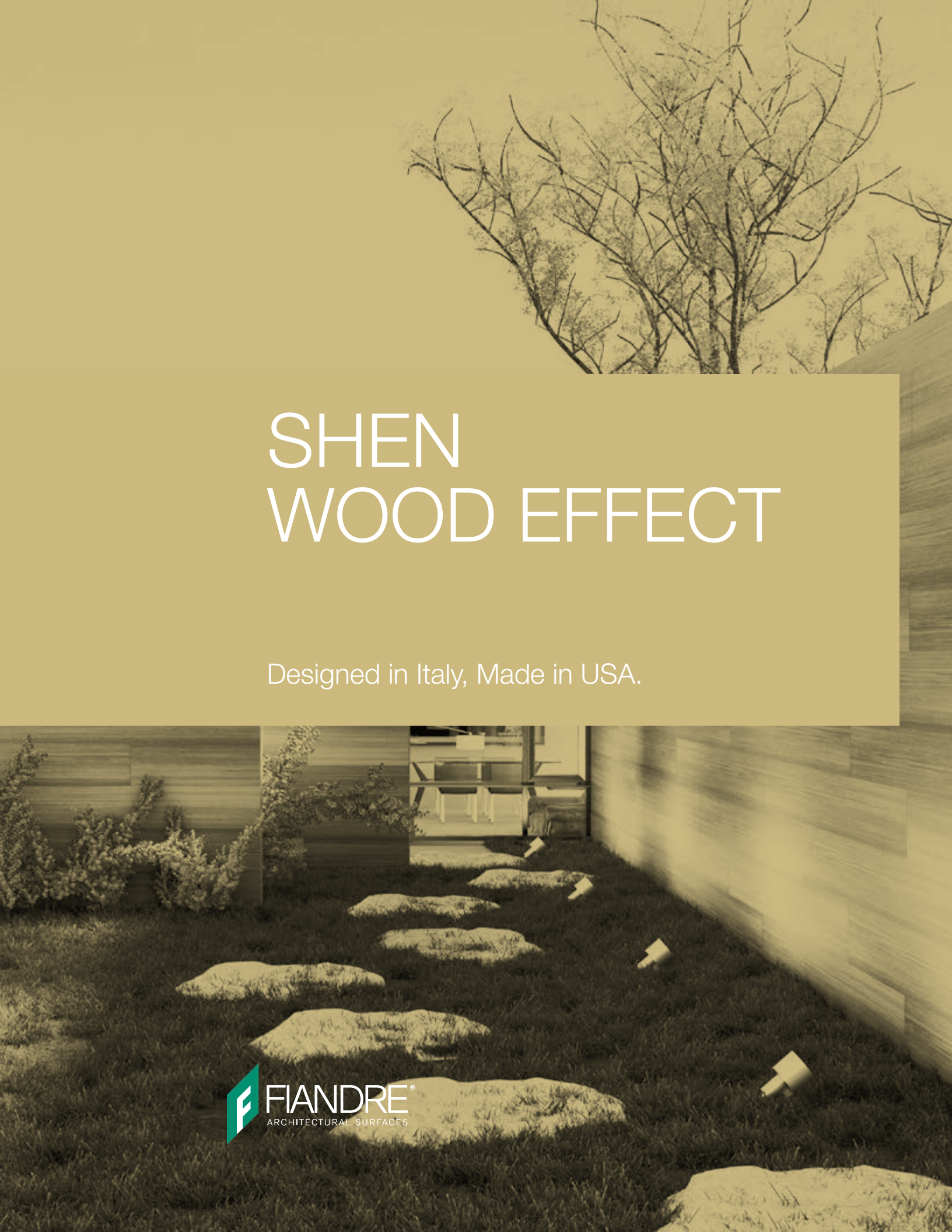

SHEN
WOOD EFFECT

Designed in Italy, Made in USA.

