Sonoma TILEMAKERS

BUYERS GUIDE
RAVELLO

Thank you for considering Ravello! We want you to love your tile for years to come. This guide will help you understand what to expect, avoid common mistakes, and SET YOU UP FOR SUCCESS!

SAMPLING

We always recommend asking your local showroom for samples before placing your order.

WHY SAMPLE?

Tile is an investment, and we want you to love your tile for years to come!

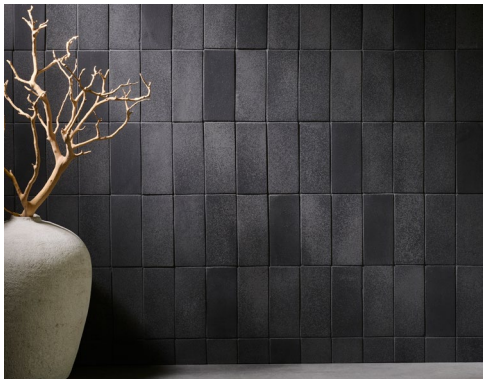
GET HAPPY RESULTS.

Handmade in Italy, Ravello has unique range from piece to piece. Its beauty is in its textured surface, color and size variation, giving it an authentic look.

Ordering samples is the best way to see the actual tile you're considering so you have confidence in what you've selected.

HOW DO I DO THIS?

It's easy! Most of our authorized dealers have samples on hand, or they can order it from us for you. Take it home and look at it in your environment, in your lighting conditions and against your other finishes. Now you're ready to order with confidence!



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ARTISANAL TEXTURED STONEWARE

HANDMADE IN ITALY

REMARKABLE VERSATILITY

ORDERING

MEASURE TWICE, ORDER ONCE.

1

We recommend ordering a minimum of 15% overage (sometimes more).

2

Ordering overage is necessary to accommodate cuts, and to avoid add-on orders or delays to your installations.

3

Add-on orders are challenging due to inherent variation from batch to batch. If you have to order more at a later date, it may vary slightly from your original order.

350+ SHOWROOMS NATIONWIDE!

Our products are sold exclusively through our network of authorized dealers. To find the dealer nearest you, scan the QR code or visit sonomatilemakers.com.

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WHAT TO EXPECT

Ravello is an artisanal textured stoneware, handmade in Italy. Variation in color, surface texture, and size is to be expected.

Make sure your installer reads our installation instructions thoroughly to achieve the best look.

IT'S HERE! NOW WHAT?

When your order arrives, please be aware—**you are responsible for determining the acceptability of the product prior to installation.** Sonoma Tilemakers is in no way responsible for the installation of our tiles or thereafter.

We recommend:

1. Inspect all boxes for damage upon arrival.
2. Inspect all tile in all boxes.
3. Double check you have enough tile to complete the project with some leftover.
4. If you need additional tile, do not start the installation until you have it.
5. Make sure you have seen and approved your tile BEFORE it is installed.
6. Love your new tile!

We **ALWAYS** recommend professional installation by an experienced installer who uses TCNA guidelines.

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TIPS FOR SUCCESS

1. Hire a professional installer who follows TCNA guidelines AND has experience with handmade textured tile.
2. Make sure your installer lays out all tile and blends PRIOR to installation. The natural variation in both color and texture from piece to piece is most beautiful when properly blended.

INCORRECT: UNBLENDED

CORRECT: BLENDED

3. There are several ways to confidently know which side is the front of the tile.
   a. The backs of 25% of the tiles are marked with the Sonoma Tilemakers logo.
   b. The front side is smoother.
   c. Most pieces have a subtle "draft" where the wider side is the front. **Scan for photos.**
4. Grout is a personal and aesthetic choice that has a significant impact on the overall design. Make sure your installer reads our installation instructions thoroughly so they are aware of the possible nuances of working with handmade textured tile.
5. Tone on tone grout colors are recommended for Ravello. Contrasting grout may stain tiles. **Scan the QR Code for complete tech information.**
6. We highly recommend that you ask your installer to create mock up boards to test grout colors and grout line widths to ensure your design intention is achieved.

SCAN FOR MORE INFO

BASICS OF CARE

- For floors—vacuum floor tiles regularly to remove dirt and other gritty particles.
- For every day cleaning use a pH neutral cleaner made for tile, or a mild liquid dishwashing detergent mixed with clean warm water followed by a clean, warm water rinse.
- Avoid harsh chemicals (such as phosphoric acid, vinegar, lemon juice etc.).
- Use a non-abrasive cloth/sponge for cleaning.
- Grout lines can be cleaned with warm water and a soft bristle cleaning brush.
- Periodic resealing, annually based on usage and application, is highly recommended.
- **Scan the QR Code to read complete cleaning instructions before purchase.**

SCAN FOR CARE