



**T-ONE**  
Superior Porcelain Countertop

Porcelain Countertop Warranty

# Dear Customer,

We thank you for preferring the T-One, a porcelain countertop brand, as your kitchen countertop.

T-One Porcelain Countertop, which we created with the original use of our innovative brand Kalesinterflex, Turkey's first largest size porcelain slab, was designed to increase your kitchen pleasure thanks to its durable structure, hygienic surface, and aesthetic appearance.

We are bringing the T-One Porcelain Countertop's warranty to your attention. The warranty will allow you to receive the best performance from the countertop for years in your kitchen thanks to its durability, where you spend most of your time at your house.

We recommend you read the user manual entirely before using the product you have bought and keep it during the warranty period. In order for the warranty to be valid, the terms of use written in the user manual should be fully complied with.

If the warranty of the T-ONE porcelain countertop is recorded within a year from the purchase date and the original invoice is submitted, the warranty period is 15 years, beginning at the purchase date.

The Practitioner Firm should have you sign the "Warranty Information Form" and provide you with a copy of the form after the installation service. Please request a copy of the 'Warranty Information Form' from the practitioner firm and keep it.

For the problems regarding your counter that may exist, you should initially contact the store from which you have purchased the product.

You can get general information about the product from [kale.com.tr](http://kale.com.tr) or call our Customer Contact Center for free via **0850 800 5253** telephone number.

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You can access this user manual at [www.kale.com.tr](http://www.kale.com.tr) or by scanning the above QR code.



# Essential Features of The Product

Kaleseramik is the manufacturer of T-One Porcelain Countertop. The T-One Porcelain Countertop is produced from the Kalesinterflex porcelain slab, and the thickness of the slab is 12 mm.

The original sizes of products are **160x320 and 162x323**. Manufactured with advanced production technology, the T-One Porcelain Countertop has a very high material quality. For this reason, food residues on the product cannot penetrate the material content if the conditions of use specified in the user manual are complied with.

Cleaning agents used in houses, and objects such as hot pots, trays, and pans don't damage the surface of the T-One Porcelain Countertop.

For the applications in commercial areas and outdoors, which are not approved by Kaleseramik (The company should be contacted via [t-one@kale.com.tr](mailto:t-one@kale.com.tr) e-mail address), products are not covered by the warranty, and such an attempt is not recommended



Low Water Absorption (Near Zero)



Long-lasting



High Scratch Resistance



Fire resistant (Flame Resistant)



High Heat and Frost Resistance



Hygienic



Easy to Clean



High Breaking Strength



High Stain Resistance



High UV Rays Resistance



High Abrasion Resistance



Resistant to Household Cleaning Materials



High Scratch Resistance



High Breaking Strength



High Stain Resistance



High Abrasion Resistance



High Heat and Frost Resistance



Fire resistant (Flame Resistant)

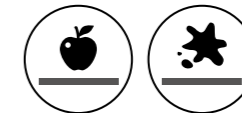
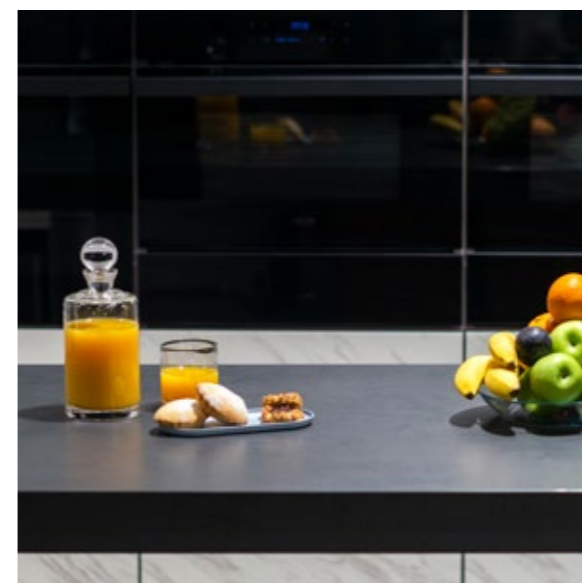
Not valid for glossy product.