FIANDRE®
ARCHITECTURAL SURFACES

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Shen Collection

8 White Shades
9 Natural
14 Graylake
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22 Installation

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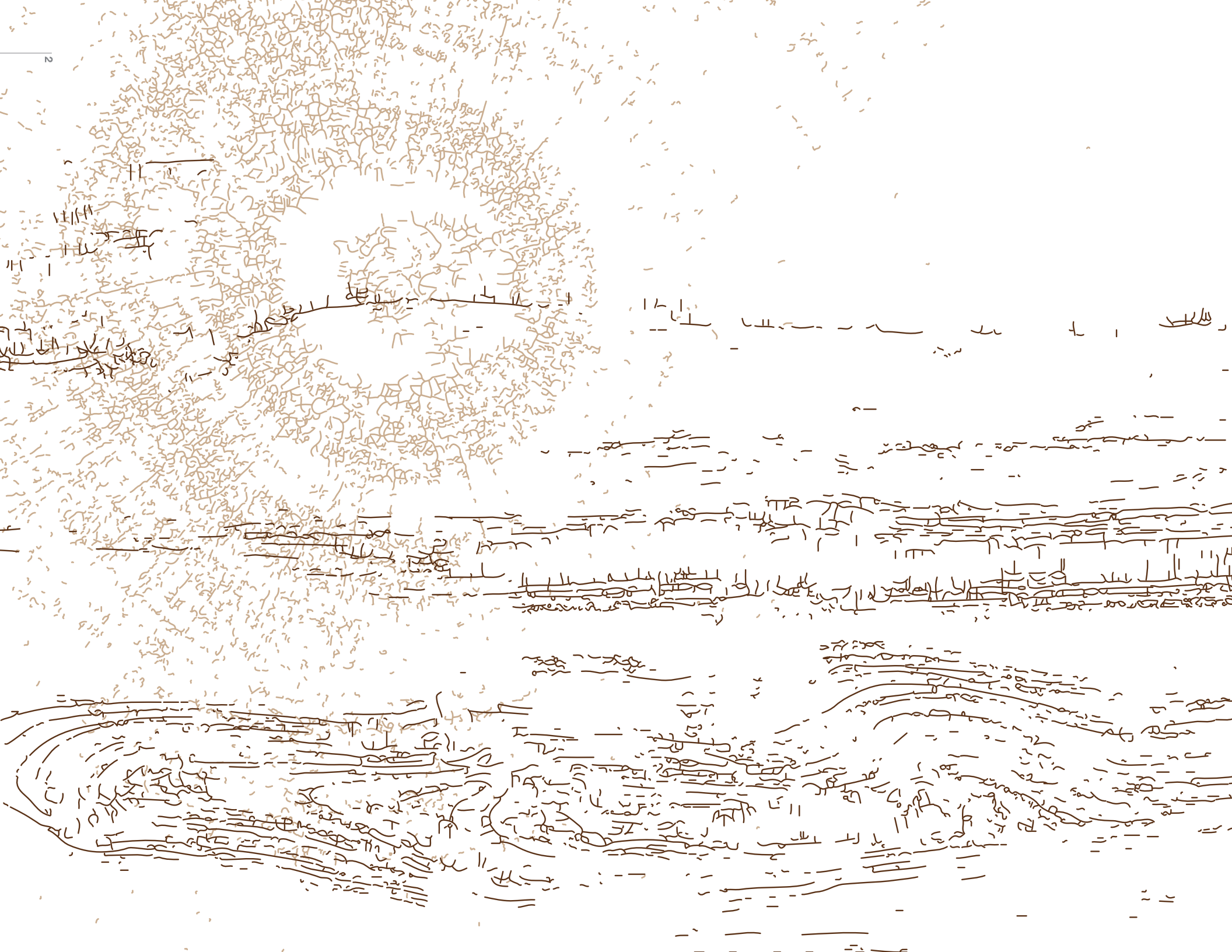
26 Live Green



SHEN
WOOD EFFECT

Desire for nature.

Shen

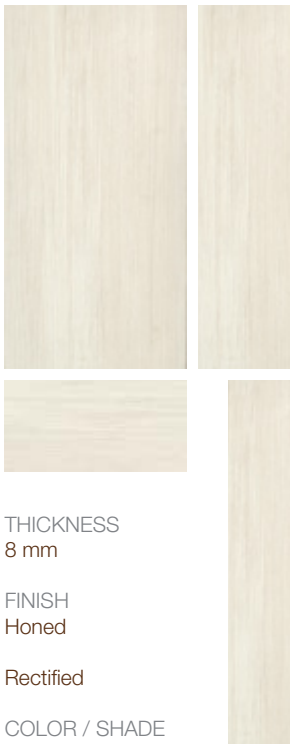
WHITE SHADES

Shen

NATURAL

ASP
ASCII
CSS
Java
HTML
KiXtart
C++Caml
Haskell
AutoIt
ActionScript
AdaBAT
INNO
CSS
AdaBAT
INNO

