

# Industry Quality Standard Checklist - Tile

ILG must comply with all industry quality standards, and therefore all of ILG's independent contractors must do so as well. These quality standards include supplier/manufacturer requirements for their products, standards published by industry trade associations and similar bodies, and other common and generally followed standards in the industry (collectively "Industry Quality Standards").

Below is the checklist corresponding to the Critical to Quality (CTQ) items:

## 1. Level and Alignment

- CTQ:** Check that all tiles are level across their surfaces. Installation is free of lippage greater than 1/32".
- Ensure tiles are aligned properly along edges and at corners.
- Use a laser level or a traditional bubble level for accuracy.

## 2. Tile Spacing and Symmetry

- Verify consistent spacing between tiles using spacers.
- Ensure cuts and layout are symmetrical, especially in focal areas and around fixtures.

## 3. Grout Application

- CTQ:** Check that grout lines are uniform in width and depth.
- Ensure the grout is smooth and properly filled, without air pockets or gaps.
- CTQ:** Verify that the color of the grout is consistent throughout.

## 4. Thinset Application

- Ensure tiles are fully bedded in thinset with no hollow spots (tap tiles to check for a solid sound).
- Confirm that the type and amount of thinset used are appropriate for the tile and substrate.

## 5. Finish and Cleanliness

- CTQ:** Check the tiles for any scratches, cracks, or chips.
- CTQ:** Ensure all residue of mortar and grout is cleaned off the tile surface.
- CTQ:** Inspect for any haze on tiles after grout has cured.

## 6. Cutting Precision

- CTQ:** Inspect cut tiles around edges and fixtures for clean, straight edges.
- Ensure cuts are precise to avoid uneven gaps or spacing.

## 7. Expansion Joints

- CTQ:** Check that expansion joints are integrated in large installations or across different surfaces to allow for thermal and moisture expansion.

## 8. Waterproofing

(for relevant areas)

- Verify proper waterproofing measures are in place in wet areas like showers and backsplashes.
- Check seals around edges and transitions to other materials.

## 9. Overall Aesthetic and Layout

- CTQ:** Review the overall appearance and layout to ensure it meets the planned design.
- Check that the tile layout is balanced and aesthetically pleasing, particularly where tiles meet at room borders or transitions.

## 10. Compliance with Specifications

- Confirm that all aspects of the installation comply with industry standards and manufacturer specifications for the materials used.





# INTERIOR LOGIC GROUP

## **Industry Quality Standard: Ceramic Tile Installation**

### **Standard References**

- Tile Council of North America (TCNA) Handbook
- ANSI A108: Installation of ceramic tile
- ANSI A118: Specifications for adhesives, mortars, and grouts
- ANSI A136: Specifications for organic adhesives
- ANSI A137.1-2019 - Specifications for Ceramic Tile
- NTCA Reference Manual
- ISO 13007: Ceramic tiles - Grouts and adhesives