## STRENGTH ABOVE ALL!

T-One Porcelain Countertop always protects itself against different usage and environmental conditions, and thus will accompany you for years with its durability in the kitchens where we spend a lot of time in our home.

You can chop any food you want on it without scratching, thanks to its unique surface. You can put any cooking equipment you've just taken out of the oven or off of the stove on your countertop, and easily clean it with the household cleaning products you want.



## A "CLEAN" SHEET IN THE KITCHENS!

The hygiene of our kitchens is of vital importance with regard to nutritional health. T-One Porcelain Countertop offers high levels of standards and hygiene in your kitchen with its advanced technology. Offers a comfortable and hygienic kitchen experience with its ability to be easily and effortlessly cleaned.

# The Innovative Face of Living Kitchens



## HYGIENIC

Due to their non-porous structure, T-One countertops resist harmful bacteria, so you never have to worry about safely cooking your food.

## AESTHETIC

A wide variety of colors and patterns mean your T-One countertop fits right in with the rest of your kitchen.



## RESISTANCE TO SCRATCHES

T-One's super hard porcelain lets you cut any food without worrying about scratching or abrasion.

## FIREPROOF

T-One is fireproof so you can safely move your pots and pans from the oven or range to your counter.



## EASY TO CLEAN

It's quick and easy to clean your T-One countertop with household cleaning products.

## HIGH STAIN RESISTANCE

Permanent stains like tea, coffee and lemon are a thing of the past thanks to T-One's non-porous structure.

## RESISTANT TO UV RAYS

T-One is UV resistant and nonfading when exposed to sunlight.

## DURABLE

No countertop lasts longer thanks to T-One's high performance, high durability structure.



**Attention:** Resistance to scratches and fire is not effective for polished products. Contact these products with scratchers, cutters, and hot objects, and cutting on them should be avoided.

# Fusion of Innovation, Aesthetics and Performance



# Information Regarding The Application

The product should be installed by **the Practitioner Firm**. In case of any problems regarding the product installation, the Practitioner Firm should be contacted. Practitioner firms are the autonomous firms in the market that purchase Kalesinterflex porcelain slabs from Kaleseramik and process and transform them into T-One Porcelain Countertops. All responsibilities related to the application belong to the company with which the customer has a commercial agreement.

**Note: The descriptions of some frequently used phrases in the user manual are as follows**

**Kaleseramik;** is the company producing and selling Kalesinterflex porcelain slabs.

**Practitioner Firms:** They are the firms purchasing the Kalesinterflex porcelain slabs, processing and transforming them into T-One Porcelain Countertops and installing them.

**Kitchen Companies:** They are kitchen companies selling produced from Kalesinterflex porcelain slabs by practitioner firms as a final product.

**T-ONE Porcelain Countertop:** It is our countertop brand consisting of Kalesinterflex porcelain slabs in 160x320, 162x323 sizes and 12 mm thicknesses.



# 15 - Year Limited Warranty Conditions of Kalesinterflex Porcelain Slab

If used by the user manual, Kaleseramik provides a **15-year limited warranty** on the items below for Kalesinterflex porcelain slabs used in T-One Porcelain Countertops.

No person or institution is authorized to provide a warranty for Kalesinterflex porcelain slab but Kaleseramik.

It is necessary to use the Kalesinterflex porcelain slab by the conditions specified in the user manual, which will accompany you in your kitchens for years thanks to its durability, to provide you with the best service and to keep the warranty valid.

Provided that the conditions specified in the user manual are complied with, (Except for products having polished and satin surfaces, the information written in the user manual for these products should be read carefully before use)

During the applications for kitchen countertops in houses, cracks formed on the product surface due to the effect of hot and cold temperature exposure are considered within the scope of the warranty. (Not valid for glossy product.)

