



**DEZINER**  
PANELS

*Innovative Design at Affordable Prices*

**AKWA TILES**

**FAQ'S**

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# Frequently asked questions

***Q: How do you install Akwa tiles?***

A: Make sure the installation surface is flat and free from any bumps, extrusions, dirt etc. For a permanent installation simply apply a 80mm dia circle of silicone (clear) approx 100mm from each corner and one application in the centre of the tile (this applies to solid white tile backs) or a solvent free high strength ECO tile adhesive applied by notched trowel. For installation of our clear Akwa tiles on a backlit floor you will need to apply a clear/see through adhesive to the corners of each tile, approx 10mm in from each end. Also remember to leave a 2mm gap b/w each tile similar to a grout line using 2mm tile spacers bought from most hardware stores. Fill this grout line with black silicone or Sika flex. Please note that the tiles can also be laid butt together with no grout line.

***Q: How do I guarantee a uniform distribution of colour when using the Akwa tiles ?***

A: Install on smooth perfectly horizontal surfaces

The sub floor should be-

Hard: clean with no dust and avoid flexible sub floor materials

Dry: Maximum degree of humidity of the sub floor should not be more than 3% at the time of installation. Test the dryness using a hygrometer if there is a question as to the dryness of the floor.

Level: The surface the tiles rest on should be completely horizontal and without cracks or evident ridges. Any differences in level can cause a non-uniform colour distribution. Apply a levelling product before installation if the surface is not already level.

***Q: Will Akwa tiles ever fade?***

A: As long as our Akwa tiles are not exposed to direct sunlight, Deziner Panels guarantees that the colour in the tiles will not fade.

***Q: What do you use to clean Akwa tiles?***

A: Our Akwa tiles are resistant to general house hold chemical cleaning products and they will not discolour or damage them. Please do not use a buffer/polisher on the floor tile clean the surface along with acid/alkaline cleaning solutions.

***Q: Are Akwa tiles temperature resistant?***

A: Akwa tiles have great temperature resistant qualities and can be placed under temperatures up to and not exceeding 60 degrees Celsius with out being damaged in any way. Don't apply direct heat to this product as damage may occur. Our recommended temperatures for longevity of the tile should be b/w 15 deg celsius - 25 deg celsius (60 deg F - 77deg F)

***Q: Will Akwa tiles be damaged or break and leak liquid if something is dropped on them?***

A: Akwa tiles are resilient to impact, they are made from a eco friendly high strength poly carbonate and can take up to the 3.6kg falling on them from 1 m high. They have a weight rating of 11kg/sq.m (2.2lbs/sq.ft.)

***Q: Is this product flammable?***

A: Our product has been tested and passed a International ASTM Standard Test – Product meets or exceeds Class 1 rating as specified in NFPA Life Safety Code 101 and IBC 804.2 Classification and EN 13501 - 1 : 2007 Bf 1 - S 1

***Q: What size do the liquid tiles come in?***

A: Our liquid tiles are made 500mm x500mm and 5.5mm thick and can either come with a white backing or a clear backing which makes the tile transparent (for back lighting).

***Q: Is the liquid in the Akwa tiles toxic?***

A: The liquid in our products has been tested and passed. They are NON TOXIC and our not harmful to humans.

***Q: What to do if Deziner Panels Akwa products break and leak out liquid?***

A: If the tile is broken from excessive force or miss use please do not touch, ingest, get on your face, skin or in your eyes. Clean the liquid up immediately and discard the broken tile. If the liquid is ingested please seek medical advice immediately.

***Q: Does Deziner Panels Akwa products come with a warranty?***

A: Yes, our products come with a 12 month warranty which covers:

- Abnormal damage during “ normal ” use of the product otherwise stated in this document

The warranty does not cover:

- Any damage due to an incorrect installation of the product otherwise stated in this document
- Any damage to the products during delivery from outside sources other than the Deziner Panels team.
- Any miss use of the product otherwise stated in this document

Deziner Panels Australia Pty Ltd will not be held liable for any loss/damage arising from the miss use of products or any other resulting occurrences. Deziner Panels Australia Pty Ltd will not cover or be liable for any transportation fees and installation fees if replacement of the product is required due to loss or miss use of the product.

Commencement of the Installation of the product other than a Deziner Panels Installer is acceptance of Deziner Panels Australia Pty Ltd product terms and conditions.

This warranty is additional to the conditions which are mandatory as implied in the Trade Practices Act 1974 and relevant legislation in every state or territory in Australia

For further enquiries, please feel free to contact Deziner Panels Australia Pty Ltd ([info@dezinerpanels.com.au](mailto:info@dezinerpanels.com.au))