



Brand of **lasselsbergergroup**

Information Sheet
LASSELSBERGER, s.r.o. Products and Services

(intended for consumers)

Dear Consumer,

The commercial company LASSELSBERGER, s.r.o. would like to thank you for purchasing the RAKO brand ceramic tiles and RAKO SYSTEM building chemistry.

LASSELSBERGER, s.r.o. ensures that its products, if properly stored, used, and installed (tiling and laying), will have the properties prescribed by:

- the standard CSN EN 14 411 for ceramic tiles, as amended;
- relevant CSN standards for building chemicals products, as amended.

The quality of our products and satisfaction of our customers are essential. Therefore, in connection with the purchase of our products, we would like to give you some suggestions, and, at the same time, note some important facts:

1. The manufacturer recommends purchasing the goods in authorized RAKO shops, which are contractually obliged to resolve any complaints, thereby giving the consumers certainty that any complaints will be satisfactorily settled. If the goods are purchased anywhere other than in authorised RAKO shops, the seller shall be solely responsible for handling any complaints, and the manufacturer has no direct influence on the settlement or non-settlement of such complaints (for the list of authorised shops, please visit www.rako.cz).
2. The seller who sold our products to you will be responsible for any complaints concerning any defects of our products; both the defects appearing as a conflict with the properties declared by the aforementioned standards upon receipt of the tiles, and any defects occurring within the warranty period.
3. The warranty does not apply to wear and tear of the products caused by normal use of the products, rough or unprofessional handling, manipulation, or cleaning, or effects of natural phenomena (such as earthquake, flood, fire, hailstorm, etc.).
4. The warranty period will commence on the day of receipt of the goods. The warranty period for ceramic tiles is 24 months. The warranty period for the products of building chemistry is stated on the product packaging, indicated as the expiration date.
5. With the exception of the Bla group products (perfectly frost resistant products); all ceramic products should be stored in original packaging in a dry place, protected from frost, water, and high relative air humidity. The products of building chemistry should be stored according to the storage instructions specified in relevant Technical Data Sheets, which can be found on <https://www.rako.cz/cs/pro-odborniky/dokumenty-stavebni-chemie/technicke-listy>.
6. For tile installation, the manufacturer recommends using the services of a professional laying company. In the course of ceramic tile installation, it is necessary to comply with the following standards: CSN 74 4505 - Floors, CSN 73 3450 - Ceramic and glass tiles, and CSN 73 3451 - General rules for designing and laying ceramic tiles. If you decide to lay the tiles by yourself, please do so according to the following "RECOMMENDATIONS":