Dirts formed due to the use of food, beverages, and household cleaning agents are considered within the scope of the warranty. (Not valid for glossy product.)

Discoloration formed on the product surface because of sun rays is considered within the scope of the warranty. (Not valid for glossy product.)

If the warnings below in the user manual regarding the conditions of use for the polished and satin finish products used in the T-ONE Porcelain Countertop are not followed, the product will be considered out of warranty.

# Kalesinterflex Porcelain Slab Used in T-One Porcelain Countertop Conditions For Limited 15 - Year Warranty

Kaleseramik is not responsible for defects caused by chemicals used during application and installation. Incorrect application and installation are the responsibility of the practitioner firm and are considered out of warranty.

Exposure of the countertop to physical and chemical conditions existing after impacts and misuse is not covered by the warranty.

Displacement of the countertop by the consumer/practitioner after its installation will exclude it from the warranty.

Damage caused by inappropriately used household items and kitchen utensils on the countertop is not covered by the warranty.

Complaints regarding dirt and negative appearance caused by materials such as adhesive and paste, which are incorrectly used during the countertop installation, are not covered by the warranty. For these issues, contact the practitioner firm, please.

Changes regarding the gloss and color of the countertop surface that may occur over time due to the natural structure of the product are not covered by the warranty.

The request to make changes to the aesthetics and design of the countertop after its installation is not covered by the warranty.

Repairing and processing the countertop during the warranty period without informing Kaleseramik and receiving its approval are not covered by the warranty.

If the countertop will be changed within the scope of the warranty, the warranty does not cover necessary costs, equipment and products for this process, including installation expenses, repair costs, electrical products, wall and floor ceramic products, kitchen furniture products and other required products and all their application costs. This limited 15-year warranty only covers the change of Kalesinterflex porcelain slabs used in T-One Porcelain Countertops.



# Conditions of 15 - Year Limited Warranty For T-One Porcelain Slabs



Kalesinterflex porcelain slabs used in your kitchen countertop may differ from slabs you saw in stores within the scope of color-tone difference. For this reason, the change will be considered out of warranty.

Damages that may occur due to uneven floor where the T-One Porcelain Countertop was installed, structural defects originating from kitchen cabinets, flooring, and building basis, natural disasters, fires, and flooding are not covered by the warranty.

Provided that the processes within the scope of the warranty are complied with, Kaleseramik would provide products to remanufacture the countertop. However, the costs, such as application, manufacturing, and transportation, would not be covered by Kaleseramik.

If the issue is considered within the scope of the warranty, the repair / change period of the product would be evaluated according to the product's stock status, the installation period to be determined by the practitioner, and necessary notification would be made. Damages the consumer or seller may encounter during the product modification process are excluded from the scope.

The slabs to be given instead of the Kalesinterflex slabs used in the T-One Porcelain Countertop that was approved to be changed would be the same. However, if the slabs to be changed have been removed from the product range or are not in stock, they will be replaced with the ones

having the most similar color tone and pattern. For the product not in stock, the production schedule to be specified by Kaleseramik will be followed.

Misuse defects such as burr formation, which occur on the Kalesintreflex porcelain slab used in your countertop (impact of rough objects, etc.), are not covered by the warranty.

The conditions of use for products with polished and satin surfaces used in T-One Porcelain Countertops are stated in the user manual. If the conditions are not paid attention to, the statuses that may be experienced would be considered out of warranty.

For the applications in commercial areas and outdoors, which are not approved by Kaleseramik (The company should be contacted via t-one@kale.com.tr email address), products are not covered by the warranty.

If the warnings below in the user manual regarding the conditions of use for the polished and satin finish products used in the T-ONE Porcelain Countertop are not followed, the product will be considered out of warranty. These types of misuses will be considered out of warranty.

Polished surface products have low scratch resistance. While using a fork, knife, spoon, teapot, pot, or other hard objects, extra care is required. Direct contact between the surface and these objects should be avoided. Misuses are out of warranty.

