



# Product Trouble Shooter

## Set Up

**How it works:** The Aqua Mix 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. Please read the full product label before using any product and observe the Test Area instruction noted on all labels.

Product Trouble-Shooter		
Aqua Mix Product Sealers	Problem	Reason and Solution
Penetrating Sealer	Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry. <i>Use Aqua Mix NanoScrub and soft cloth or white pad.</i>
	Does not seal/water does not bead on surface	Not enough sealer applied. Surface was not dry before sealing. <i>Allow surface to dry until it can accept water. Apply another even coat of sealer.</i>

Most common problems and solutions. Contact Aqua Mix for more specific information if required.

	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Sealers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Penetrating Sealer</b>	Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry.  Use Aqua Mix NanoScrub and soft cloth or white pad.
	Does not seal/water does not bead on surface	Not enough sealer applied. Surface was not dry before sealing.  Allow surface to dry until it can accept water. Apply another even coat of sealer.
	Patchy look to sealed surface	Sealer applied unevenly or surface too damp before application.  Clean surface with hot water and Aqua Mix NanoScrub and apply another even coat.
	Surface water beading reduces after a few weeks	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. There is no need to reseal.
	Sealer does not bead water even after several applications	Sealer has not cured because surface is too damp or has been previously cleaned with an incompatible cleaner such as acid.  Reseal after surface has properly dried. If an incompatible cleaner has been used prior to cleaning clean floor with Aqua Mix Concentrated Stone and Tile Cleaner, rinse well with water and allow to thoroughly dry before resealing.
	Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.  Only maintain sealed surface with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.

	Product Trouble-Shooter	
Aqua Mix Product Sealers	Problem	Reason and Solution
<b>Sealers Choice Gold</b>	Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry.  Use Aqua Mix NanoScrub and soft cloth or white pad.
	Does not seal/water does not bead on surface	Not enough sealer applied. Surface was not dry before sealing.  Allow surface to dry until it can accept water. Apply another even coat of sealer.
	Patchy look to sealed surface	Sealer applied unevenly or surface too damp before application.  Clean surface with hot water and Aqua Mix NanoScrub and apply another even coat.
	Surface water beading reduces after a few weeks	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. There is no need to reseal .
	Sealer does not bead water even after several applications	Sealer has not cured because surface is too damp or has been previously cleaned with an incompatible cleaner such as acid.  Reseal after surface has properly dried. If an incompatible cleaner has been used prior to cleaning clean floor with Aqua Mix Concentrated Stone and Tile Cleaner, rinse well with water and allow to thoroughly dry before resealing.
	Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.  Only maintain sealed surface with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.

		<b>Product Trouble-Shooter</b>	
Aqua Mix Product Sealers		Problem	Reason and Solution
<b>Enrich N Seal/Stone Enhancer ENS SE</b>		Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry. ENS/SE has been applied over another sealer.
			Use Aqua Mix NanoScrub and soft cloth or white pad. If another sealer has been applied before then this will need to be stripped before applying ENS/SE
		Sealer / surface turns white	Surface was wet before sealing. Sealer exposed to water before full cure. Excess sealer residue not completely wiped dry. ENS/SE has been applied over another sealer.
			Clean surface with Aqua Mix NanoScrub and a white pad. Allow to dry and reapply sealer. If another sealer has been applied before then this will need to be stripped before applying ENS/SE.
		Patchy look to sealed surface	Sealer applied unevenly or surface too damp before application. ENS/SE has been applied over another sealer
			Clean surface with Aqua Mix NanoScrub, allow to dry and apply another even coat. If another sealer has been applied before then this will need to be stripped before applying ENS/SE
		Surface water beading reduces after a few weeks	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. There is no need to reseal

