



1. Use a grout saw to scrape the grout out of the joints around the damaged tile.
2. Wearing eye protection and gloves, use a hammer and a chisel to punch a hole in the center of the damaged tile. Be careful not to chip or crack any of the surrounding tiles.
3. Rapping a cold chisel lightly with a hammer, break away the damaged tile, starting at the center (wear eye protection).
4. Pry up the broken pieces starting from the middle out, (to avoid inadvertent chipping of adjacent tile) using a putty knife, a chisel, or a pry bar; Also, using the chisel and hammer, or a *scraper*, try to remove all of the existing adhesive. Brush the debris from the area, and vacuum it clean.
5. Using a margin trowel and a pail, mix up a small amount of Pro Flex, Pro flex Platinum, or Pro Lastic to a Toothpaste consistency. Using a margin trowel at a 45-degree angle, apply the thin set to the sub-floor.
6. Flat trowel the back of the tile, then set the tile into the thin set. Apply pressure to the top of the tile, and move the tile back and forth to assure proper adhesion. Wipe up any thin set that may have squeezed up through the grout joints.
7. Once the tile has been set for 24 hours, now it's time to grout.
8. Using a margin Trowel and Pail, Mix the new grout to a peanut butter consistency with Flexible Grout Admixture. Using a Grout Float, spread the grout diagonally across the tile with the float held at a 45-degree angle. Press firmly and go over the surface several times to pack the joints. Finish by striking off any excess with the float held at a 90-degree angle. Be careful not to remove the grout from the joint. Before you wet-clean the tile, allow the grout to set up for a few minutes. As soon as you can wipe grout off the surface using a damp (not wet) grout sponge without pulling grout out of the joint, clean until only a light haze of grout remains. Use light, diagonal strokes, and rinse and wring out the sponge often. Clean and shape the joints by wiping parallel to them. Remove the grout until its level is just below the tile's rounded edges. If any voids appear in the process, press in a dab of grout with the float, the sponge or a fingertip and wait about 10 minutes.



**Technical Assistance:**

1. Call 888-398-6595 Monday through Friday, 7:00 a.m. to 4:30 p.m. CST Time.
2. E-mail technical questions to Customerhelp@tileshop.com; Visit our website at www.tileshop.com.com.