

## Penetrating Sealer Product Trouble Shooter



Contributes to "Leadership in  
Energy and Environmental  
Design" certification

**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>Visible residue on surface.</b>	<ul style="list-style-type: none"> <li>• Too much sealer applied.</li> <li>• Excess sealer residue not completely wiped dry.</li> </ul>	<ul style="list-style-type: none"> <li>• Use Aqua Mix NanoScrub and white pad.</li> </ul>
<b>Does not seal/water does not bead on surface.</b>	<ul style="list-style-type: none"> <li>• Not enough sealer applied.</li> <li>• Surface was not dry before sealing.</li> </ul>	<ul style="list-style-type: none"> <li>• Allow surface to dry until it can accept water. Apply another even coat of sealer.</li> </ul>
<b>Patchy look to sealed surface.</b>	<ul style="list-style-type: none"> <li>• Sealer applied unevenly or surface too damp before application.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean surface with hot water and Aqua Mix NanoScrub and apply another even coat.</li> </ul>
<b>Surface water beading reduces after a few weeks.</b>	<ul style="list-style-type: none"> <li>• This is normal as the small amount of excess sealer is worn off the surface leaving the active sealer below the surface of the stone or tile.</li> </ul> <p>Note: No need to reseal.</p>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Sealer does not bead water even after several applications.</b>	<ul style="list-style-type: none"> <li>• Sealer has not cured because surface is too damp. Has been previously cleaned with an incompatible cleaner such as acid.</li> </ul>	<ul style="list-style-type: none"> <li>• Reseal after surface has properly dried.</li> <li>• If an incompatible cleaner has been used, clean floor with Aqua Mix Concentrated Stone and Tile Cleaner, rinse well with water and allow to thoroughly dry before resealing.</li> </ul>
<b>Sealer effect disappears after heavy duty cleaning.</b>	<ul style="list-style-type: none"> <li>• Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Only maintain sealed surface with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.</li> </ul>