

PROBLEM SOLVING CHART

PROBLEM	CAUSE	SOLUTION
Sealer Peeling Tile Surfaces	<p>In most cases a resin based sealer peels when a combination of moisture from below is forced to the surface by direct sunlight or surface heat too quickly causing the sealer to peel through water pressure.</p> <p>Sealer applied to wet surface.</p> <p>Cracked grouting leads to water seepage into the tile.</p> <p>Rising damp due to lack of damp proofing (D.P.C.)</p> <p>Insufficient drying time between washing and sealing.</p>	<p>In this case the sealer needs to be stripped using STONESHIELD STRIPP-OFF. Reseal with the same sealer if correct.</p> <p>If rising damp or damp cannot be cured switch to a repellent e.g. STONESHIELD PENETRATING SEALER; PORCELAIN SEALER; MARBLE, GRANITE & TRAVERTINE SEALER.</p>
	<p>Sealer applied to a surface not suited to sealing e.g. glazed ceramics.</p>	<p>In this case the sealer cannot bond to such a smooth surface and should therefore not be resealed. Strip the existing sealer only.</p>
	<p>Incorrect sealer applied to a particular surface due to a lack of porosity. e.g. polished porcelain or granite.</p>	<p>In this case the sealer should be stripped and the correct sealer applied. Repellents should be used as they cannot peel e.g. STONESHIELD PENETRATING SEALER; PORCELAIN SEALER; MARBLE, GRANITE & TRAVERTINE SEALER.</p>
	<p>Sealer applied to a surface with a wax coating or layer.</p> <p>Sealer applied over existing poor quality sealer</p>	<p>In this case the sealer will attack the wax coating or damaged sealer causing the wax or sealer layer to debond causing the sealer to peel. Strip the sealer and existing layers and check that the surface is suitable for sealing. Reseal if surface is suited to sealing.</p>
Sealer Peeling Concrete Surfaces	<p>Sealer applied to a surface incorrectly prepared:</p> <p>Cleaning detergent not rinsed off</p> <p>Acid based cleaner not neutralised</p> <p>Stripper not properly rinsed off</p> <p>Concrete not etched sufficiently well.</p> <p>Insufficient drying time between washing and sealing.</p> <p>Insufficient curing time between laying and sealing (+-28 Days)</p>	<p>Strip the sealer using STONESHIELD STRIPP-OFF or by mechanical diamond grinding. Re-etch the concrete surface with STONESHIELD BRICK & MASONRY CLEANER. Reseal with the correct STONESHIELD sealer.</p>
	<p>Rising damp due to lack of D.P.C.</p>	<p>Strip the existing sealer and only reseal with a breathable sealer or impregnating repellent.</p>
White surface residue after sealing	<p>Repellents or impregnators cannot peel but do sometimes have application issues. Too much repellent has been applied and the excess "sealer" that has not penetrated has not been wiped away using a lint free cloth.</p>	<p>Apply a small quantity of the same product and leave for 1 minute. Remove all surface sealer residue with a lint free cloth.</p>
Water beading has disappeared	<p>Most repellents are designed to penetrate and seal from within. The loss of the beading effect will not affect the sealing ability of the product.</p>	<p>Only if staining begins to occur should additional coats of product be applied.</p>

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Spalling or delamination of the tile surface	Caused when salt penetrates the tile surface from either sea spray or salt water. Found in coastal areas or around salt water chlorinated pools. The water penetrates the surface and then evaporates leaving the salt crystals behind. The crystals grow eventually causing the tile surface to flake or spall.	In serious cases the salt water chlorinator should be removed, or the tiles may have to be replaced. In less serious cases seal or reseal with the best repellent available. This should help to reduce water penetration thus preventing salt crystal growth.
Efflorescence	Caused when soluble salts (eg. Lime) are dissolved in water and brought to the surface by the process of evaporation or migration. These salts then crystallize and appear as a white powder. Can also occur from leaking pot plants	Most efflorescence is alkaline in nature and should be able to be washed from the surface with STONESHIELD BRICK & MASONRY CLEANER. Use STONESHIELD BRICK & MASONRY CLEANER. Do not use on acid sensitive surfaces.
Surface Staining	Caused when porous surfaces are not sealed. Caused when the incorrect sealer is selected and the surface is partially sealed.	In this case wash the surface well and select the correct sealer from the STONESHIELD sealer selection chart. In this case the sealer may require stripping before resealing. Additional coats of the same sealer should be able to be applied. In certain circumstances a better quality or different type of sealer may have to be applied. Professional advice or help may be required.
Grout / mortar stains	Caused when the grouting is not immediately cleaned off after installation and has hardened on the tile or brick surface.	In the case of acidic resistant materials an acid based cleaner such as STONESHIELD GROUT-LIFT or STONESHIELD BRICK & MASONRY CLEANER should be used. If the surface to be cleaned is porous the surface should be pre-dampened so that the cleaner is not absorbed into the surface. In the case of acid sensitive materials such as marble, limestone or travertine acidic based cleaners should not be used without professional advice first.
Water stains caused by grout or mortar	This problem is referred to as "picture framing" and is caused when the water from the grout is absorbed by the tile along with other impurities. Terracotta and cement tiles are primarily affected by this problem.	In certain instances leaving the tiles to dry out for longer may remedy the situation, however in most cases the problem is permanent and cannot be reversed or fixed. Again in certain circumstances choosing a colour enhancing sealer may help to hide some of the staining. Professional help should be sort.
Rust stains Reddish /yellow stains	This problem is caused from iron oxide rusting. This may be from steel furniture, steel structures or leaking pot plants.	Use STONESHIELD RUST-X to remove rust stains. Do not use on any acid sensitive materials.