		<b>Product Trouble-Shooter</b>	
Aqua Mix Product Sealers		Problem	Reason and Solution
<b>Enrich N Seal/Stone Enhancer ENS SE</b>		Enhanced effect fades.	Not enough sealer applied. The life of the enhancing effect varies depending on the natural characteristics of the stone/tile.  <b>Reapply another application of sealer.</b>
		Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.  <b>Only maintain sealed surface with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.</b>
<b>Ultra Solv /Pro Solv</b>		Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry.  <b>Use Aqua Mix NanoScrub and soft cloth or white pad.</b>
		Does not seal/water does not bead on surface	Not enough sealer applied. Surface was not dry before sealing.  <b>Allow surface to dry until it can accept water. Apply another even coat of sealer</b>
		Patchy look to sealed surface	Sealer applied unevenly or surface too damp before application.  <b>Clean surface with hot water and Aqua Mix NanoScrub and apply another even coat.</b>
		Surface water beading reduces after a few weeks	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, There is no need to reseal

Product Trouble-Shooter		
Aqua Mix Product Sealers	Problem	Reason and Solution
<b>Ultra Solv /Pro Solv</b>	Sealer does not bead water even after several applications	Sealer has not cured because surface is too damp or has been previously cleaned with an incompatible cleaner such as acid.
		Reseal after surface is dry. If an incompatible cleaner has been used, clean floor with Aqua Mix Concentrated Stone and Tile Cleaner, rinse with water and allow to thoroughly dry before resealing.
	Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.
		Only maintain sealed surface with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner
	Surface darkens after sealing	Solvent carrier can slightly darken some surfaces.
<b>Grout Sealer</b>	Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry.
		Use Aqua Mix NanoScrub, clean water and soft cloth/white pad.
	Does not seal/water does not bead on surface	Not enough sealer applied. Grout was not dry before sealing.
		Allow Grout to dry until it can accept water. Apply another even coat of sealer
	Patchy look to sealed surface	Sealer applied unevenly or Grout too damp before application. Grout unevenly hydrated before sealing.
		Clean Grout with Aqua Mix NanoScrub and apply another even coat. For unevenly hydrated grout apply Aqua Mix Grout Colorant.

Product Trouble-Shooter		
Aqua Mix Product Sealers	Problem	Reason and Solution
Grout Sealer	Surface water beading reduces after a few weeks	This is normal as a small amount of excess sealer is worn off leaving the active sealer below the surface. No need to reseal
	Sealer does not bead water even after several applications	Sealer has not cured because Grout is too damp or has been previously cleaned with an incompatible cleaner such as acid.  Reseal after Grout has properly dried. If an incompatible cleaner has been used prior to cleaning clean Grout with Aqua Mix Concentrated Stone and Tile Cleaner, rinse well with water and allow to thoroughly dry before resealing.
	Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.  Only maintain sealed Grout with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.
Same Day Grout Sealer	Visible residue on surface	Too much sealer applied. Excess sealer residue not completely wiped dry.  Use clean water and soft cloth
	Does not seal/water does not bead on surface	Not enough sealer applied. Grout was not dry before sealing.  Allow Grout to dry until it can accept water. Apply another even coat of sealer
	Patchy look to sealed surface	Sealer applied unevenly or Grout too damp before application. Grout unevenly hydrated before sealing.  Clean Grout with Aqua Mix Nano Scrub and apply another even coat of sealer. For unevenly

