

## TROUBLESHOOTING BRANCH

### Note:

LATICRETE provides a specific Troubleshooting Guide for each of the following topics:

Cement Grout Troubleshooting Guide	TDS 201
Epoxy Membrane Troubleshooting Guide	TDS 202
Fabric Reinforced Membranes Troubleshooting Guide	TDS 203
Portland Cement Mortar Bed Troubleshooting Guide	TDS 204
Self Leveling Underlayment Troubleshooting Guide	TDS 205
Sound Control Underlayment Troubleshooting Guide	TDS 206
SpectraLOCK™ Grout (Patent Pending) Troubleshooting Guide	TDS 207
Thin-Set Troubleshooting Guide for Cement Backer Board Surfaces	TDS 208
Thin-Set Troubleshooting Guide for Concrete and Masonry Surfaces	TDS 209
Thin-Set Troubleshooting Guide for Exterior Grade Plywood Surfaces	TDS 210
Latasil Tile and Stone Sealant Troubleshooting Guide	TDS 211

## TILE INSTALLATIONS IN GENERAL

### 1. How do I determine which size notch trowel to use for my tile or stone installation?

Check your bond to verify the appropriate continuous thin set mortar coverage. Interior applications of tile should achieve a minimum coverage of 80%. Exterior or wet area applications should achieve a minimum coverage of 95%. Back buttering the tile or stone will help achieve a greater percentage of coverage.

**Wall Tiles up to 6" x 6"** (150mm x 150mm) over gypsum board - using an organic adhesive (mastic)- use a 3/16" (4mm) V- Notch Trowel.

**All tiles or stones (wall or floor) using a thin set mortar - up to 4" x 4"** (100mm x 100mm) use a 1/4" x 1/4" (6mm x 6mm) square notch trowel.

**All tiles or stones (wall or floor) using a thin set mortar - up to 16" x 16"** (400mm x 400mm) use a 1/4" x 3/8" (6mm x 9mm) square notch trowel.

**All tiles or stones (wall or floor) using a thin set mortar greater than 16" x 16"** (400mm x 400mm) use a 1/2" x 1/2" (12mm x 12mm) square notch or a 3/4" (19mm) loop notch trowel

### 2. How do I lay out and install ceramic tile?

There are many factors that go into laying floors and walls in preparation to install ceramic tile. Visit the "Do-It Yourselfers" section on our Web Site at [www.laticrete.com](http://www.laticrete.com) for more information.

## SURFACE PREPARATION

### **General Surface Preparation Questions**

This Topic is dealt with in the Planning FAQ's.

### **Questions about Self-Leveling Underlayment**

**Note: The information provided in this document is for convenience only.** All information provided on this document is superceded by the actual product data sheet referenced for each specific product.

**3. Do I need to use the LATICRETE Admix and Primer for Underlayments on all surfaces?**

Yes.

**4. How should I join multiple pours of the LATICRETE 86 LatiLevel Self Leveling Underlayment and LATICRETE 88 LatiLevel Thick Pour Underlayment?**

Use the LATICRETE Admix and Primer for Underlayments between hardened adjacent and additional topical applications of the LATICRETE LATILEVEL Underlayments.

**Questions about Sound Control Underlayment**

This Topic is dealt with in the Planning FAQ's

**Questions about Thin Mortar Bed Underlayment**

This Topic is dealt with in the Planning FAQ's

**Questions about Waterproofing Membranes**

**5. How do I install LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing?**

LATICRETE 9235 Waterproofing Membrane and LATICRETE Watertight Floor N' Wall Waterproofing are liquids that are used with a reinforcing fabric. The liquid is applied with a paint roller or paintbrush. The fabric is embedded in the liquid. A topcoat is immediately applied. (Seams and joints receive a double application of fabric.) When dry to the touch, an additional coat is applied. 100% silicone sealant (e.g. LATICRETE LATASIL) is applied at adjoining surfaces, drains connections and pipe penetrations.

**Related Documents:**

LATICRETE 9235 Waterproofing Membrane [DS 236.0](#)

LATICRETE How To Install Membranes [DS WPAF.5](#)

LATICRETE Watertight Floor N' Wall Waterproofing [DS 649.0](#)

**6. If I find an air bubble or blister in the Membrane, what can I do?**

Cut out the bubble or blister back to sound and well-adhered membrane. Apply a liberal amount of waterproofing liquid overlapping the existing membrane by 6" (150mm). Place the reinforcing membrane fabric into the liquid and immediately coat with additional waterproofing liquid. Allow to dry for 2 hours and topcoat with a final application of waterproofing liquid.