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Mould, mildew & Algae Green / Black stains	This problem is caused by the growth of mould, mildew or algae in permanently damp conditions. Internally this problem is found in bathrooms and especially showers and kitchens on splash backs and siliconed surfaces and tends to be black stains from mould and mildew. Externally the problem is mainly green algae and will be present in damp areas on face brick walls, paving and painted surfaces.	Use STONESHIELD MOULD-X. Available in trigger bottles for small areas and in 5 litre bottles for larger areas.
Grout residue cannot be removed	<p>Incorrect product is being used. An acid based cleaner must be used. Using a cleaner designed to clean the specific tile one has will be ineffectual.</p> <p>The correct product is being used but the grout residue can still not be removed due to the grout being too thick.</p>	<p>Use the specific product designed for this purpose. STONESHIELD GROUT-LIFT and STONESHIELD BRICK & MASONRY CLEANER are designed to remove grout residue as well as hardened grout deposits.</p> <p>Increase the strength of the solution and leave the product on the surface as long as possible without the solution drying out. On porous surfaces always remember to pre-dampen the surface as the STONESHIELD GROUT-LIFT must work on the surface and not be absorbed.</p>
Surface dirt cannot be removed	<p>The dirt may be trapped under the sealer. In the case of newly laid tiles where the grout has not been removed properly before sealing.</p> <p>Dirt and dust is trapped between layers of polish caused when new polished was applied to poorly cleaned surfaces.</p> <p>The surface is too textured or has a micro-pore surface structure (eg. Polished porcelain)</p>	<p>In this case the sealer will require stripping and then the dirt or grout cleaned before resealing.</p> <p>In this case strip off all wax or polish layers using STONESHIELD WAX-OFF prior to re-applying STONESHIELD PROTECT AND SHINE.</p> <p>In this case use a mildly abrasive cream cleaner like STONESHIELD X-TREME CLEAN.</p>
Rubber and pencil marks from porcelain tiles	Caused during the installation process	Use a mildly abrasive cream cleaner like STONESHIELD X-TREME CLEAN.
Wax layer cannot be removed	<p>The incorrect product is being used.</p> <p>The correct product is being used but the wax or polish cannot be removed.</p>	<p>STONESHIELD WAX-OFF is specifically designed for the removal of wax and self shine polishes</p> <p>Always remember that the stripper is supposed to do the stripping and not the scrubbing process. Always leave the stripper for as long as possible without the product drying out. The wax layer should take on a milky white appearance before scrubbing starts.</p> <p>In extreme cases the polish or wax may be so thick that only the surface layer turns milky white requiring the process to be repeated several times.</p>
Surface etching Marble, limestone, travertine etc	Most acidic products will cause surface etching to calcium based stones. e.g. vinegar, red wine, orange juice, coffee, soft drinks, acidic cleaner, pool acid etc.	<p>Depending on the severity of the etching :</p> <p>In serious cases professional help will be required as diamond cutting and polishing will be required.</p> <p>In not too serious cases STONESHIELD MARBLE POLISHING POWDER and STONESHIELD CRYSTALISER will be required.</p> <p>In very mild cases wash the surface and reseal with the correct STONESHIELD sealer as per the sealer selection chart.</p>

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Matt and gloss surface	Higher traffic areas have been worn causing the surface to dull compared to surrounding low traffic areas.	In serious cases professional help will be required as diamond cutting and polishing will be required. Alternatively the surface can be honed using STONESHIELD HONING POWER to uniformly matt the entire area before re-polishing or sealing. Alternatively the surface can be treated with STONESHIELD MARBLE POLISHING POWDER and STONESHIELD CRYSTALISER.