		hydrated grout apply Aqua Mix Grout Colorant
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Sealers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Same Day Grout Sealer</b>	Surface water beading reduces after a few weeks	This is normal as a small amount of excess sealer is worn off leaving the active sealer below the surface. No need to reseal
	Sealer does not bead water even after several applications	Sealer has not cured because Grout is too damp or has been previously cleaned with an incompatible cleaner such as acid.
		Reseal after Grout has properly dried. If an incompatible cleaner has been used prior to cleaning clean Grout with Aqua Mix Concentrated Stone and Tile Cleaner, rinse well with water and allow to thoroughly dry before resealing.
	Sealer effect disappears after heavy duty cleaning	Sealer may be damaged when cleaned with harsh cleaners such as acids, bleaches or by steam cleaning.
		Only maintain sealed Grout with ph neutral cleaners such as Aqua Mix Concentrated Stone and Tile Cleaner.
<b>Seal and Finish Low Sheen</b>	Uneven finish and or sheen	Not enough sealer. Uneven application of sealer. Surface too damp prior to sealing.
		Apply more sealer. Clean with Aqua Mix Heavy Duty Tile and Grout Cleaner and reapply an even coat of sealer. If original application is too uneven to repair then strip with Aqua Mix Sealer and Coating Remover and start again.
	Poor Sealer Performance	Not enough sealer. Sealer maintained with incompatible cleaner.

		Apply more sealer. Use only Ph neutral cleaners like Aqua Mix Concentrated Stone and Tile Cleaner.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Sealers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Seal and Finish Low Sheen</b>	Streak marks in surface	Application has been overlapped or unevenly applied. Surface too damp prior to sealing.  Strip sealer with Aqua Mix Sealer and Coating Remover and re-apply sealer evenly to dry surface.
	White or Milky look to sealed surface	Sealer applied too thick. Surface too damp prior to sealing. Surface exposed to moisture before fully cured.  Strip sealer with Aqua Mix Sealer and Coating Remover and re-apply sealer evenly to dry surface.
	Sealer Peeling	Surface not properly prepared. Surface must be clean, dry and free of any previous sealer as well as any cleaner or chemical residue. Sealer applied to damp surface.  Strip Sealer with Aqua Mix Sealer and Coating Remover. Clean floor with Aqua Mix Concentrated Stone and Tile Cleaner. Allow to thoroughly dry and reseal.
<b>High Gloss Sealer</b>	Sealer Peeling	Surface not textured enough for sealer to bond. Surface not properly prepared, as surface must be clean, dry and free of any previous sealer as well as any cleaner or chemical residue. Sealer applied to damp surface.  Strip Sealer with Aqua Mix Sealer and Coating Remover. Clean floor with Aqua Mix Concentrated Stone and Tile Cleaner. Allow to thoroughly dry and reseal.

<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Sealers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>High Gloss Sealer</b>	Uneven finish and or gloss	Not enough sealer. Uneven application of sealer. Surface too damp prior to sealing.  Apply more sealer. Clean with Aqua Mix Heavy Duty Tile and Grout Cleaner and reapply an even coat of sealer. If original application is too uneven to repair then strip with Aqua Mix Sealer and Coating Remover and start again.
	Poor Sealer Performance	Not enough sealer. Sealer maintained with incompatible cleaner.  Apply more sealer. Use only Ph neutral cleaners like Aqua Mix Concentrated Stone and Tile Cleaner.
	Streak marks in surface	Application has been overlapped or unevenly applied. Surface too damp prior to sealing.  Strip sealer with Aqua Mix Sealer and Coating Remover and re-apply sealer evenly to dry surface.
	White or Milky look to sealed surface	Sealer applied too thick. Surface too damp prior to sealing. Surface exposed to moisture before fully cured.  Strip sealer with Aqua Mix Sealer and Coating Remover and re-apply sealer evenly to dry surface.
<b>Floor Shine and Hardener</b>	Streak marks in surface	Application has been overlapped or unevenly applied. Surface too damp prior to application.  Strip Finish with Aqua Mix Heavy Duty Tile and Grout Cleaner and re-apply finish evenly to dry surface.

