Self-Leveling Underlayment Troubleshooting Guide

TDS 205

Complaint	Cause(s)	Prevention
Brown skim discoloration on surface	1. Over watering of product	1. Use a high speed mixer (500 rpm) and mix thoroughly for one minute for a smooth creamy mix with no clumps. Follow all mixing instructions on bag. Be sure not to add too much water. Mix no more than two bags at a time with potable water.
White powder residue	1. Over watering of product	1. Use a high speed mixer (500 rpm) and mix thoroughly for one minute for a smooth creamy mix with no clumps. Follow all mixing instructions on bag. Be sure not to add too much water. Mix no more than two bags at a time with potable water.
Pin Holes	1. Improper use of primer 2. Surface not properly prepared	1. Use Primer Plus with every application. Consult Primer Plus product data sheet (DS-65437) for information on the use and application of the primer. 2. Substrate should be abraded and free of dust, dirt, oil, grease, loose paint, laitance, efflorescence, curing compounds, sealers, water repellents and other materials that prevent bond. Mechanically scarify the concrete surface to remove any contaminants.
Hairline cracks	1. Improper use of primer 2. Surface not properly prepared 3. Over watering of product 4. Improper drying techniques 5. Telegraphing of cracks from substrate movement in substrate	1. Use Primer Plus with every application. Consult Primer Plus product data sheet (DS-65437)) for information on the use and application of the primer. 2. Substrate should be abraded and free of dust, dirt, oil, grease, loose paint, laitance, efflorescence, curing compounds, sealers, water repellents and other materials that prevent bond. Mechanically scarify the concrete surface to remove any contaminates. 3. Use a high speed mixer (500 rpm) and mix thoroughly for one minute for a smooth creamy mix with no clumps. Follow all mixing instructions on bag. Be sure not to add too much water. Mix no more than two bags at a time with potable water. Product should be allowed to cure under normal air circulation. Do not allow for additional air circulators to speed up curing process. 4. Surface must be well cured, dimensionally stable, and free of cracks, curing compounds, sealers, laitance or other surface contamination that inhibits bonding. Maximum variation in the slab shall not exceed 1/8" in 10' (3mm in 3m) from the required finished slope or plane elevation.
Does not adhere to substrate	1. Improper use of primer 2. Surface not properly prepared	1. Use Primer Plus with every application. Consult Primer Plus product data sheet (DS-65437)) for information on the use and application of the primer. Do not allow Primer Plus to puddle. 2. Substrate should be abraded and free of dust, dirt, oil, grease, loose paint, laitance, efflorescence, curing compounds, sealers, water repellents and other materials that prevent bond. Mechanically scarify the concrete surface to remove any contaminants. Do not adhere to loose patches of substrate.

LATICRETE International, Inc.
One LATICRETE Park North, Bethany, CT 06524-3423 USA ▪ 1.800.243.4788 ▪ +1.203.393.0010 ▪ www.laticrete.com