Shen
WHITE SHADES



THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

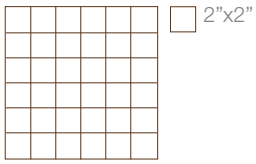
* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

24”x48”
TCG2448025

12”x48”
TCG1248025

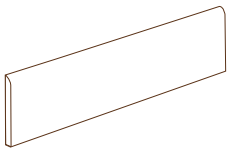
8”x48”
TCG0848025

12”x24”
TCG1224025

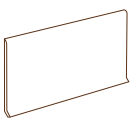


2”x2”

MOSAIC 12”x12”
TCG12MO025



BULLNOSE 4”x24”
TCG424BT25



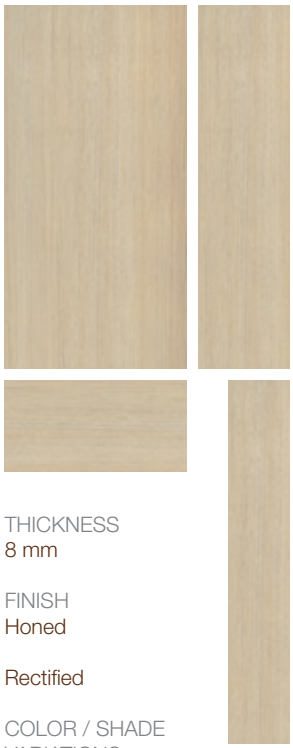
COVE BASE 6”x12”
TCG612C025

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

Shen
NATURAL



THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

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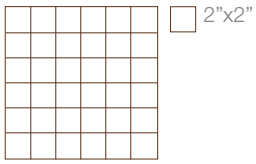
12”x48”
TCG1248024

8”x48”
TCG0848024

12”x24”
TCG1224024



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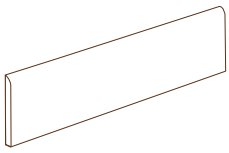
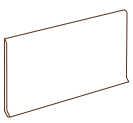
MOSAIC 12”x12”
TCG12MO024



BULLNOSE 4”x24”
TCG424BT24



COVE BASE 6”x12”
TCG612C024

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

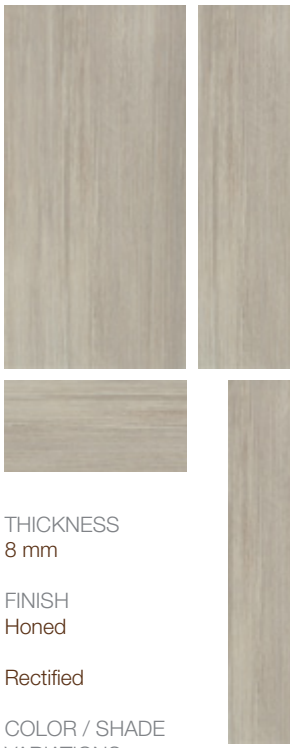
Shen

GRAYLAKE

Shen

ESSENCE

Shen
GRAYLAKE



THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

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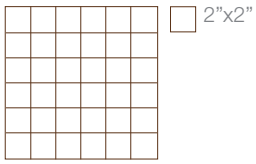
TCG2448023

12”x48”
TCG1248023

8”x48”
TCG0848023

12”x24”
TCG1224023



2”x2”

MOSAIC 12”x12”
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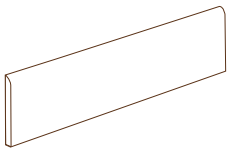
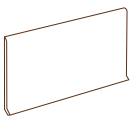


BULLNOSE 4”x24”
TCG424BT23



COVE BASE 6”x12”
TCG612C023

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

Shen
ESSENCE

THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

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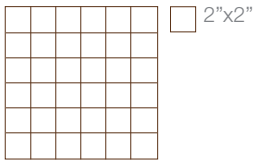
TCG2448022