**7. Can I use a Mastic adhesive to install tiles over the Waterproofing Membranes?**

No. Use only LATICRETE Latex Fortified Thin Set Mortars or LATAPOXY Epoxy Adhesive to install tile or natural stone over the Waterproofing Membranes.

**8. Can I adhere a new application of the Waterproofing Membrane to an area already treated with the Waterproofing Membrane?**

Yes. Ensure that the existing membrane is clean and dry. Apply a new application of the membrane over the existing areas.

**9. How soon can I install LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing over:**

**New Concrete** -minimum 14 days at 70 degrees F/ 21 degrees C

**Latex mortar beds** -next day at 70 degrees F/ 21 degrees C

**Leveling or patching materials**- see instructions for cure times of those products.

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**LATICRETE Frequently Asked Questions**  
Full Technical Service Resources Are Available at [www.laticrete.com](http://www.laticrete.com)

**Related Documents:**

*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE Watertight Floor N' Wall Waterproofing* [DS 649.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**10. How soon can I flood test LATICRETE 9235 Waterproofing Membrane?**

Seven days after installation at 70degrees F/21 degrees C.

**Related Documents:**

*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**11. What adhesives are acceptable for installing tile over LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing?**

Some options are:

LATAPOXY 300 Epoxy Adhesive  
LATAPOXY 210 Modified Epoxy Adhesive  
LATICRETE 4237 Latex Thinset Mortar Additive mixed with LATICRETE 211 Crete Filler Powder  
  
LATICRETE 254 Platinum Multipurpose Thin-Set Mortar  
LATICRETE 3701 Mortar Admix mixed with LATICRETE 272 Premium Floor N' Wall Thin-set Mortar

**Related Documents:**

*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE Watertight Floor N' Wall Waterproofing* [DS 649.0](#)  
*LATAPOXY 300 Epoxy Adhesive* [DS 633.0](#)  
*LATAPOXY 210 Modified Epoxy Adhesive* [DS 630.0](#)  
*LATICRETE 211 Crete Filler Powder* [DS 239.0](#)  
*LATICRETE 4237 Latex Thin Set Mortar Additive* [DS 230.1](#)  
*LATICRETE 254 Platinum Multipurpose Thin-Set Mortar* [DS 677.0](#)  
*LATICRETE 272 Premium Floor N' Wall Thin Set Mortar* [DS 259.0](#)  
*LATICRETE 3701 Mortar Admix* [DS 231.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**12. Will LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing control moisture or water from entering the underside of the tile system due to negative hydrostatic pressure or excessive moisture content?**

No! LATICRETE 9235 Waterproofing Membrane and LATICRETE Watertight Floor N' Wall Waterproofing are both designed to contain water from the positive side only. Not recommended where negative hydrostatic pressure or excessive vapor transmissions exists.

**Related Documents:**

*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE Watertight Floor N' Wall Waterproofing* [DS 649.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**13. How soon can I fill a pool or fountain for use after installing LATICRETE 9235 Waterproofing Membrane?**

Minimum 14 days at 70 Degrees F/ 21 Degrees C. Use a fill and drain rate of 1" (25mm) per hour.

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**14. What types of sealant are compatible with LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing?**

Use a 100% silicone based sealant. Use LATICRETE LATASIL Tile and Stone Sealant.

**Related Documents:**

Drawing [WP300](#), [DS 6200.1](#), [DS 6526.1](#), [DS 6524.1](#)  
LATICRETE How To Install Membranes [DS WPAF.5](#)

**15. How do I treat the drains when using LATICRETE 9235 Waterproofing Membrane?**

You must use a 2-part clamping ring style drain. The LATICRETE 9235 Waterproofing Membrane must be installed down into the drain assembly and clamped down.

**Related Documents:**

Drawing [WP301](#)  
LATICRETE How To Install Membranes [DS WPAF.5](#)

**16. When can I install tile over LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing?**

When membrane is dry to the touch. Usually 4-6 hours at 70 degrees F/ 21 degrees C after last coat of liquid. For flood testing - allow a 7-day cure period at 70 degrees F (21 degrees C).