Product Trouble-Shooter		
Aqua Mix Product Sealers	Problem	Reason and Solution
<b>Floor Shine and Hardener</b>	Uneven finish and or gloss	<p>Not enough Finish applied.            Uneven application. Surface too damp prior to application.            Applied over an unsealed surface.</p> <p style="color: green;">Apply more product.            Clean with Aqua Mix Concentrated Stone and Tile Cleaner and reapply an even coat of product.            If original application is too uneven to repair then strip with Aqua Mix Heavy Duty Tile and Grout Cleaner and start again.            If applied over an unsealed surface strip as above and seal surface with an appropriate Aqua Mix sealer and reapply Finish.</p>
	Finish too soft and is scratching easily or is absorbing water quickly.	<p>Not enough finish applied.            Finish not fully cured.            Finish maintained with incompatible cleaner.</p> <p style="color: green;">Apply more finish.            Allow 24 hours to cure. This may be longer in cold or humid conditions.            Use only Ph neutral cleaners like Aqua Mix Concentrated Stone and Tile Cleaner.</p>
	White or Milky look to surface after application has cured.	<p>Finish applied too thick. Surface too damp prior to application.            Surface exposed to moisture before fully cured.</p> <p style="color: green;">Strip Finish with Aqua Mix Heavy Duty Tile and Grout Cleaner and re-apply Finish evenly to dry surface.</p>



Product Trouble-Shooter		
Aqua Mix Product Cleaners	Problem	Reason and Solution
<b>Concentrated Stone And Tile Cleaner</b>	Surface is sticky, shows marks (foot/hand prints) and a residue is visible.	The product has been mixed too concentrated.  Mix more cleaning solution making sure not to mix stronger than the recommended ratio. Mop surface and rinse several times with clean water. Revert to normal procedure and mixing ratio for future cleaning.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Heavy Duty Tile And Grout Cleaner</b>	Residue on surface after cleaning (Most likely a white crystalline residue)	Cleaner not completely removed after cleaning or lack of proper rinsing.  Rinse surface several times with clean water and preferably remove excess water with extraction.
	Is not effectively cleaning, stripping the floor finish or wax	The cleaner may need to be used neat or allowed to dwell longer on the surface. The material you are trying to strip is not a floor finish or wax.  If the material you are trying to strip is not a wax or floor finish strip using Aqua Mix Sealer and Coating Remover.
	It has stripped or damaged your coating sealer	Your coating sealer is actually a wax or a floor finish. We recommend protecting surfaces primarily with sealers. Therefore remove all of the finish/wax, allow to dry and reapply appropriate Aqua Mix sealer. If a finish is required over the sealer check with Aqua Mix.

	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Cleaners</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>1 &amp; 2 Deep Clean</b>	Residue on surface after cleaning (Most likely a white crystalline residue)	Cleaner not completely removed after cleaning or lack of proper rinsing.  Rinse surface several times with clean water and preferably remove excess water with extraction.
	Is not effectively cleaning, stripping the floor finish or wax	The cleaner may need to be used neat or allowed to dwell longer on the surface. The cleaner's two parts have been mixed incorrectly. Only one of the two parts have been mixed. The material you are trying to strip is not a floor finish or wax.  Consult label for proper mixing sequence. If the material you are trying to strip is not a wax or floor finish strip using Aqua Mix Sealer and Coating Remover
	It has stripped or damaged your coating sealer	Your coating sealer is actually a wax or a floor finish. We recommend protecting surfaces primarily with sealers. Therefore remove all of the finish/wax, allow to dry and reapply appropriate Aqua Mix sealer. If a finish is required over the sealer check with Aqua Mix.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Stone Deep Clean</b>	Surface is sticky, shows marks (foot/hand prints) and a residue is visible.	The product has not been completely rinsed.

		Rinse area with clean water.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Cleaners</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Stone Deep Clean</b>	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Grout Deep Clean</b>	Residue on surrounding tile, or visible sticky residue left on surface.	The product has not been completely rinsed.
		Rinse area with clean water.
	Grout looks patchy after cleaning	Incomplete rinsing. Grout not completely dry. Could be permanent discoloration exposed after cleaning.
		Rinse with clean water. Allow to dry. For repair of permanently discolored grout apply Aqua Mix Grout Colorant.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Stone Clean and Shine</b>	Visible residue left on surface or patchy streaky appearance after cleaning.	The product has not been completely polished dry or used too heavily. Applied to a porous or textured surface.
		For over application or incomplete polishing repolish dry with a soft cotton cloth or paper towel. If applied to an incorrect surface clean with either Aqua Mix NanoScrub and water or Heavy Duty Tile and Grout Cleaner.

