

Dear customer,

You have just bought a Mosarte product, which undergoes meticulous quality control in the four stages of its production process. This guarantees that the parts are manufactured to perfection and that they form a unified panel.

To obtain the desired result, it is important to follow the instructions below:

REMEMBER: RETURNS WILL ONLY BE ACCEPTED BEFORE THE PRODUCT IS FIXED.

1) BEFORE FIXING THE PRODUCT

- Check that the product's application area is in accordance with its restrictions for use. The specifications for use of each product are available on our website www.mosarte.com.br;
- At the time of delivery, check whether there is any material that is broken or with any other kind of noncompliance. If the material has been sent with any defects, we ask that you kindly note these on the stub of the invoice;
- It is important to hire a qualified professional to fix this type of product;
- Mount a panel on the floor with various parts from different boxes in the batch, in order to compare the shades and matches of the coating. Arrange the parts in a balanced and harmonious fashion. **Only fix the product if the panel is uniform in appearance;**
- If the product must be cut, use a marble saw with a continuous cutting disk;
- Mosaics WITHOUT GROUT **MUST NOT BE GROUTED.**

IMPORTANT: Use the Personal Protective Equipment (PPE) to install the products such as gloves and glasses.

2) ABOUT FIXING

- For light products use a light mortar and for dark products use a dark mortar, so that the raw material does not undergo any COLOR alteration;
- For INDOOR environments, use mortar type AC-II. For OUTDOOR environments, use mortar type AC-III;
- For the application of plasterboard products (Drywall), use a specific mortar for Drywall;
- For the application of wooden surfaces use Transparent Industrial Silicone;
- For application to barbecues and fireplaces, use mortar of the AC-III REFRACTORY type;
- Follow the fixing guidance information on the reverse of the part (↑), when applicable.

3) APPLICATION OF THE COATING

- Clean the site before beginning work and use clean tools in order to avoid damaging the product;
- It is recommended for the wall to be completely flat and without any contact with moisture;
- It is recommended the product application at the END OF THE PROJECT only, avoiding contact with dust, dirt, paints and other materials;
- If applied to a brick wall, the mortar must rest for 5 to 10 minutes before fixing the product. Remember that the wall must be FLAT.

WARNING: mortar usually dries within 2 hours, therefore apply it in stages, enabling mosaics to be applied with care;

- The temperature can interfere on the mortar cure and resistance so it is important to follow the mortar supplier instruction;
- To apply the mortar a notched trowel should be used, and the thickness of the bead should be compatible with the sub-format of the products.
- In products with a screen, place the piece into the mortar with the screen side facing down;
- Begin the fixing into the wall from the bottom upwards. Should it be necessary to start from the middle of the wall upwards, fix a wooden or aluminum bar as a support for the first row of pieces;
- Press the pieces against each other firmly, avoiding visible seams on the final panel. If there is any sub-format preventing the fit, this may be removed and placed in the ideal position;

IMPORTANT: Remove the excess mortar at the junctions between the shapes immediately after the fixing's completion. Once dry, it is extremely difficult to clean.



4) GROUTING:

This product must **NOT** be grouted.

5) POST-WORK CLEANING AND DAILY MAINTENANCE

- We recommend that post-work and daily cleaning is carried out with a vacuum cleaner, mop and a damp cloth;
- If any product that may cause staining is spilled, clean it immediately with a mild soap and a damp cloth or soft sponge. Do not use steel wool or sponges with an abrasive side;
- DO NOT use chemical products such as: alcohol, polish remover, bleach, solvents, chloroform, ammonia, turpentine, white spirit or any type of acid;
- The wooden pieces are waterproofed at the factory, however over time should you choose to refresh the color of the product, use an appropriate waterproofing agent, in order to avoid staining.

N.B.: In the case of paintwork around the fixed panel and/or application of plaster, it is recommended to cover the product to protect it from any dirt. This operation should only be carried out once the mortar used for applying the mosaic has dried (72 hours).

DO NOT USE THESE ITEMS:



Sponge



Chemicals



Steel wool



Grout

Should you have any queries, contact Mosarte by telephone +55 48 33453034 or via our website www.mosarte.com.br.