**Related Documents:**

LATICRETE 9235 Waterproofing Membrane [DS 236.0](#)  
LATICRETE Watertight Floor N' Wall Waterproofing [DS 649.0](#)  
LATICRETE How To Install Membranes [DS WPAF.5](#)

**Questions about Anti-Fracture and Crack Isolation Membranes**

**17. How is LATICRETE Blue 92 Anti-Fracture Membrane, LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing installed when used as an anti-fracture membrane?**

LATICRETE Blue 92 Anti-Fracture Membrane, LATICRETE 9235 Waterproofing Membrane or LATICRETE Watertight Floor N' Wall Waterproofing are two component liquid and reinforcing fabric systems. The liquid is applied with a paint roller or paintbrush. The fabric is embedded in the liquid. A topcoat is immediately applied. Seams and joints receive a double application of fabric. (LATICRETE 9235 Waterproofing Membrane receives an additional coat when dry to the touch when waterproofing is also desired. 100% silicone or urethane caulk is applied at adjoining surfaces, drains connections and pipe penetrations.)

**Related Documents:**

LATICRETE Blue 92 Anti-Fracture Membrane [DS 647.0](#)  
LATICRETE 9235 Waterproofing Membrane [DS 236.0](#)  
LATICRETE How To Install Membranes [DS WPAF.5](#)  
LATICRETE Watertight Floor N' Wall Waterproofing [DS 649.0](#)

**18. How soon can I install LATICRETE Blue 92 Anti-Fracture Membrane, LATICRETE 9235 Waterproofing Membrane over :**

New Concrete -minimum 14 days at 70 degrees F/ 21 degrees C  
Latex mortar beds -next day at 70 degrees F/ 21 degrees C  
Leveling or patching materials- see instructions for cure times for those specific materials.

**Related Documents:**

**Note: The information provided in this document is for convenience only.** All information provided on this document is superceded by the actual product data sheet referenced for each specific product.

**LATICRETE Frequently Asked Questions**  
Full Technical Service Resources Are Available at [www.laticrete.com](http://www.laticrete.com)

*LATICRETE Blue 92 Anti-Fracture Membrane* [DS 647.0](#)  
*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**19. When can I install tile over LATICRETE Blue 92 Anti-Fracture Membrane, LATICRETE 9235 Waterproofing Membrane?**

When membrane is dry to the touch. Usually 4-6 hours at 70 degrees F/ 21 degrees C after last coat of liquid.

**Related Documents:**

*LATICRETE Blue 92 Anti-Fracture Membrane* [DS 647.0](#)  
*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**20. If I find an air bubble or blister in the Membrane, what can I do?**

Cut out the bubble or blister back to sound and well-adhered membrane. Apply a liberal amount of waterproofing liquid overlapping the existing membrane by 6" (150mm). Place the reinforcing membrane fabric into the liquid and immediately coat with additional waterproofing liquid. Allow to dry for 2 hours and topcoat with a final application of waterproofing liquid.

**21. Can I use a Mastic adhesive to install tiles over the Anti-Fracture Membranes?**

No. Use only LATICRETE Latex Fortified Thin Set Mortars or LATAPOXY Epoxy Adhesive to install tile or natural stone over the Anti-Fracture Membranes.

**Related Documents:**

*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**22. Can I adhere a new application of the Anti-Fracture Membrane to an area already treated with the Anti-Fracture Membrane?**

Yes. Ensure that the existing membrane is clean and dry. Apply a new application of the membrane over the existing areas.

**23. What adhesives are acceptable for installing tile over LATICRETE Blue 92 Anti-Fracture Membrane, LATICRETE 9235 Waterproofing Membrane?**

Some options are:

LATAPOXY 300 Epoxy Adhesive  
LATAPOXY 210 Modified Epoxy Adhesive  
LATICRETE 4237 Latex Thin-Set Mortar Additive mixed with LATICRETE 211 Crete Filler Powder  
LATICRETE 254 Platinum Multipurpose Thin-Set Mortar  
LATICRETE 3701 Mortar Admix mixed with LATICRETE 272 Premium Floor N' Wall Thin-set Mortar  
LATICRETE 333 Super Flexible Additive mixed with LATICRETE Floor N' Wall Thin-set Mortar

**Related Documents:**

*LATICRETE Blue 92 Anti-Fracture Membrane* [DS 647.0](#)  
*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)  
*LATAPOXY 300 Epoxy Adhesive* [DS 633.0](#)  
*LATAPOXY 210 Modified Epoxy Adhesive* [DS 630.0](#)  
*LATICRETE 211 Crete Filler Powder* [DS 239.0](#)  
*LATICRETE 254 Platinum Multipurpose Thin-Set Mortar* [DS 677.0](#)  
*LATICRETE 4237 Latex Thin-Set Mortar Additive* [DS 230.1](#)  
*LATICRETE 3701 Mortar Admix* [DS 231.0](#)  
*LATICRETE 317 Floor N' Wall Thin Set Mortar* [DS 317.0](#)  
*LATICRETE 333 Super Flexible Additive* [DS 266.0](#)

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**24. Will LATICRETE Blue 92 Anti-Fracture Membrane or LATICRETE 9235 Waterproofing Membrane control moisture or water from entering the underside of the tile system due to negative hydrostatic pressure or excessive moisture content?**

No! Not recommended where negative hydrostatic pressure or excessive vapor transmissions exists.

