



Globally Proven
Construction Solutions

STONETECH® Frequently Asked Questions

TDS-1407

1. A hazy residue has appeared after applying STONETECH® BULLETPROOF® Sealer, STONETECH Heavy Duty Sealer, STONETECH Sealer, or STONETECH IMPREGNATOR PRO® Sealer. How can this residue be removed?

Within the first several hours after application, simply reapply the sealer. Allow the sealer to sit and soak for 2- 3 minutes then agitate the surface with a nylon brush or white nylon scrub pad. Wipe thoroughly dry. For stubborn residues, or if more than 24 hours have past, the STONETECH® KLENZALL™ can be used. Start with a light duty dilution (8 parts water to 1 part cleaner); apply the STONETECH KLENZALL solution to wet the affected surface. Allow the STONETECH KLENZALL Cleaner solution to sit and soak for 2-3 minutes. Agitate the surface with a nylon brush or white nylon scrub pad, remove the cleaning solution and rinse thoroughly. A repeat wash may be necessary. Once the residue has been removed resealing may be necessary.

2. A sticky, tacky film has appeared on the floor after applying the STONETECH ENHANCER PRO™ Sealer. How can this be removed?

Within 24 hours of application, test reapplying the sealer and scrubbing with a nylon brush. After 2-3 minutes of agitation, wipe the surface clean and dry. For stubborn residues, or if more than 24 hours has past, a solvent will be necessary. First test odorless mineral spirits and, if a stronger solvent seems necessary, test lacquer thinner. Apply solvent to a small area and begin agitating with a nylon brush or white nylon scrub pad. After 2-4 minutes of agitation, remove the solvent with clean, dry towels. Wipe the surface thoroughly dry. Replace towels often for best results. Once the surface has thoroughly dried, test for water repellency. If water is repelled the reapplication of STONETECH ENHANCER PRO™ Sealer should not be required.

3. There are brush marks and streaks left after applying the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer. How can this be fixed?

Streaks can appear if the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer is overworked during application, or, if the surface was not properly prepared. Brush or roller marks may also be the result of an insufficient sealer application or if the sealer was applied too quickly. Streaking can sometimes be eliminated by a reapplication of the Finishing Sealer. The Finishing Sealer should be applied to a test area ensuring that an even film of product covers the surface. After curing, evaluate the area. If the additional coat of sealer does not even out the streaks, the streaked coating will have to be removed using STONETECH Heavy Duty Coating Stripper.

4. Scuffs, scratches and black heel marks are appearing on the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer. Can this be fixed?

Topical floor finishes like the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer are susceptible to scratches, scuffs, and black sole marks. Black heel marks can generally be cleaned off using STONETECH Stone and Tile Cleaner and gently scrubbing with a soft brush or white nylon pad. Scuffs and scratches may be fixed with the application of additional Finishing Sealer. Heavy scuffing or scratching will most likely necessitate stripping of the Finishing Sealer product using STONETECH Heavy Duty Coating Stripper.

5. White spots are appearing in the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer. Why is this happening?

Whites spots appearing in the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer are often the result of an incomplete removal of previous sealers or coatings. An incomplete rinsing of cleaning products prior to the application of the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer may also result in the appearance of white spots. Moisture trapped under the coating will often first appear as white spots. White spots in the Finishing Sealers may eventually lead to peeling. There is no way to remedy this type of situation. The floor will have to be stripped using STONETECH Heavy Duty Coating Stripper, cleaned, and the Finishing Sealer reapplied.

6. The STONETECH Semi-Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer has started to peel off. Why is this happening?

STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer will peel if the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer loses its bond to the stone or masonry substrate. Peeling may also be the result of an incomplete removal of previous sealers or coatings. The incomplete rinsing of cleaning or stripping products prior to the application of the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer can also result in the delamination of the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer. Also, moisture trapped under the coating can eventually lead to peeling. There is no way to remedy this situation. The affected surface will have to be stripped using STONETECH Heavy Duty Coating Stripper, cleaned, and the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer reapplied.

7. There is a dark ring outlining the area where the STONETECH Oil Stain Remover was removed. How can this be fixed?

If the STONETECH Oil Stain Remover was applied too thinly or was removed before it had completely dried. The oil stain, loosened by the solvent, might not have been completely drawn up into the poultice and the ring would be to where the oil migrated. Reapplying the STONETECH Oil Stain Remover will help to remove this ring. If the poultice was removed before it had completely dried the dark ring could be residual solvent that needs to evaporate. This evaporation can take 3-5 days depending on the porosity of the stone.

8. Can a penetrating sealer such as STONETECH BULLETPROOF Sealer be removed from the stone?

STONETECH KLENZALL Cleaner can be used to remove STONETECH BULLETPROOF Sealer as well as all the STONETECH penetrating sealers with the exception of the STONETECH enhancing sealers (STONETECH ENHANCER PRO Sealer). A test area is recommended to help determine how many times you will need to wash the surface to remove the sealer. Use the heavy duty dilution when mixing STONETECH KLENZALL Cleaner. This process can reduce the amount of STONETECH ENHANCER PRO Sealer in a natural stone or masonry surface; however, complete removal of the enhancing sealer is not always possible.