Because of their surface sensitivity, polished surface products are vulnerable to impacts caused by falling or contacting rigid objects and equipment from above and below, such as accessories, glasses, plates, pots, and pans. Attention should be paid to the falling of rigid objects on them. Misuses are out of warranty.

Contacting polished surface products with hot objects like pots and pans and naked flames should be avoided.

Detergents containing hydrofluoric acid, fluoride salts, and similar agents should not be used to clean polished surface products. These types of chemicals cause irreversible damage to ceramic finishes.

Stains and dirt formed on the surface of polished products should be cleaned with standard alkaline cleaning agents without delay.

Polished products should not be cleaned and rubbed with abrasive dust cleaning detergents.

Abrasive materials such as hard sponges, wires, or metal brushes should not be used to clean polished surface products.

A wet soft sponge and dishwashing pad can be used in cleaning. It is recommended to dry it as soon as possible after cleaning.

Home repair tools should not be used on polished surface products. These products should not directly contact them.

## T-One Porcelain Technical Specifications

ISO	Technical Specifications	T-ONE MATTE 1620x3230x12 mm	T-ONE POLISHED 1620x3230x12 mm
	Weight kg/m <sup>2</sup>	30	30
ISO 10545-2	Surface Quality (%)	> 95	> 95
ISO 10545-3 ASTM C373	Water Absorbtion (%)	≤ 0,1	≤ 0,1
ISO 10545-4	Breaking Strenght (N)	≥ 4000	≥ 4000
ISO 10545-4	Bending strength (N/mm <sup>2</sup> )	≥ 50	≥ 50
ISO 10545-6	Deep wear resistance (mm <sup>3</sup> )	≤ 175	≤ 175
ISO 10545-8	Linear Thermal Expansion Coefficient	< 7 x 10 <sup>-6</sup>	< 7 x 10 <sup>-6</sup>
ISO 10545-9	Resistance to Thermal Shock	Resistant	Resistant
ISO 10545-13	Resistance to Chemical	Class A to B	Class A to C
ISO 10545-14	Resistance to Staining	Class 3 to 5	Class 2 to 5



# Clarification Statement and Explicit Consent Approval for T-One Porcelain Countertop

Through this writing, we inform you as our customers using the T-One Porcelain Kitchen Countertops, in accordance with the Law on the Protection of Personal Data No. 6698 (briefly, the "Law"). This Clarification Text has been prepared to inform our customers using T-One Porcelain Countertops about the processes of recording, processing, sharing, transferring to third parties, storing, deleting, and destroying personal data collected from our customers during the sale of T-One Porcelain Countertop and our principles regarding these procedures.

## 1. Data Controller

KALESERAMİK Çanakkale Kalebodur Seramik Sanayi A.Ş. (briefly, "KALESERAMİK")  
(Adress: Büyükdere Cad. Kaleseramik Binası 34330 Levent İstanbul/Turkey, Central Registration System Number:229000429600015), is the data controller within the scope of the Law.

## 2. For what purpose will your personal data be processed

Your personal data, within the scope of the Law, will be processed by KALESERAMİK in the following situations and conditions:

Your personal data will be processed

- 2.1. To fulfill the after-sales requirements of the service provided, such as installation and warranty conditions,
- 2.2. To improve the quality of the services we offer,
- 2.3. To use them in campaigns, sales and marketing activities,
- 2.4. To communicate information about the organizations we hold and the services we offer,
- 2.5. To use them in event news shared via social media,

## 3. Of which your personal data will be processed

Your data, including but not limited to the following exemplary information, would be processed within the scope of the legal relationship to be established with you and the procedure to be carried out:

- 3.1. Your name and surname,
- 3.2. Your address information,
- 3.3. Your e-mail address,
- 3.4. Your phone number.