**Related Documents:**

*LATICRETE Blue 92 Anti-Fracture Membrane* [DS 647.0](#)

*LATICRETE 9235 Waterproofing Membrane* [DS 236.0](#)

*LATICRETE How To Install Membranes* [DS WPAF.5](#)

**25. Can I use LATICRETE Blue 92 Anti-Fracture Membrane over Control Joints and Cold Joints?**

Bringing the existing cold and control joints directly up through the tile layer is the best method of treating these joints. However, treating these joints with the following method can have some success:

Apply a liberal coat of LATICRETE Blue 92 Anti-Fracture Membrane liquid over the joint and imbed the 6" (150mm) wide fabric. Immediately top coat the fabric with additional LATICRETE Blue 92 Anti-Fracture Membrane liquid. Next, apply more LATICRETE Blue 92 Anti-Fracture Membrane liquid 3 times the width of the tile or stone and imbed the fabric which is also 3 times the width of the tile or stone (e.g. 12" x 12" - 300mm x 300mm tiles would require a liquid and fabric width of 36" - 900mm). Immediately top coat the entire LATICRETE Blue 92 Anti-Fracture Membrane treatment with an additional coat of LATICRETE Blue 92 Anti-Fracture Membrane liquid. Next, install the tiles using a LATICRETE Latex Fortified Thin Set Mortar or LATAPOXY Adhesive. Treat the next available grout joint with a suitable flexible urethane or silicone sealant in lieu of grout.

**Related Documents:**

*LATICRETE Blue 92 Anti-Fracture Membrane* [DS 647.0](#)

*LATICRETE How To Install Membranes* [DS WPAF.5](#)

## THIN SET INSTALLATION

### **Questions about Portland Cement Based Thin-set Installations**

**26. My thin set mortar is setting up too fast. What can I do?**

If the mortar has stiffened in the mixing pail, you must discard and mix a new batch. However, keep the following tips in mind to extend working time of the mortar. 1. Dampen substrate prior to spreading the thin set mortar. 2. Spread smaller areas. Only spread what can be covered with tile within 10 minutes. Spread even smaller areas in extremely arid conditions. 3. Make sure to slake the thin set mortar for 5 to 10 minutes and then remix prior to use. 4. Use a liquid latex additive in addition to the thin set mortar. Latex additives will extend the working time and adjustability time of thin set mortars.

**27. How much mixing liquid do I add to LATICRETE Thin Set Mortars?**

Generally 1 ¼ to 2 gallons (6 to 8 liters) of LATICRETE Liquid Latex Additive will mix with 50 lbs. (22.7 kg) of LATICRETE Unmodified Pre-Blended Thin Set Mortars. Use the proportionate ratios when mixing smaller batches. The consistency of the thin set mortar should be like cake frosting or toothpaste. Refer to the individual product data sheets for additional information on the specific LATICRETE products being used.

**28. How do I prepare walls and floors for a thin set application?**

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**LATICRETE Frequently Asked Questions**  
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Make sure that the existing surface is clean, dry, structurally sound and free from any bond breaking or bond inhibiting materials. Bond inhibiting materials can include, but are not limited to, sealers, waxes, oils, curing compounds, dirt, grease, form releases, paint, old adhesives, laitence from over-troweling, etc. If these materials are present on the concrete, they must be completely removed prior to any direct bond installations of tile or stone. Additionally, the industry tolerance for substrate flatness is to have no variance greater than 1/8" (3mm) in 10-ft. (3m). Use a suitable LATICRETE Latex Fortified Underlayment/ Patching material to accomplish this. (e.g. For masonry surfaces, use LATICRETE 211 Crete Filler Powder mixed with LATICRETE 4237 Latex Thin-Set Mortar Additive or, LATICRETE 4211 Mega-Flex Thin Set Mortar for patching depths of a feather edge to 3/8" (0 -9)mm, for wood surface use LATICRETE Floor N Wall Thin Set Mortar mixed with LATICRETE 333 Super Flexible Additive).