12”x48”
TCG1248022

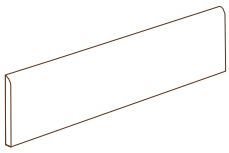
8”x48”
TCG0848022

12”x24”
TCG1224022

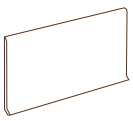


2”x2”

MOSAIC 12”x12”
TCG12MO022



BULLNOSE 4”x24”
TCG424BT22



COVE BASE 6”x12”
TCG612C022

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

Shen
BAMBOO

THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

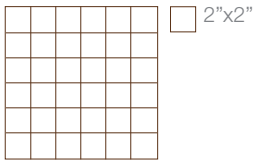
* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

24”x48”
TCG2448021

12”x48”
TCG1248021

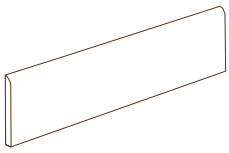
8”x48”
TCG0848021

12”x24”
TCG1224021

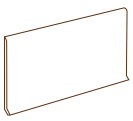


2”x2”

MOSAIC 12”x12”
TCG12MO021



BULLNOSE 4”x24”
TCG424BT21



COVE BASE 6”x12”
TCG612C021

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

Shen

BALANCE GREY

THICKNESS
8 mm

FINISH
Honed

Rectified

COLOR / SHADE VARIATIONS
V2

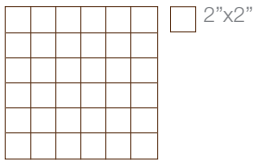
* DCOF AcuTest℠
Wet ≥ 0.55
(Honed)

24”x48”
TCG2448020

12”x48”
TCG1248020

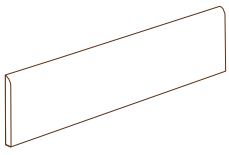
8”x48”
TCG0848020

12”x24”
TCG1224020

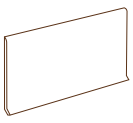


2”x2”

MOSAIC 12”x12”
TCG12MO020



BULLNOSE 4”x24”
TCG424BT20



COVE BASE 6”x12”
TCG612C020

Recycled Content
(Pre and Post Consumer)

ALL SIZES ARE NOMINAL

* This test is valid only for honed or matte finish

SIZE		BOX Pieces	BOX (sq.ft)	PALLET Box	PALLET (sq.ft)	THICKNESS (mm)	WEIGHT (lb/sq.ft.) (* lb/piece)
Shen / WHITE SHADES - NATURAL - GRAYLAKE - ESSENCE - BAMBOO - BALANCE GREY							
	24”x48”	4	31.668	16	506.69	8	3.83
	12”x48”	5	19.689	36	708.80	8	3.58
	8”x48”	6	15.585	32	498.72	8	3.69
	12”x24”	8	15.751	32	504.03	8	3.55
Mosaic 2”x2”	12”x12”	5	4.896	-	-	8	* 3.55
Bullnose	4”x24”	16	10.388	-	-	8	* 2.00
Cove Base	6”x12”	8	3.876	-	-	7.5	* 1.70

Packaging information

Color / Shade Variations

As in our nature, our products vary piece to piece.
Please refer to the below symbols for variations.

V1

Difference among pieces from the same color are minimal.

V2

Shade variance within the same color.

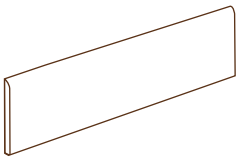
V3

Significant shade variation within the same color.

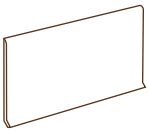
V4

Extreme shade variation, piece to piece, within the same color.

Special Trims



Bullnose
4"x24"



Cove Base
6"x12"

Symbols

* DCOF Acu Test℠
Wet ≥ 0.42
(Honed)

Coefficient of Friction (Dynamic)
DCOF AcuTest℠ is a new method using the BOT 3000 automated portable testing device with a specific type of rubber sensor and slightly soapy water. The sensor is resurfaced using a sanding device designed by the TCNA's Product Performance Testing Laboratory. Additionally, there will be a minimum COF requirement of 0.42 for level interior tile surfaces expected to be walked upon when wet.