## 4. To whom and for what purpose may your personal data be transferred

Your personal data processed may be transferred to

- 4.1. Our affiliates, group companies, shareholders,
- 4.2. Our business partners and suppliers, limited to the offering our products and services,
- 4.3. Consultants and audit firms for commercial, financial, and legal consultancies and audits,
- 4.4. Subcontractors and service providers involved in our campaigns, promotions, and announcements to carry out these processes,
- 4.5. Contracted Call Center and/or Complaint follow-up service companies to resolve customer complaints,
- 4.6. Competent public institutions and organizations, and judicial authorities, only as stipulated by the law and limited to its scope,
- 4.7. Other recipients for whom we have obtained your consent for data transfer within the framework of your explicit consent or the conditions determined by the Law in accordance with the above purposes.

## 5. Executive and legal reason of personal data processing

Your personal data is collected by KALESERAMİK or natural people and legal entities with your explicit consent only, who process data on behalf of KALESERAMİK through our website, social media channels, and mobile applications, as well as verbal, written, visual, or electronic channels, including but not limited to these mentioned.

Your personal data is processed by KALESERAMİK to carry out its commercial activities, ensure their continuity, and fulfill its responsibilities fully and accurately as stipulated by the Laws.

## 6. Your legal rights pursuant to the Law

Your rights are written in Article 11 of the PPDL, and they are as follows: Applying to KALESERAMİK, you can use your rights to

- 6.1. Learn whether your personal data has been processed,
- 6.2. To request information about it if it has been processed,
- 6.3. To learn the purpose of data processing and whether it is used for the intended purpose,
- 6.4. To know about the third parties to whom personal data are transferred domestically or abroad,
- 6.5. To request for their correction if they have been processed incompletely or incorrectly,
- 6.6. To request deletion, destruction, or anonymization of them within the framework of the conditions stipulated in Article 7 of the PPDL,
- 6.7. To request notification of the legal actions taken in accordance with the above-mentioned (d) and (e) clauses to the third parties to whom your personal data has been transferred,
- 6.8. To object to the emergence of a result against you as your personal data is processed through automated systems exclusively,
- 6.9. To claim compensation for the damage you suffer due to unlawful processing.

To exercise your above-mentioned rights, you can personally bring the form filled out at [www.kale.com.tr](http://www.kale.com.tr), which includes your request, the necessary information that identifies you, and your explanations about the right you have demanded to use, to our company's address (Büyükdere Cad. Kaleseramik Binası 34330 Levent-İstanbul), or you can send it via notary public or certified mail to that address, or you can transmit its signed copy to [kaleseramikas@hs01.kep.tr](mailto:kaleseramikas@hs01.kep.tr), or [ks-kvkk@kale.com.tr](mailto:ks-kvkk@kale.com.tr). Your requests will be concluded for free as soon as possible and within 30 days at the latest, according to the nature of your request. If your application requires a separate cost, the fee determined by the Personal Data Protection Board may be charged. If the application is made on behalf of another person, a power of attorney that you have received in this regard and other documents verifying your identity should also be submitted.

I agree

Name-Surname : .....

I do not agree

Date : ...../...../.....

I would like to receive commercial electronic messages.

Yes

No

Signature

You can access our PPDL policy and information texts via our [www.kale.com.tr](http://www.kale.com.tr) website.