**Related Documents:**

*Preparation of Wall & Floor Mortars for Thin Bed Installations* **TDS 146**  
*Drawing* **ESF143**

**Questions about Mastic Adhesive Thin-set Installations**

**29. How big a tile can I install on walls when using Mastic Adhesives?**

Maximum wall tile size when using LATICRETE 9 Ceramic Tile Adhesive and LATICRETE 15 Premium Multi-Mastic Adhesive is 10" x 10" (250mm x 250 mm).

**30. How soon can I grout after installing tile with a mastic adhesive?**

Grout installation after a minimum of 24 hours curing at 70 degrees F (21 degrees C). Colder temperatures will require a longer cure time.

**Questions about Epoxy Adhesive Thin-set Installations**

**31. Which adhesive should I use for green marble and agglomerates?**

Use LATAPOXY 300 Epoxy Adhesive

**Related Documents:**

*LATAPOXY 300 Epoxy Adhesive* **DS 633.0**

**32. How do I remove cured LATAPOXY 300 Epoxy Adhesive haze or residue?**

Use a Neutral pH Detergent and water with a scrub pad within the first 24 hours. If older than 24 hours, use of the following cleaners:

The Miracle Company – Epoxy Grout Film Remover (800) 350-1901

Aqua Mix - Sealer & Adhesive Remover (800) 366-6877

Dominion Restoration - Petra 7 (800) 835-4456

**Related Documents:**

*Epoxy Grout Haze Removal* **TDS 198**

**33. I need only a small amount of the epoxy adhesive. I do not want to mix the entire unit. What can I do?**

For best results, LATICRETE suggests that you mix the entire unit. However, if you need to mix up a small amount, use the same proportions of each component (e.g. Use ½ of the part A, ½ of the part B, ½ of the part C, etc....)

**34. How much time do I have to work with LATAPOXY 300 Epoxy Adhesive once mixed?**

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You have approximately 1 hour working time with LATAPOXY 300 Epoxy Adhesive at 70 degrees F (21 degrees C) after it's mixed.

**35. Can I use LATAPOXY 300 Epoxy Adhesive for vertical interior applications?**

Yes. The 300 is designed to be used on interior vertical applications, exterior underwater submersed vertical applications and exterior and interior horizontal applications.

**36. Do I have to use all of LATAPOXY Part "C" filler powder when mixing LATAPOXY 300 Epoxy Adhesive?**

You must add at least 3/4 of the Part C filler powder to the fully blended Part A and B resins. Temperature and other site conditions will dictate exactly how much powder will be used. For optimum coverage, use all of the Part C Filler Powder. For better workability, use 10 % less Powder.

### **THICK BED INSTALLATION**

**37. How do I install a tile over a Mortar Bed?**

There are two options.

**“Cured” Mortar Bed** - Allow the mortar bed to harden and then thin set the tiles to the mortar bed using a LATICRETE Liquid Latex Fortified Thin Set Mortar System.

**“Green” Mortar Bed** - beat the tiles into the fresh mortar bed by applying a slurry bond coat consisting of LATICRETE 211 Crete Filler Powder mixed with LATICRETE 4237 Latex Thin Set Mortar Additive directly to the mortar bed and to the backs of the tiles. Place the tiles into the wet slurry bond coat and beat / level into the mortar bed with a beating block or rubber mallet.

**Related Documents:**

*Drawing for a bonded mortar bed* [ESF112](#)

*Drawing for an unbonded mortar bed* [ESF111](#)

*Drawing for an unbonded mortar bed in a roof deck Plaza & Deck System configuration*  
[ESF104](#)

### GROUTING

#### **General Questions about Grouting**

**38. What should I do to when grouting very porous or rough textured tiles?**

The use of a grout release or sealer will aid in the clean-up process and aid in preventing the tiles from being stained. Conduct a test area to verify results.

**39. How long do I wait after I grout to seal my tile and grout?**

LATICRETE SpectraLOCK Pro Grout never requires sealing.

LATAPOXY SP-100 Stainless Grout for Floors and Walls never requires sealing, but we do recommend sealing with our cement based (Tri-Poly Fortified Sanded Grout (1500 Series), Tri-Poly Fortified Unsanded Grout (1600 Series)) grouts.