* This test is valid only for honed or matte finish

Recycled Content
Post Consumer
Pre Consumer

Pre Consumer Recycled Content
In FIANDRE-USA's state-of-the-art facility in Tennessee, we produce sustainable, green, environmentally friendly engineered stone and surfaces with a process that recycles, reuses and reduces. Our products contain various percentages of pre-consumer recycled content based on the body of the material.

Post Consumer Recycled Content
This type of recycled content is rarely available in porcelain tile. FIANDRE-USA includes post-consumer recycled glass in all of its products.

Rectified

Rectified
The tiles are mechanically finished with precise edges, allowing for tighter grout joint spacing during installation.

Laying

How a floor is laid is of great importance.
A well-laid floor enhances all of the aesthetic qualities of the material used.
Check that the bed (concrete slab) is perfectly level and completely dry.
Use a cleaning device, such as a vacuum, to carefully remove dust and residues.
After having chosen a suitable thin-set mortar and having prepared it following the manufacturer's instructions, spread the thin-set mortar with a smooth spatula and then comb it with the tooth part **(1)**. FIANDRE-USA strongly suggests the use of modified thin-set mortar.
Modified thin-set mortar will increase the lifetime of your installation. For heavy traffic floors, a double layer of thin-set mortar is recommended **(2)**. Thus, wetting the back of the product itself with thin-set mortar **(2)**.
This procedure prevents the possible creation of holes that could cause breakage (see the difference between spreading and double spreading) (**3**). After approximately 24-48 hours, it is safe to proceed to grout. The laid floor must be cleaned carefully and then grouted all over its surface using a rubber spatula. It is advisable to use colors similar to the floor, in order to obtain a harmonious end result.

Fabricating

It is necessary to use suitable, professional tools, always checking their cutting capacity and replacing worn parts when necessary.
For accurate cutting use a traditional cutter, checking the state of the cutting wheel before starting. For circular cutting, after having made a template (that is to say a pattern of the part to be cut), lay it on the part in question and transfer the shape with a pencil.
Using a diamond-cutting disk, cut without exerting excessive pressure **(4-5)**.
It is necessary to use a water milling cutter or a continuous crown diamond-cutting disk for stoneware and granite tiles.
After having penciled **(6)** — on the back of the product the perimeter of a square within which the hole must be made, use the cutting tool to cut perpendicular and diagonal lines and then concentric circles towards the outside **(7)**.
The pictures at the side illustrate in detail the cuts to follow.
When the central thickness of the hole has become very thin, turn the piece over and open up the hole by tapping lightly **(8)**.
For holes in tiles a diamond points drill for granite must be used. It is important to remember to cool the points often while working.

1

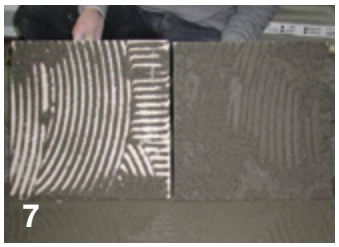
2

3

4

5

6


7

8

Maintenance

Many general purpose neutral cleaners are effective for the regular cleaning and maintenance of Fiandre materials.
It is important that the selected cleaner have a non-oil, non-animal fat, non-soap base. Cleaners with these ingredients may cause problems due to residues left behind in the cleaning process, which can trap dirt. For best results, the following maintenance procedures are recommended for the various finishes of Fiandre products.

Unpolished

Matte, Semi-Matte, Honed

For moderate soiling:

Sweep, using a soft, natural bristle broom or vacuum floor of debris.

Saturate the floor with the recommended amount of general purpose, neutral cleaner and agitate the solution. An auto scrubber may be used.

Allow the solution to sit on the surface a minimum of five minutes to increase the suspension of the dirt particles and produce a cleaner surface.

Remove the dirty cleaning solution from the floor with either a wet vacuum or mop, and rinse with clean water.

Remove excess water from the floor. Buff with dry mop or towel.

For heavy soiling:

Sweep or vacuum floor of debris.
If there are deeply soiled areas or apparent staining on the surface of the tile, first attempt to identify and pre-treat them. Different surface contaminants require different cleaning methods and chemicals (see chart).
Scrub with a cleaning compound and floor machine equipped with an abrasive pad or stiff, natural bristle brush. For residential and small areas, use a scrub brush.