# Warranty Information Form

Title	Kaleseramik Çanakkale Seramik Kalebodur Seramik San. A.Ş.
Headquarter Adress	Büyükdere cad. Kaleseramik binası 34330 Levent - İstanbul
Phone Number	+90 212 371 5253
Fax	
Web-Email	www.kale.com.tr, t-one@kale.com.tr
Brand / Model of the product:	T-ONE Porcelain Kitchen Countertop
Type	Porcelain Slab
Signature & Stamp	
<b>Warranty Information Form</b>	
<b>Information Regarding The Kalesinterflex Porcelain Slab</b>	
Name and Code	
Field of Product Application	
<b>Information Regarding The Practitioner Firm</b>	
Title	
Address	
Phone Number	
Email	
Application/Installation Date	
<b>The Store Where The Countertop was Purchased</b>	
Title	
Address	
Phone Number	
Email	
(Stamp of the Practitioner Firm and signature)	
This form would be filled in, signed, and stamped by the practitioner firm, and then given to the final customer.	
<p>* In order for your product to be covered by the warranty, the practitioner should submit the warranty registration form to Kaleseramik.</p> <p>* In order for the warranty certificate to be valid, you should keep your warranty information form and invoice.</p> <p>* Kaleseramik is not responsible for the manufacturing and installation processes of the countertop. This warranty does not cover defects related to manufacturing and installation.</p> <p>* Read your user manual and warranty carefully before using your product, and keep them. In case of a problem regarding your countertop, contact first the practitioner firm that installed the countertop or the company from which you purchased your product.</p>	

# Warranty Registration Form

<b>Customer Details</b>	
Name and Surname	
Address	
Phone Number	
Email	
I declare that I have received, read, and understood the Kalesinterflex Porcelain Slab warranty and user manual. (PDPL application form should be signed)	
Please tick the box	
Signature	
<b>Information Regarding The Kalesinterflex Slab</b>	
Name and Code	
Barcode Number	
Color/Shade Number	
Number of Slabs Used	
Field of Application	
<b>The Store Where The Countertop Was Purchased</b>	
Title	
Name and Surname of Sales Representative	
Address	
Phone Number	
Email	
<b>Information Regarding Kaleseramik Invoice</b>	
Invoice Date	
Invoice Number	
Issuer Firm of the Invoice	
<b>Information Regarding The Practitioner Firm</b>	
Title	
Name and Surname of the Authorized Person	
Address	
Phone Number	
Email	
Application/Installation Date	
Note: This form should be filled out by both the Manufacturer and the final consumer and submitted to Kaleseramik (t-one@kale.com.tr).	
<p>* In order for the T-ONE Porcelain Kitchen Countertop to be covered by the warranty, the warranty registration form should be delivered to Kaleseramik within 1 Year, starting from the date of invoice.</p> <p>* All fields should be filled, and the invoice should be kept to validate the warranty registration form.</p> <p>* You can find out whether your warranty has started by sending an email to t-one@kale.com.tr.</p> <p>* Read your user manual and warranty carefully before using your product, and keep them.</p> <p>* Kaleseramik is not responsible for the manufacturing and installation processes of the countertop. The warranty does not cover defects related to manufacturing and installation.</p>	