LATICRETE Portland Cement Based Grouts can generally be sealed after a 72 - hour cure period at 70 degrees F (21 degrees C). Consult the grout sealer manufacturer for specific instructions.

**40. Where would flexible sealants be used in place of grout?**

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Over all movement joints, control joints, cold joints, changes of plane, changes of surface type, corners, coves, etc.. Refer To Tile Council of America Expansion Joint Detail EJ171- Current Year

**Questions about Grouting with Portland Cement Based Grout**

**41. Can I use LATICRETE 1776 Grout Admix Plus with LATICRETE Tri-Poly Fortified Sanded Grout (1500 Series) or Unsanded Grout (1600 Series) ?**

Yes. Adding LATICRETE 1776 Grout Admix Plus will enhance all the physical properties of the grout as well as guard against mold and mildew growth. Adding 1776 will intensify color - test a small area first to determine acceptability.

**Related Documents:**

*LATICRETE Tri-Poly Fortified Sanded Grout (1500 Series)* [DS 256.0](#)

*LATICRETE Tri-Poly Fortified Non-Sanded Grout (1600 Series)*, [DS 258.0](#)

*LATICRETE 1776 Grout Admix Plus*, [DS 265.0](#)

**42. Should I use a sanded or unsanded grout on Marble?**

Sanded grouts can sometimes scratch some marbles and soft glazed tiles. Use LATICRETE Tri-Poly Fortified Unsanded Grout (1600 Series) mixed with LATICRETE 1776 Grout Admix Plus for marble and soft glazed ceramic tiles where grout joint width doesn't exceed 1/8" (3mm).

**Related Documents:**

*LATICRETE Tri-Poly Fortified Unsanded Grout (1600 Series)* [DS 258.0](#)

*LATICRETE 1776 Grout Admix Plus*, [DS 265.0](#)

**43. How much mixing liquid do I add to the Portland Cement Grouts?**

1500 Series - 2 quarts (2 liters) of water or LATICRETE 1776 Grout Admix Plus per 25lbs. (11.3 kg)

1600 Series - 5 quarts (4.7 liters) of water or LATICRETE 1776 Grout Admix Plus per 25 lbs. (11.3 kg)

**Related Documents:**

*LATICRETE Tri-Poly Fortified Sanded Grout (1500 Series)* [DS 256.0](#)

*LATICRETE Tri-Poly Fortified Non-Sanded Grout (1600 Series)*, [DS 258.0](#)

*LATICRETE 1776 Grout Admix Plus*, [DS 265.0](#)

**44. When do I use a Sanded Grout or an Unsanded Grout?**

Use unsanded grouts for polished marble or soft glazed tiles.

Use Sanded Grouts for all other types of tiles.

For grout joint widths 1/16" (1mm) or greater, use Sanded Grout.

For grout joint widths 1/8" (3mm) or less, use Unsanded Grout

**45. What tips should I keep in mind when grouting with portland cement based grouts?**

Make sure when using multiple bags or cartons of grout, that all the batch numbers match. Slight shade variations can occur from batch to batch. If you are using grout from multiple batches, dry mix all of the grout powder prior to adding the gauging liquid.

Use the same grouting technique over the entire installation to insure a consistent finish.

Final grout color is dependent on many job site conditions, including temperature, porosity of the tile, humidity and technique used.

Verify grout color appearance with test area and allow to dry, prior to grouting the entire installation.

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Grout color swatches are to be used as approximate guides only.

Mix the grout as stiff as possible without losing workability. Use a sharp rubber grout float to spread and compact the grout into the joints. Allow the grout to firm in the joints approximately 15 to 30 minutes at 70 degrees F (21 degrees C) . This time can vary depending on job site conditions (e.g. porosity of tile, temperature, humidity, etc.) Use a damp sponge to clean up the grout. **DO NOT USE EXCESS WATER IN THE CLEAN UP.** The use of excess water can wash out the pigments in the grout and a lighter shade can result.

**Related Documents:**

*LATICRETE Grout Troubleshooting Guide* **TDS 201**

**46. How can I clean up stubborn portland cement grout haze?**

Try using a neutral pH detergent and water with a scrub pad first. Conduct a test area to verify results. Use caution when scrubbing soft glaze ceramic tiles and polished natural stones. If the haze is persistent, you may have to try a more aggressive cleaner (e.g. The Miracle Company – GCFR 800 – 350-1901 , Aqua Mix Heavy Duty Tile & Grout Cleaner 800 - 266 - 6877, Dominion Restoration - Cera Haze 800 - 835-4456, etc. ) Follow the directions from the manufacturer, including dilution percentage and neutralization information. Rinse the cleaner with clean water after use.

