

## KnockDown™ 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
<b>Does not hone floor.</b>	<ul style="list-style-type: none"> <li>• Stone is not a calcium-based.</li> <li>• Not enough product.</li> <li>• Not enough water.</li> <li>• Incorrect pad or machine.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads.</b></li> </ul>
<b>Honing not even.</b>	<ul style="list-style-type: none"> <li>• Pads are worn.</li> <li>• Not enough water on surface.</li> <li>• Not enough product.</li> <li>• Surface uneven.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Change pads regularly.</b></li> <li>• <b>If surface is too uneven Knockdown will not work.</b></li> <li>• <b>Surface will have to be ground smooth before final hone.</b></li> </ul>
<b>Does not hone close to edges or at the corners between stone.</b>	<ul style="list-style-type: none"> <li>• Stone surface out of level.</li> <li>• Surface has been chemically polished too many times creating a convex or concave surface.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Use two pads under machine to compensate for uneven pieces.</b></li> <li>• <b>Once floor is too uneven, surface needs to be re-ground.</b></li> </ul>
<b>Visible residue left on surface.</b>	<ul style="list-style-type: none"> <li>• Chemical residue not completely removed from surface.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>After degree of hone has been reached remove all residue, rinse with water and polish surface dry.</b></li> </ul>
<b>Dulls surface rather than hones.</b>	<ul style="list-style-type: none"> <li>• Pad too abrasive.</li> <li>• Solution too dry.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Use a synthetic tan or natural hair floor pad.</b></li> <li>• <b>Make sure there is plenty of water on surface at all times.</b></li> </ul>
<b>Orange Peel Effect.</b>	<ul style="list-style-type: none"> <li>• Incorrect machine or pad.</li> <li>• Surface has been polished or honed too many times before.</li> <li>• Not enough product on surface.</li> <li>• Not enough water on surface.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads.</b></li> <li>• <b>If surface has been treated a number of times it needs to be re-ground.</b></li> </ul>