9. How can the STONETECH® Semi-Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer be removed or stripped?

STONETECH® Heavy Duty Coating Stripper is recommended for the removal of STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer

10. Can the STONETECH Grout Sealer be used to seal stone or tile?

Sealing stone or tile is not recommended with STONETECH Grout Sealer as it is formulated for use on cement-based grouts only (LATICRETE PERMACOLOR® Select[^], PERMACOLOR Grout or LATICRETE Unsanded Grout).

11. Can the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer be used as a grout sealer?

STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer are not designed or recommended for use as grout sealers.

12. Can the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer be applied prior to grouting?

STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer are not designed for use as pre-grout treatments. STONETECH Grout Release is recommended for these applications.

13. How can the STONETECH ENHANCER PRO™ Sealer be removed?

Once applied the STONETECH ENHANCER PRO™ Sealer is very difficult to remove. Within 24 hours of application, washing with mineral spirits or other similar solvent(s) may reduce the amount of LATICRETE STONETECH ENHANCER PRO Sealer in the substrate. After 24 hours, the ability of the solvent(s) to reduce the amount of ENHANCER PRO in the surface decreases. Paint stripper may also be tested. Once the STONETECH ENHANCER PRO Sealer has cured mechanical abrasion may be required if removal is still necessary. None of the products in the STONETECH line will remove or reduce the STONETECH ENHANCER PRO Sealer.

14. How can the water-based STONETECH Enhancer Sealer be removed?

Once applied and cured, the STONETECH Enhancer Sealer is very difficult to remove. Best results are obtained within 36 hours of sealer application. STONETECH KLENZALL™ Cleaner can be used to reduce the amount of STONETECH Enhancer Sealer in the surface. There are no guarantees that the use of this cleaner will completely remove the STONETECH Enhancer Sealer from the substrate.

15. A STONETECH water-based product was delivered frozen. Is the product still good?

Most of the water-based cleaners and penetrating sealers will survive if frozen during shipping. Allow the product to thaw at room temperature and shake well before use. If the STONETECH Enhancer, STONETECH Semi Gloss Finishing Sealer, or STONETECH High Gloss Finishing Sealer freeze during shipping they are no longer usable and should be returned for replacement.

16. Are the STONETECH Revitalizer® Cleaner & Protector or the STONETECH Stone & Tile Cleaner antibacterial cleaners?

STONETECH Revitalizer® Cleaner & Protector or STONETECH Stone & Tile Cleaner are not antibacterial cleaners. The STONETECH Sanitizer for Sealed Natural Stone is recommended for antibacterial cleaning.

17. Even though a penetrating sealer (e.g. STONETECH BULLETPROOF® Sealer) was applied to the marble, etch marks are still occurring. Is the sealer working?

If water is repelled (beading, no darkening of stone) then the penetrating sealer is working. Penetrating sealers provide protection against water or oil borne staining but cannot provide protection against etching.

18. Is there a product that can be applied over an etch mark to repair the shine?

Etching can only be properly repaired by mechanically refinishing the damaged area. A topical coating (e.g. STONETECH High Gloss Finishing Sealer) will not restore the original appearance of the surface.

19. How can hard water deposits be removed from natural stone or masonry?

If the substrate is not acid sensitive, then STONETECH RESTORE™ can be used. On an acid sensitive substrate, test the STONETECH Soap Scum Remover. If this product is not effective, mechanical refinishing may be necessary.

20. What is the reason that the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer cannot be used in showers?

STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer are topical coatings and are not designed for areas with high moisture intrusion. Topical coatings are not breathable products. If moisture gets behind the STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer the sealer will begin to discolor and/or delaminate.

21. Can the STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer be applied to ceramic or porcelain tile surfaces?

Both STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer are designed to be applied to textured natural stone surfaces. These topical coatings do not bond properly to a dense, smooth surface like a ceramic or porcelain tile.

22. Can STONETECH Semi Gloss Finishing Sealer or STONETECH High Gloss Finishing Sealer be applied to a kitchen countertop or bath vanity surface?

Neither STONETECH Semi Gloss Finishing Sealer and STONETECH High Gloss Finishing Sealer can be applied to surfaces used in these applications.

[^] United States Invention Patent No.: 6,784,229 (and other Patents).

23. Can the STONETECH® Enhancer or STONETECH ENHANCER PRO™ be applied over a penetrating sealer (e.g. STONETECH BULLETPROOF® Sealer)?

STONETECH® enhancing products (e.g. STONETECH ENHANCER PRO™ Sealer) cannot be applied over a penetrating sealer. The penetrating sealer present will not allow the enhancing product to penetrate the surface evenly or will prevent the enhancing sealer from penetrating at all. The penetrating sealer will have to be removed prior to applying an enhancing product to the substrate (see question #8 above).