RECOMMENDATIONS OF THE MANUFACTURER OF CERAMIC TILES

1. Upon acceptance of one type of products, make sure that the shade and dimension parameters are the same on all packages of the purchased products. Never mix production batches with different shades or sizes on one tiled surface <https://www.rako.cz/cs/pro-odborniky/vlastnosti-keramicky-ch-prvku-2/odstiny-a-rozmer-y>.
2. Please keep the receipt and original product packaging, or at least the product label, from each product with its specifications.
3. You have purchased a ceramic product made in a traditional way, from natural materials. This product may show variations in shade and design, in comparison with the colour shades and patterns used during the product presentation in the catalogue, on the Internet, or in comparison with the samples presented in shops. For this reason, please check the physical appearance of the product before laying, to make sure it fully meets your expectations. With a great number of products, the variations in shades and design patterns are intentional (see the V3 - V4 group of products in the catalogue), therefore, when laying, the manufacturer recommends mixing products from several boxes.
4. The manufacturer points out that, for the declared grade 1, the standard allows for up to 5% of products with visible defects that may affect the surface quality in the volume of products actually sold. Such products may usually be used for finish cutting, i.e. to finish laying larger surfaces, room corners, or other irregular shapes of surfaces.
5. Tiles should be purchased with a certain reserve of 10-15%, due to the need to cut products, and possible renovations, repairs, and the like. For large sizes (45 x 45 cm and larger), we recommend increasing the material supply by up to 25%.
6. RAKO wall tiles (catalogue number Wxxxxxxx) are suitable only for interior wall tiling.
7. Vitrified RAKO floor tiles (catalogue number Txxxxxxx, Dxxxxxxx) are perfectly frost resistant, therefore, suitable both for interior use and frost-resistant surfaces, such as balconies or terraces.
8. The abrasion resistance class, indicated with the PEI 1-5 symbol in our brochures, is an important parameter of floor tiles. The higher the abrasion resistance class, the higher traffic load of the tiled surface is expected to withstand. For family houses and flats, at least a PEI level 3 is ideal, but, of course, it is also possible to use PEI level 4 and 5 tiles.
9. If tiles are laid on larger surfaces in interiors, the dilatation joint separates the area to dilatation fields (squares) with a side length of max. 6 m. In thermally stressed exteriors and floors (such as underfloor heating, terraces, or balconies), dilatations should be performed with the spaces of max. 3 m. The side ratio should not be greater than 1:1.5.
10. Rectified floor tiles with a size of 45 x 45 cm, 30 x 60 cm, 60 x 60 cm, 80 x 80 cm, 60 x 120 cm, 20 x 80 cm, 40 x 80 cm, 20 x 120 cm, 30 x 120 cm, and rectified wall tiles with a size of 30 x 60 cm and 30 x 90 cm (marked R in the catalogue) can efficiently be laid with a minimal joint. For perfect grouting of the jointing material, a minimum joint width of at least 2.0 mm is recommended.
11. If you have any doubts about the quality of our tiles ascertained during installation, please stop your work and contact your dealer where the goods were purchased.
12. LASSELSBERGER, s.r.o. is a supplier of RAKO SYSTEM building chemistry, adhesives, and jointing materials, whose quality and suitability of their use for our ceramic tiles have been confirmed by many tests and in practice. Therefore, for laying tiles, we recommend using RAKO SYSTEM building chemistry. In other cases, use only certified and recommended materials (adhesives and grouting materials) that are usually used for the installation of ceramic tiles. Please follow the specific instructions for use. It is very important to adhere to the amount of mixing water

for adhesives, levelling materials, and damp-proofing materials. When working, observe the technological breaks recommended for the used materials.

13. For information on the recommended system solutions with the use of the RAKO SYSTEM materials, please visit <https://www.rako.cz/cs/pro-odborniky/systemova-reseni-rako-system/balkon>.
14. For the maintenance of ceramic tiles, specifically metallic tiles, decorative elements, and listels, do not use aggressive cleaning agents containing concentrated caustic, acid, or other chemical substances and unknown agents. For the maintenance of ceramic tiles, we recommend using RAKO SYSTEM cleaning agents, which are suitable for the removal of dirt after installation (post-construction cleaning - CL802), impregnation of surfaces for easier maintenance (CL809), periodic cleaning (less stressed areas - CL803, heavily stressed areas such as floors - CL801), grease removal (CL810), and complete bathroom maintenance (CL804). For more information, see the instructions for use of the RAKO SYSTEM cleaners, available on <https://www.rako.cz/cs/o-nas/katalogy-rako>.
15. Ceramic floor tiles with a declared slip resistance value require increased care during maintenance.
16. For outdoor installations, only use tiles with the declared frost resistance.
17. Please keep the unused floor and walls tiles in a safe place for the case of additional purchase of the goods.

Procedure for notification of defects:

1. Any notification of defects, occurring in LASSELSBERGER, s.r.o. products, should be made in person, or in writing, at the place where the defective product was purchased.
2. The defect notification must be accompanied by a proof of purchase of the claimed products. To verify the claim of shades, declared sizes, or design defects, it is also necessary to submit a product label from the packaging of the goods, where the detailed product specifications are stated.
3. Your claim will be settled in accordance with the Civil Code and the Consumer Protection Act within a specified period of time. If the manufacturer's expert assessment is required on site, the time period for settling the claim by will be adjusted after mutual agreement.
4. For a qualified assessment of the quality of our products, the standard assumes the submission of a certain number of samples of the product being claimed. The handover of samples will be agreed with the seller, according to the available possibilities and situation.
If it is necessary to assess the claimed defects of already laid tiles, their inspection on site must be enabled.

Dear Consumer,

We hope that this Information Sheet will be a source of useful information for you.

LASSELSBERGER, s.r.o.

Adelova 2549/1

320 00 Plzeň – Jižní Předměstí

Company ID number: 25 238 078 VAT ID number: CZ25238078

Registered in the Companies Register, administered by the Regional Court in Pilsen, Section C, File 22719