**47. I am mixing only a small amount of grout – How much mixing liquid do I use?**

Stir in only enough mixing liquid with the grout powder to produce a stiff yet workable paste. The consistency of the grout should be like cake frosting or toothpaste.

**48. When should I start washing the tiles after spreading the grout?**

Allow the grout to firm in the joints approximately 15 to 30 minutes at 70 degrees F (21 degrees C) . This time can vary depending on job site conditions (e.g. porosity of tile, temperature, humidity, etc.) Use a damp sponge to clean up the grout. **DO NOT USE EXCESS WATER IN THE CLEAN UP.** The use of excess water can wash out the pigments in the grout and a lighter shade can result.

**49. Can I mix LATICRETE Tri-Poly Fortified Grouts with LATICRETE 1776 Grout Admix Plus?**

Yes. The LATICRETE 1776 Grout Admix Plus will improve all the physical characteristics of the LATICRETE Tri-Poly Fortified Grouts and guard against mold and mildew growth.

**Questions about Grouting with Epoxy Grout (non-Industrial Applications)**

**50. I need only a small amount of the epoxy grout. I do not want to mix the entire unit. What can I do?**

For best results, LATICRETE suggests that you mix the entire unit. However, if you need to mix up a small amount, use the same proportions of each component (e.g. Use ½ of the part A, ½ of the part B, ½ of the part C, etc....)

**51. How much time do I have to work with LATAPOXY Grouts once mixed?**

You have approximately 1 hour working time with LATAPOXY Grouts at 70 degrees F (21 degrees C) after it's mixed.

**52. How much epoxy grout do I need for my project?**

The tile size, joint depth and width will determine how much grout you will consume. A LATICRETE grout coverage calculator is available on our website @ [www.laticrete.com/coverage](http://www.laticrete.com/coverage).

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**LATICRETE Frequently Asked Questions**  
Full Technical Service Resources Are Available at [www.laticrete.com](http://www.laticrete.com)

**Related Documents:**

[LATICRETE Grout Coverage Guide](#)

**53. Do I need a grout release when grouting with epoxy?**

Generally NO. However, porous tiles and stones will be easier to clean when the tiles are treated with a grout release or a pre-sealer. Conduct a test area to verify results.

**54. I have to grout a wall and cove base with epoxy. What should I use?**

LATICRETE SpectraLOCK™ Pro or LATAPOXY SP100 Stainless Grout for Floors and Walls is the ideal product for grouting vertical surfaces. It will provide superior performance and no sagging in joints up to 1/2" (12mm) wide.

**Related Documents:**

*LATICRETE SpectraLOCK™ Pro or LATAPOXY SP-100 Stainless Grout for Floors and Walls* [DS 637.0](#), [DS 685.0](#)

**55. How long do I wait before I can do my initial clean up when using epoxy grouts?**

Please reference the LATICRETE How to Install SpectraLOCK™ Pro Grout or How to Grout with LATAPOXY Epoxy Grouts

**Related Documents:**

*How to Install LATICRETE SpectraLOCK™ Pro Grout* [DS 685.5](#)  
*How to Grout with LATAPOXY Epoxy Grouts* [DS 631.5](#)

**56. Do I have to use all of LATAPOXY Part "C" filler powder when mixing LATAPOXY Grouts?**

One of the key advantages of LATAPOXY Grouts is that its consistency is adjustable during mixing. You must add at least 3/4 of the Part C filler powder to the fully blended Part A and B resins. Joint size and depth, temperature and other site conditions will dictate exactly how much powder will be used. For optimum grout coverage, use all of the Part C Powder. For grouting narrow joints and/or better workability, use 10% less Powder.

**Related Documents:**

*How to Install LATICRETE SpectraLOCK™ Pro Grout* [DS 685.5](#)  
*How to Grout with LATAPOXY Epoxy Grouts* [DS 631.5](#)

**57. Do I need a grout release when grouting with epoxy?**

Generally NO. However, porous tiles and stones will be easier to clean when the tiles are treated with a grout release or a pre-sealer. Conduct a test area to verify results.