	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Cleaners</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>AquaKleen</b>	Visible residue left on surface or patchy streaky appearance after cleaning.	The product has not been completely polished dry or used too heavily.
		For over application or incomplete polishing repolish dry with a soft cotton cloth or paper towel. If this does not work rinse area with clean water.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Brilliance</b>	Visible residue left on surface or patchy streaky appearance after cleaning.	The product has not been completely polished dry or used too heavily. Applied to a porous or textured surface.
		For over application or incomplete polishing repolish dry with a soft cotton cloth or paper towel. If applied to an incorrect surface clean with either Aqua Mix NanoScrub and water or Heavy Duty Tile and Grout Cleaner.
	Does not make dull or honed surface glossy	Brilliance is not designed to make an unpolished or dull surface glossy. It is only used to enhance and protect an already polished surface.

Product Trouble-Shooter		
Aqua Mix Product <b>Problem Solvers</b>	Problem	Reason and Solution
<b>NanoScrub</b>	White residue left on surface after cleaning.	Cleaner not completely removed from surface.
		Rinse with water and wipe dry. If the residue is not completely removed with water reapply more NanoScrub, lightly agitate with white pad or soft cotton cloth, rinse with water and wipe dry.
	Surface scratched after using NanoScrub	Most likely caused by the harsh contaminant being removed (for example sanded grout).
	Surface dull after cleaning	Cleaner residue not completely removed
		Rinse with water and wipe dry. If the residue is not completely removed with water reapply more NanoScrub, lightly agitate with white pad or soft cotton cloth, rinse with water and wipe dry.
	Wax on porcelain not completely removed.	Not enough cleaner used or water/cleaner ratio incorrect. Pad used to agitate not abrasive enough. Wax may not respond to NanoScrub alone.
		Surface must be pre-wet before applying NanoScrub. White pad preferred to soft cloth for agitation. Depending on hardness of surface an even more abrasive pad may be required. NanoScrub may need to be boosted with either Aqua Mix Sealer and Coating Remover or Heavy Duty Tile and Grout Cleaner.
	Your porcelain factory applied sealer appears to have been	NanoScrub will only remove surface sealers or finishes. Proper

	stripped after using NanoScrub	porcelain sealers are impregnators and can't be damaged by NanoScrub.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>NanoScrub</b>	Does not Clean	Wrong cleaner for the contaminant. NanoScrub is a mechanical cleaner and will not remove below surface contaminants. Check Aqua Mix product literature for correct cleaner.
<b>Eff-Ex</b>	Does not totally remove efflorescence deposit.	Insufficient dwell time. Efflorescence deposit too heavy.
		Allow to dwell up to 45 minutes. After dwell time clean with abrasive or high-pressure water. Some deposits are too heavy for Eff-Ex or even an acid to remove. These can only be removed by abrasion.
	Does not stop efflorescence	Only one application applied. Dwell time too short.
		Allow to dwell for 45-60 minutes and more than one application may be required.
	Leaves visible residue.	Most likely product residue. However Eff-ex can dull some polished calcium based stones.
		Remove product residue with clean water. Re-polish calcium based stone with Reviver or Renue. Call Aqua Mix for advice.
<b>Phosphoric Acid Substitute</b>	Visible residue (most likely a white crystalline residue)	Cleaner not completely rinsed off surface. Solution too strong.
		Always remove all acid residue. Use clean water and extraction. Also important to use correct water/acid ratio.

