

# Stone Restoration

## Renue™ 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
Does not polish.	<ul style="list-style-type: none"><li>• Stone is not a calcium-based.</li><li>• Not enough product.</li><li>• Incorrect pad.</li></ul>	<ul style="list-style-type: none"><li>• Use a soft cotton cloth to polish only.</li></ul>
Visible residue left on surface.	<ul style="list-style-type: none"><li>• Chemical residue not completely removed from surface.</li></ul>	<ul style="list-style-type: none"><li>• After the degree of polish has been reached, remove all residue, and polish dry with soft cotton cloth.</li></ul>
Etch mark still visible after polishing.	<ul style="list-style-type: none"><li>• The original etch mark is too deep.</li></ul>	<ul style="list-style-type: none"><li>• For deep marks the surface will need to be re-ground to completely remove them.</li></ul>
Dulls surface rather than polishes.	<ul style="list-style-type: none"><li>• Pad too abrasive.</li><li>• Residue not completely removed.</li></ul>	<ul style="list-style-type: none"><li>• Use a soft cotton cloth to polish only.</li><li>• Polish dry with soft cotton cloth.</li></ul>
Orange Peel Effect.	<ul style="list-style-type: none"><li>• Pad too abrasive</li><li>• Surface has been polished or honed too many times before.</li></ul>	<ul style="list-style-type: none"><li>• Use a soft cotton cloth to polish only.</li><li>• If surface has been treated a number of times it needs to be re-ground.</li></ul>