**58. How do I remove cured epoxy grout film from the face of tiles?**

Use a Neutral pH Detergent and water with a scrub pad within the first 24 hours. If older than 24 hours, use of the following cleaners:

The Miracle Company – Epoxy grout Film Remover (800) 350 - 1901  
Aqua Mix - Sealer & Adhesive Remover (800) 366-6877  
Dominion Restoration - Petra 7 (800) 835-4456

**Related Documents:**

*Epoxy Grout Haze Removal* [TDS 198](#)

**59. I am grouting in temperatures colder than 60 degrees F (16 degrees C), what should I do?**

For best results, the surface temperature of the area being grouted should be between 60 degrees F (16 degrees C) and 90 degrees F (32 degrees C). If the temperature is cooler, down to 45 degrees F (7 degrees C) use LATAPOXY 2000 Industrial Grout. The 2000 grout will cure

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faster at the colder temperature. Cool temperatures will slow curing and require longer time to traffic. Store all of the LATAPOXY components at 70 degrees F (21 degrees C) for 24 hours prior to use. The Liquid Packets can be warmed up by placing them in warm water.

**Questions about Grouting with Industrial Epoxy Grout**

**60. How much epoxy grout do I need for my project?**

The tile size, joint depth and width will determine how much grout you will consume. A LATICRETE grout coverage calculator is available on our website @ [www.laticrete.com/coverage](http://www.laticrete.com/coverage).

**Related Documents:**

[LATICRETE Grout Coverage Guide](#)

**61. I am grouting in temperatures colder than 60 degrees F (16 degrees C), what should I do?**

For best results, the surface temperature of the area being grouted should be between 60 degrees F (16 degrees C) and 90 degrees F (32 degrees C). If the temperature is cooler, down to 45 degrees F (7 degrees C) use LATAPOXY 2000 Industrial Grout. The 2000 grout will cure faster at the colder temperature. Cool temperatures will slow curing and require longer time to traffic. Store LATAPOXY Components at 70 degrees F (21 degrees C) for 24 hours prior to use. The Liquid Packets can be warmed up by placing them in warm water.

**62. I need only a small amount of the epoxy grout. I do not want to mix the entire unit. What can I do?**

For best results, LATICRETE suggests that you mix the entire unit. However, if you need to mix up a small amount, use the same proportions of each component (e.g. Use half of the part A, half of the part B, half of the part C, etc....)

**63. How much time do I have to work with LATAPOXY Grouts once mixed?**

You have approximately 1 hour working time with LATAPOXY Grouts at 70 degrees F (21 degrees C) after it's mixed.

**64. How can I stop the epoxy grout from running out of the vertical grout joints?**

You must use LATICRETE Part D Non Sag Additive when grouting vertical joints 1/8" (3mm) when using LATAPOXY 2000 Industrial Epoxy Grout.

**65. How much epoxy grout do I need for my project?**

The tile size, joint depth and width will determine how much grout you will consume. A LATICRETE grout coverage calculator is available on our website @ [www.laticrete.com/coverage](http://www.laticrete.com/coverage).

**Related Documents:**

[LATICRETE Grout Coverage Guide](#)

**66. Do I need a grout release when grouting with epoxy?**

Generally NO. However, porous tiles and stones will be easier to clean when the tiles are treated with a grout release or a pre-sealer. Conduct a test area to verify results.

**67. How long do I wait before I can do my initial clean up when using epoxy grouts?**

After filling the joints, you can begin the wash up process in approximately 20 to 30 minutes at 70 degrees F (21 degrees C)

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**Related Documents:**

*How to Grout with LATAPOXY Epoxy Grouts* [DS 631.5](#)

**68. Do I have to use all of LATAPOXY Part "C" filler powder when mixing LATAPOXY Grouts?**

One of the key advantages of LATAPOXY Epoxy Grouts is that its consistency is adjustable during mixing. You must add at least 3/4 of the Part C filler powder to the fully blended Part A and B resins. Joint size and depth, temperature and other site conditions will dictate exactly how much powder will be used. For optimum grout coverage, use all of the Part C Powder. For narrow joints and for easier workability, use 10% less powder.

**Related Documents:**

*How to Grout with LATAPOXY Epoxy Grouts* [DS 631.5](#)

**69. Do I need a grout release when grouting with epoxy?**

Generally NO. However, porous tiles and stones will be easier to clean when the tiles are treated with a grout release or a pre-sealer. Conduct a test area to verify results.

**70. How do I remove cured epoxy grout film from the face of tiles?**

Use a Neutral pH Detergent and water with a scrub pad within the first 24 hours. If older than 24 hours, use of the following cleaners:

The Miracle Company – Epoxy Grout Film Remover (800) 350 - 1901

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*Epoxy Grout Haze Removal* [TDS 198](#)

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