	Etched or marked surface	Acid will etch acid sensitive surfaces such as calcium-based stone.
		Repolish surface with Renué or Reviver. Call Aqua Mix for advice.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Phosphoric Acid Substitute</b>	Etched or tarnished metal	Acids will etch or tarnish most metal surfaces. Do not expose metals to acid, as they cannot be easily repaired.
	Bleached the color of my grout	Acid will bleach the pigments used in grout. Grout not pre-wet. Acid solution too strong. Acid residue not neutralized.
		Use as weak an acid solution as possible to complete task. Always pre-wet surface and grout joints with clean water. Neutralize acid after use with several rinses of clean water. Repair bleached or damaged grout pigment with Aqua Mix Grout Colorant.
	Grout is powdery or sand is coming out of joint after acid wash.	Acid has damaged the cement binder in the grout. Grout not pre-wet. Acid solution too strong. Acid residue not neutralized.
		Use as weak an acid solution as possible to complete task. Always pre-wet surface and grout joints with clean water. Neutralize acid after use with several rinses of clean water.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Sulfamic Acid Crystals</b>	Does not completely dissolve in water when mixing.	The crystals need the correct ratio of water to properly dissolve.
		Add more water.

	Visible residue (most likely a white crystalline residue)	Cleaner not completely rinsed off surface. Solution too strong.
		Very important to remove any acid residue. Use clean water and if possible extraction. Also use correct water/cleaner ratio.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Sulfamic Acid Crystals</b>	Etched or marked surface	Acid will etch acid sensitive surfaces such as calcium-based stone.
		Repolish surface with Renue or Reviver. Call Aqua Mix for advice.
	Etched or tarnished metal	Acids will etch or tarnish most metal surfaces. Do not expose metals to acid, as they cannot be easily repaired.
	Bleached the color of my grout	Acid will bleach the pigments used in grout. Grout not pre-wet. Acid solution too strong. Acid residue not neutralized.
		Use as weak an acid solution as possible to complete task. Always pre-wet surface and grout joints with clean water. Neutralize acid after use with several rinses of clean water. Repair bleached or damaged grout pigment with Aqua Mix Grout Colorant.
	Grout is powdery or sand is coming out of joint after acid wash.	Acid has damaged the cement binder in the grout. Grout not pre-wet. Acid solution too strong. Acid residue not neutralized.
		Use as weak an acid solution as possible to complete task. Always pre-wet surface and grout joints with clean water. Neutralize acid after use with several rinses of clean water.

	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Ex-Treme</b>	Visible residue (sometimes sticky)	Cleaner not completely rinsed off surface. Solution too strong.
		Very important to remove any acid residue. Best done with clean water and where possible extraction. Also important to use correct water/cleaner ratio.
	Etched or marked surface	Acid will etch acid sensitive surfaces such as calcium-based stone.
		Repolish surface with Renu or Reviver. Call Aqua Mix for advice.
	Etched or tarnished metal	Acids will etch or tarnish most metal surfaces. Do not expose metals to acid, as they cannot be easily repaired.
	Does not Clean	Not the appropriate cleaner for the intended contaminant. Look at Aqua Mix product literature to research correct cleaner.
<b>Grout Haze Clean-Up</b>	Grout Haze not removed	Product not for the removal of cured grout. Mixed solution too weak. Grout haze too thick. Surface too heavily textured.
		For cured grout use Aqua Mix NanoScrub or for acid proof surfaces Phosphoric Acid Substitute. Add more product to mix. Remove excess grout with grout float before using product. Pre-seal highly porous or textured