# Technical Tables

	Reference test method	Requirements for nominal size N		KALE 1620X3230 (mm) Non-rectified		KALE 1600X3200R (mm) Rectified	
		N ≥ 15 cm		Matte	Polished	Matte	Polished
		%(for rectified)	mm(for rectified)				
Length and width	ISO 10545-2	± 0,3	± 1	N.A.	N.A.	Suitable	Suitable
Thickness		± 0,5	± 0,5	N.A.	N.A.	Suitable	Suitable
Straightness of sides		± 0,3	± 0,8	N.A.	N.A.	Suitable	Suitable
Rectangularity (Measurement only on short edges when L/l ≥ 3)		± 0,3	± 1,5	N.A.	N.A.	Suitable	Suitable
Surface flatness		c.c. ± 0,4	c.c. ± 1,8	N.A.	N.A.	Suitable	Suitable
		e.c. ± 0,4	e.c. ± 1,8	N.A.	N.A.		
	w. ± 0,4	w. ± 1,8	N.A.	N.A.			
Water absorption	ISO 10545-3	Ev ≤ 0,5% Individual max 0,6%		≤ 0,1 %	≤ 0,1 %	≤ 0,1 %	≤ 0,1 %
Breaking strength	ISO 10545-4	for thickness < 7,5mm ; S ≥ 700 N for thickness ≥ 7,5mm ; S ≥ 1300 N		12 mm S ≥ 4000N	12 mm S ≥ 4000N	12 mm S ≥ 4000N	12 mm S ≥ 4000N
Modulus of rupture		R ≥ 35 ; N/mm <sup>2</sup>		12 mm ; R ≥ 50 N/mm <sup>2</sup>	12 mm ; R ≥ 50 N/mm <sup>2</sup>	12 mm ; R ≥ 50 N/mm <sup>2</sup>	12 mm ; R ≥ 50 N/mm <sup>2</sup>
Impact resistance, as coefficient of restitution	ISO 10545-5	Test method available		≥ 0,55	≥ 0,55	≥ 0,55	≥ 0,55
Resistance to deep abrasion of unglazed tiles (removed volume)	ISO 10545-6	≤ 175 mm <sup>3</sup>		Suitable	Suitable	Suitable	Suitable
Coefficient of thermal linear expansion	ISO 10545-8	Test method available		≤ 7x10 <sup>-6</sup>	≤ 7x10 <sup>-6</sup>	≤ 7x10 <sup>-6</sup>	≤ 7x10 <sup>-6</sup>
Thermal shock resistance	ISO 10545-9	Pass according to EN ISO 10545-1		Resistant	Resistant	Resistant	Resistant
Moisture expansion	ISO 10545-10	Test method available		≤ 0,01%	≤ 0,01%	≤ 0,01%	≤ 0,01%
Frost resistance	ISO 10545-12	Required		Resistant	Resistant	Resistant	Resistant
Bond strength (adhesion for cementitious adhesives Type C1)	ISO 13007-2	Declared value		≥ 0,5 N/mm <sup>2</sup>	≥ 0,5 N/mm <sup>2</sup>	≥ 0,5 N/mm <sup>2</sup>	≥ 0,5 N/mm <sup>2</sup>
Reaction to fire	EN 13501-1	A1/ AFL		A1 / A1FL without back mesh	A1 / A1FL without back mesh	A1 / A1FL without back mesh	A1 / A1FL without back mesh
Resistance to household chemicals and swimming pool salts	ISO 10545-13	Minimum Class B		A	A	A	A
Resistance to low concentrations of acids and alkalis		Declared value		LA	LA	LA	LA
Resistance to high concentrations of acids and alkalis		Declared value		HA	-	HA	-
Resistance to staining	ISO 10545-14	Test method available		5	5	5	5
Release of dangerous substances: Cadmium (in mg/dm <sup>2</sup> ) and Lead (in mg/dm <sup>2</sup> )	ISO 10545-15	Declared value		≤ 0,01 mg/dm <sup>2</sup> Cd ≤ 0,1 mg/dm <sup>2</sup> Pb	≤ 0,01 mg/dm <sup>2</sup> Cd ≤ 0,1 mg/dm <sup>2</sup> Pb	≤ 0,01 mg/dm <sup>2</sup> Cd ≤ 0,1 mg/dm <sup>2</sup> Pb	≤ 0,01 mg/dm <sup>2</sup> Cd ≤ 0,1 mg/dm <sup>2</sup> Pb

