

Grout Colorant Product Trouble Shooter

How it works: The Aqua Mix Product Trouble Shooter covers the most common application issues and problems associated with each Aqua Mix product. These are compiled from phone calls received by our technical department from all over the world.

Problem: If the product problem you are experiencing is not covered by the guide then it is most likely something that is job specific. Therefore please contact Aqua Mix directly for more detailed advice and information.

Solutions: The solutions described are not necessarily the only way to solve the specific problem. However they are based on giving you the most efficient and direct solution without resorting to more complex solutions that may require a professional. If the solutions outlined do not solve the problem it is most likely job specific. Therefore please contact Aqua Mix directly for more detailed advice and information.

Note: Please read the full product label before using any product and observe the Test Area instruction noted on all labels.

Problem	Reason	Solution
Uneven color or finish.	<ul style="list-style-type: none"> • Not enough product. • Uneven application. • Grout too damp prior to application. • Incorrect applicator. 	<ul style="list-style-type: none"> • Apply more colorant. • Two applications may be required especially when going from a dark to light color. • Allow grout to completely dry and reapply another coat. • Use a soft bristle toothbrush or Aqua Mix Grout Colorant applicator brush.
Colorant Peels.	<ul style="list-style-type: none"> • Grout not properly prepared. • "Grout must be clean, dry and free of any previous sealer as well as any cleaner or chemical residue". • Colorant applied to damp grout joint or applied too thick. 	<ul style="list-style-type: none"> • Strip Colorant with Aqua Mix Sealer and Coating Remover. • Clean cement grout with either Aqua Mix Grout Deep Clean, Heavy Duty Tile and Grout Cleaner. • For epoxy grout use Sealer and Coating Remover. • Allow to thoroughly dry and recolor.
Grout Colorant pulls out of joint during clean up.	<ul style="list-style-type: none"> • Colorant still not dry. • Grout not completely dry before application. • Colorant was applied too thick. 	<ul style="list-style-type: none"> • Colorant must dry minimum 1 hour before clean up. In cold or humid conditions this could be longer. • If colorant was applied to a damp joint or too thick, strip with Aqua Mix Sealer and Coating Remover and reapply colorant.
Grout Colorant is worn off by foot traffic.	<ul style="list-style-type: none"> • Grout is sitting flush or above tile surface. 	<ul style="list-style-type: none"> • Remove excess grout with a grout rake so it sits below tile surface then re-apply Grout Colourant.

Grout Colorant (continued) Product Trouble Shooter

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Residue hard to remove off surrounding tile or stone surface.	<ul style="list-style-type: none"> • Residue allowed to remain on surface too long before cleaning. • Not enough water in clean up. • Tile or stone surface too textured or porous. 	<ul style="list-style-type: none"> • Remove residue no later than 12 hours after application, and use plenty of water during clean up. • A small amount of Aqua Mix Concentrated Stone and Tile Cleaner in the clean up water helps to ease removal. • Colorant should not be used on grouted textured or porous surfaces. Strip with Sealer and Coating Remover and do not reapply.
Colorants sealer performance is poor.	<ul style="list-style-type: none"> • Not enough colorant applied. • Colorant maintained with incompatible cleaner. 	<ul style="list-style-type: none"> • Apply more colorant. To achieve the best sealer performance from Grout Colorant two thin coats are recommended. • Do not use acid or solvent-based cleaners over Grout Colorant. • Use only Ph neutral cleaners like Aqua Mix Concentrated Stone and Tile Cleaner or for heavily soiled joints use Aqua Mix Grout Deep Clean.
Grout Colorant Pre-Treat Cleaner Tile or stone surface has visible residue after using cleaner.	<ul style="list-style-type: none"> • Cleaner not completely removed from surface. 	<ul style="list-style-type: none"> • Remove residue with clean water and light agitation and rinse well.