Remove the dirty cleaning solution with a wet vacuum and rinse the floor more than once to thoroughly remove the cleaning agent from the surface.
Remove excess water from the floor.

Polished

Sweep or vacuum the floor of loose dirt. An untreated dry dust mop may be more effective than a soft bristle broom.

Wipe or mop with a diluted solution of neutral cleaner or clean, clear water.

If cleaning solution is used, rinse thoroughly with clean water.

Dry or buff to increase shine and water spots.

Slate and industrial finishes

Fiandre material's slate and industrial finishes offer an excellent safety feature due to their high degree of slip-resistance. However, they require a slight variation in cleaning procedure. Due to the undulation and texture of the tile surface, it will be necessary to reach the soil that rests on the low points of the tile. Standard wet mopping will not be completely effective in cleaning these textured surfaces.

Sweep or vacuum floor. If sweeping, use a soft bristle broom. The choice of brush bristles is important because a strong, thorough bristle action is required to remove debris. Sweep in two directions. First, follow the direction of the tile, and then sweep diagonal to the tile to ensure complete removal of all foreign material.

Saturate the surface with a neutral cleaning solution (use a degreaser in food preparation areas).
Agitate and allow the mixture to remain on the floor for a few minutes, giving the cleaner time to activate.
Use a scrub machine or bristle brush to scrub.
Once again, use a cross action pattern to ensure soil removal.
Rinse the floor with clean water and remove with a wet vacuum or dry toweling to eliminate dirty water from escaping into low points of the surface.

Note: Several factors will affect the frequency of maintenance and type of procedure required, including pedestrian traffic, weather conditions, walk off mats, color of floor (lighter floors show more soiling) and environment.
FIANDRE-USA highly recommends the use of low VOC, non-hazardous, and non-polluting products for the cleaning and maintenance of tile and grout products.

Please take these conditions under consideration when planning your maintenance schedule.

Grouting

Grouting and grout cleanup of Fiandre materials can be achieved quickly and efficiently if the contractor follows the directions from the grout manufacturer.
Many grout manufacturers produce products specifically for use with unglazed porcelain tile, and by following their instructions, a beautiful and durable installation is ensured.
Special attention should be given when using contrasting grouts specifically, light colored tile with dark grouts.
All installations using a black grout should be field tested for compatibility. Performing a test area using the specified grout and Fiandre materials is recommended to determine if the inclusion of a grout release agent, it is necessary to use one that will not affect the bonding of the grout to the sides and edges of the joint.

Surface Coatings

Fiandre materials do not require the use of sealers or waxes; in fact, adding surface coatings only increases the maintenance of this flooring system. Surface coatings may actually diminish the exceptional performance characteristics of Fiandre materials by creating a thin barrier that can modify skid resistance properties.

The dense, low-porosity nature of Fiandre materials inhibits not only the absorption of stains, but also the absorption of sealers and waxes. Application of these products may produce a spotty or streaked appearance on the tile.

In the event a polished finish is used in an area prone to excessive spills or dirt, it may be advisable to treat the tile with a penetrating type sealer.

During the polishing process, microscopic pores are sometimes exposed. Although the pores are shallow, spills can fill them making standard cleaning procedures inadequate. By using a penetrating type sealer, these microscopic pores are filled preventing stains from setting in. A penetrating-type sealer is designed only to fill pores, not to coat the tile surface. You will not alter the polished tile's appearance, provided a recommended sealer is used and applied according to manufacturer's instructions.

Appropriate cleaning and maintenance will enhance the unique beauty of Fiandre materials, which are recognized for their ease of maintenance

Initial Cleaning

The complete removal of construction dirt and grout haze from Fiandre materials during the initial cleaning will ensure ease of future, daily maintenance.

If construction dirt has collected on the surface of the tile, it will be necessary to use a heavy-duty cleaner and possibly a scrubber to release the dirt. A wet vacuum can be used to aid in the pickup of the suspended dirt in the cleaning solution. The floor should then be rinsed thoroughly to leave the surface free and clear of any cleaner residue, which if left on the surface could attract dirt or become slippery when wet.

Grout haze or residue, however, will require special products. There are two situations that can occur with grout residue; a cementitious residue, which generally can be seen, or an invisible residue left by additives often used in grouts. It is important that both residues be removed to leave your floor thoroughly cleaned. Either residue will increase soiling and create ongoing maintenance problems.