# Technical Tables

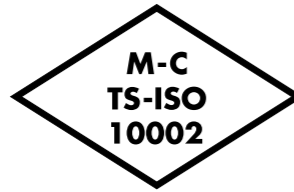
Physical and chemical properties	Reference test method	Kaleseramik 12 mm Matte Slab	Kaleseramik 12 mm Polished Slab
"1620X3240 Nominal dimension (mm) (non rectified)"	KALE	Minimum size ≥ 1620x3230mm (kiln exit full size; untrimmed)	Minimum size ≥ 1620x3230mm (kiln exit full size; untrimmed)
Weight (kg/m <sup>2</sup> )	KALE	29,7	29,7
Surface quality	ISO 10545-2	> 95%	> 95%
Water absorption	"ISO 10545-3 ASTM C373"	Average ≤0,1%	Average ≤0,1%
Breaking strength in N	ISO 10545-4	≥ 4000	≥ 4000
Modulus of rupture N/mm <sup>2</sup>	ISO 10545-4	≥ 50	≥ 50
Resistance to deep abrasion (mm <sup>3</sup> )	ISO 10545-6	≤ 175	≤ 175
Coefficient of linear thermal expansion	ISO 10545-8	< 7x10 <sup>-6</sup>	< 7x10 <sup>-6</sup>
Thermal shock resistance	ISO 10545-9	RESISTANT	RESISTANT
Chemical resistance	ISO 10545-13	From class A to B	From class A to C
Stain resistance	ISO 10545-14	From class 3 to 5	From class 2 to 5
Resistance to freeze and thaw	ISO 10545-12	RESISTANT	RESISTANT
Fire reaction	EN 13501-1	A1* / A2 - s1 d0**	A1* / A2 - s1 d0**

\* Porcelain slab without backmesh

\*\*Product supporting with fiber glass backmesh

Physical and chemical properties	Reference test method	Kaleseramik 12 mm Matte Slab	Kaleseramik 12 mm Polished Slab
Density (gr/mm <sup>3</sup> )	EN 14617-1 / ASTM C97	2500	2500
Water absorption	EN 14617-1	Average ≤0,1%	Average ≤0,1%
Bending strength (N/mm <sup>2</sup> )	EN 14617-2	≥ 50	≥ 50
Freeze and thaw resistance	EN 14617-5	RESISTANT	RESISTANT
Dry heat resistance	EN 12722 / EN 438-2 PAR:16	5 (no visible effect till 200°C)	5 (no visible effect till 200°C)
Chemical resistance	ISO 10545-13	From class A to B	From class A to C
Chemical resistance	ASTM-C650	RESISTANT	RESISTANT
Cold liquid resistance	EN 12720	5 ; A+ (reached class CEN/TS 16209:2022*)	From class 5 to 2
Cleaner product resistance	PTB 53 CATAS	5 no visible effect	From class 5 to 3
Abrasion resistance (mm)	EN 14617-4	< 26	< 28
Hygiene properties	METODO CATAS	Excellent (high degree of removal of bacterial cells >99% after cleaning with a biocide-free detergent)	Excellent (high degree of removal of bacterial cells >99% after cleaning with a biocide-free detergent)
Lead and cadmium given off mg/dm <sup>3</sup>	ISO 10545-15	0	0
Overall migration	UNI EN 1186	0 mg/dm <sup>3</sup> no significant migration	0 mg/dm <sup>3</sup> no significant migration
VOC emission	UNI EN 16000-9	A+	A+
Shock resistance	ISO 4211-4 / EN 14617-9	Class 5 (no damage to ball drop 200mm)	Class 5 (no damage to ball drop 200mm)
Light resistance	UNI EN 15187	5 no visible effect	5 no visible effect
Thermal shock resistance	EN 14617-6	RESISTANT	RESISTANT
Resistance to staining	ASTM C1378	RESISTANT	RESISTANT

## Certificates



## Contact Information

In case of problems regarding your countertop, it is required to initially contact the company from which you purchased your product and/or the practitioner company.

To get information about the issues covered by the warranty, it is necessary to contact the following Kaleseramik customer contact touchpoints specified below.

### Customer Contact Center

You can request general information about the product from [kale.com.tr](http://kale.com.tr) and you can reach us by sending an email to [t-one@kale.com.tr](mailto:t-one@kale.com.tr) or calling our Customer Contact Center for free via **0850 800 5253**.



 **Kale**

**Kaleseramik, Çanakkale Kalebodur Seramik San. A.Ş.**  
Büyükdere Cad. Kaleseramik Binası 34330 Levent - İstanbul / Turkey

[www.kale.com.tr](http://www.kale.com.tr)

 **0850 800 5253**  
MÜŞTERİ İLETİŞİM MERKEZİ