Acid washing is not recommended, especially with the use of colored grouts. Use of acids can cause discoloration of the grout joints and, in some instances, cause the color pigment to attach itself to the surface of the tile making it more difficult to clean. If tracking and soiling are consistently occurring, it can usually be associated with grout haze or buildup of cleaners. A cleanup of the grout as directed above, or a thorough cleansing and rinsing of the floor to remove cleaner buildup, should eliminate excessive soiling and tracking.

Sweep, using a soft, natural bristle broom, or vacuum floor of debris.
Using product from a reputable manufacturer of tile cleaner or grout stripper, prepare a cleaning solution as recommended by the manufacturer's instructions. Dispense a generous amount of solution onto the floor by mop or sponge applicator.
Allow the solution to sit on the surface a few minutes to increase the suspension of the dirt particles and produce a cleaner surface.
Using a nylo-grit brush, scrub slowly in an overing figure eight pattern. If the area is very dirty or has grout or sealer film, a 175 rpm rotary scrubber must be used to get the proper results.
If the area is only lightly soiled, an auto scrubber can be used, making several passes before picking up the solution.
Have several rinse buckets with clean water available before pick up the scrubbed solution. Use a wet vacuum to pick up the solution and immediately rinse the surface with clean, cold water. Pick up the rinse Water and repeat until the surface is completely of solution.
Remove excess water from the floor.

Special Cleaners

Fila Usa | 8180 NW 36 th St. - Suite 303 - Miami, FL 33166 (305) 513-0708

Walter G Legge Co. | 444 Central Ave. - Peekskill, NY 10566 (800) 345-3443

Aqua Mix | 949 Ann St. - Santa Fe Springs, CA90670 (800) 366-6877

Miracle Sealants | 12806 Schabarum Ave. - Building A Irwindale, CA 91706 - (931) 456-3983

One year limited warranty

FIANDRE-USA warrants to purchasers (“Buyer”) that its products meet or exceed the performance specification outlined in ANSI A137. 1-2008 at the time of production and for twelve (12) months from the date of shipment from our factory or until they are installed, whichever date occurs first.

Certain factors are beyond our control, including installation of our products, structural design and environmental conditions. Accordingly, FIANDRE-USA does not warrant its products after they are installed. In the event of latent defects caused by improper manufacture, defined as tiles not conforming to industry standards, FIANDRE-USA will either refund the purchase price for the defective pieces or provide replacement material of the same kind. FIANDRE-USA will not be responsible for any costs of labor, installation or removal of our products. FIANDRE-USA does not warrant that our glazed and unglazed porcelain will not scratch, chip or show signs of wear.

Except expressly stated above, this limited warranty states the sole and exclusive remedy of Buyer and the sole and exclusive warranty of FIANDRE-USA and is in lieu of all other warranties, express or implied by statute or otherwise, whether of merchantability or fitness for any particular purpose or use or otherwise, on the products, or on any parts or labor furnished during the sale, delivery or servicing of the products.

Disclaimer

Merchandising materials and samples are for general reference only. Our products should be examined prior to installation. Tile by its nature is subject to variation in color and/or veining as well as technical specifications, including COF, due to the inherent variability in the raw materials and production process.
FIANDRE-USA products differentiate themselves from other ceramic products by using several raw materials (such as, Kaolin, Clay, Feldspar, Quartz, Sand, etc.) gathered from different U.S. quarries. These raw materials are put through a particular production process, where they are dried, pressed and fired together at the high temperature of 2600° F.
This causes each new FIANDRE-USA production to be subect to continual pattern variations, just as found within nature. Technical data sheets or specifications are not guarantees of maximum or minimum thresholds of performance. Misuse of the product by the Buyer including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty. Visual defects or non conformities apparent prior to installation are not covered by this warranty.

Limitation of liability

In no event shall FIANDRE-USA be liable to buyer for any special, indirect, incidental or consequential damages arising out of, or as a result of, the sale, delivery, non-delivery, servicing, assembly, use, loss of use or failure of the products or any part thereof, or for any charges or expanses of any nature incurred without FIANDRE-USA’s prior written consent, even if FIANDRE-USA may have been negligent. In no event shall FIANDRE-USA’s liability under any claim made by Buyer exceed the purchase price of the products in respect of which damages are claimed.

Sustainability

Our worldwide corporate environmental stewardship is hallmarked with significant investments in materials usage efficiency, water resource management, air quality protection and energy efficiency.

Pre Consumer Recycling

FIANDRE-USA production utilizes recycled waste coming from other manufacturer processes in the sanitary & manufacturing industries.
FIANDRE-USA production is a closed loop process that recycles nearly 100% of raw material and water waste back into the production cycle.
FIANDRE-USA's water from the polishing factory is recycled back into the production line.

Post-Consumer Recycling

Post-consumer glass is now included regularly in our production mix at an average of 6%. Third party Bureau Veritas certified

Other Recycled Materials

To help reduce the amount of raw materials and energy required to produce paper and plastic products, we use materials containing a percentage of recycled content whenever possible:
Carton boxes for finished products Cardboard packaging separators on pallets

Installation Site Air Quality

FIANDRE-USA products do not contain added VOC.
With proper use and maintenance, these materials help reduce overall off-gassing, which aids in meeting LEED™ interior air quality standards.
No sealants or waxes are required that could add harmful VOC to a building.
Stain resistant surface reduces the need for harsh cleaning products. Simple maintenance with pH neutral cleaning products is all that is needed.

InkJet Technology

Reduction of raw materials and waste, inkjet technology drastically reduces the amount of raw materials needed in the glazing process.

Anti-Pollution Devices

FIANDRE-USA manufacturing facilities use anti-pollution devices that far exceed the minimum standards required by law, by including:
Smoke depurators
Sand depurators (regeneration and reutilization)
Water purifiers (total depuration, regeneration and reutilization)
Reutilization of heat from the kilns
Reutilization of production losses

Materials Sourcing

FIANDRE-USA's manufacturing facility is located within 500 miles of major markets for LEED™ projects. In addition, the factory has been built nearby its major extraction

sources for raw materials, which are also within 350 mile distance.

Energy Saving

Fiandre is proud to lead the industry not only for its style, design and continuous research for commercial driven surfaces but also for its continuous quest for greener solutions. Larger porcelain panels were developed by Fiandre's ability to explore a better raw material porcelain mix. This makes it able to take higher mechanical stress even with a reduced thickness of 1/3" and still provide commercial grade guarantee. Fiandre created a new generation of green products which features less environmental impacts:
less amount of raw materials
less energy in the firing process
less cost for transportation due to density and lighter consistency.

LEED™

Fiandre materials may help buildings quality for LEED™ credits in the following areas:

Materials & Resources: Credits 5

Regional materials 10% and 20% materials from out Tennessee production facility qualify for this credit if used in projects within 500 miles of major markets for LEED™ projects, in addition, the factory has been built nearby its mayor extraction sources for raw materials, which are also within a 350 mile distance to major LEED™ building markets.

Materials & Resources: Credits 2

Construction waste management 50% and 75% construction waste may be diverted from disposal in landfills to be recycled/reused in alternative construction materials.

Materials & Resources: Credits 4

Recycled content 10% and 20% many Fiandre materials contain pre-consumer and post-consumer recycled content. Third party certificates are available upon request.

Innovation in Design: Credit 1

Innovation design with exceptional performance above the requirements set by LEED™ Green Building Rating System.
Approved on a case by case basis; e.g. ventilates facades, photo-catalytic tiles, 3mm-6mm tiles, etc. FIANDRE-USA has the ability to produce tiles with photocatalytic properties.

Indoor Environmental Quality: Credits 4.3

Low Emitting Materials porcelain tile does not contain VOC's. many products are GreenGuard certified, and can contribute to this credit. FIANDRE-USA products have GreenGuard certifications available at: www.granitifiandre.com

Regional Distribution Centers

Anaheim Warehouse | 1380 South Vernon Street
Anaheim, CA 92805

Illinois Warehouse | 1159 West Bryn Mawr Ave.
Itasca, IL 60143

Factory | 238 Porcelain Tile Drive
Crossville, TN 38555

Locations

CSHFU418

FIANDRE®
ARCHITECTURAL SURFACES

Customer Service: 800.828.9074
Website: www.granitifiandre.com/porcelain-tile/made-in-usa/