		surfaces before grouting.
	Surface dull after using product	Grout Haze not completely removed. Product used too concentrated.
		Mix weaker solution and reapply. If grout since cured clean with Aqua Mix NanoScrub.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Poultice Stain Remover</b>	Has not removed stain.	Not mixed with correct cleaning base. Surface sealed. Stain too deep. Poultice not applied for long enough.
		Check Aqua Mix literature to ascertain correct cleaner to mix with Poultice. Strip sealer before application. Stain too deep and perhaps permanent. Apply Poultice for 24 hours and stain may require more than one treatment.
	Lightens tone of surface	Poultice has removed general dirt as well as contaminant thus lightening the tone of treated area. Residue not completely removed from surface.
		Always apply Poultice to complete piece of stone or tile and not just the stain itself. Clean any residue with water. If it has cured and gone hard clean with water and Aqua Mix NanoScrub and use extraction if possible.
	Visible residue on surface or in grout.	Residue not completely removed from surface.
		Clean any residue with water. If it has cured and gone hard clean with water and Aqua Mix

		NanoScrub and use extraction if possible.
<b>Sealer and Coating Remover</b>	Does not strip coating	Not enough product. Not enough dwell time. A sealer or coating that cannot be stripped with this product
		Increase product and or dwell time or boost with Aqua Mix NanoScrub and hot water. Use more aggressive solvent.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Problem Solvers</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Sealer and Coating Remover</b>	Visible residue left on surface after stripping. Floor streaky.	Sealer or coating not totally stripped.
		Reapply more product and or increase dwell time. Use wet and dry vacuum to totally remove sealer residue. Boost Sealer and Coating Remover with Aqua Mix NanoScrub (add after dwell time) and hot water for difficult to remove sealers or coatings.
	Damaged my paint, vinyl floor or carpet.	Solvents will damage paint, vinyl, and other types of synthetic materials.
		Use the appropriate solvent resistant protection where required.
<b>Grout Release</b>	Not working on smooth, honed surface.	Product only intended for use on rough textured surfaces such as wire-cut brick.
		Strip product with Aqua Mix Heavy Duty Tile and Grout Cleaner. Use only the selected post grouting sealer for pre-sealing on smooth or honed surfaces.
	Sealer not bonding properly.	Grout Release residue left on surface. It is a bond breaker.
		Clean surface with Aqua Mix Heavy Duty Tile and Grout Cleaner. Rinse with water, dry and reapply sealer.

	Crystallized residue on surface after cleaning up Grout Release.	Acid Cleaner used to clean up.
		Remove residue with Aqua Mix Heavy Duty Tile and Grout Cleaner and NanoScrub.
	Light quarry tile is stained after using Grout Release.	Wrong surface to use product on.
		Use Aqua Mix Heavy Duty Tile and Grout Cleaner and NanoScrub. However stain may be permanent.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Stone Restoration</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Reviver</b>	Does not polish.	Stone is not a calcium-based. Not enough product. Not enough water. Incorrect pad or machine.
		Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads.
	Polishing not even.	Pads are worn. Not enough water on surface. Not enough product. Surface uneven.
		Change pads regularly. If surface is too uneven chemical polishing will not work. Surface will have to be ground smooth before polishing.
	Does not polish close to edges or at the corners between stone.	Stone surface out of level. Surface has been chemically polished too many times creating a convex or concave surface.
		Use two pads under machine to compensate for uneven pieces. Once surface is too uneven, it needs to be re-ground.
	Visible residue left on surface.	Chemical residue not completely polished dry.
		After level of polish has been achieved and the main residue removed, the surface and any remaining residue must be

		polished dry with a cotton pad. Do not use anything more abrasive as this may scratch surface.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Stone Restoration</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Reviver</b>	Dulls surface rather than polishes.	Pad too abrasive. Solution too dry.
		Use a synthetic tan or natural hair floor pad. Make sure there is plenty of water on surface at all times.
	Orange Peel Effect.	Incorrect machine or pad. Surface has been polished or honed too many times before. Not enough product on surface. Not enough water on surface.
		Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads. If surface has been treated a number of times it needs to be re-ground before final polishing.
<b>Knockdown</b>	Does not hone floor.	Stone is not a calcium-based. Not enough product. Not enough water. Incorrect pad or machine.
		Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads.
	Honing not even.	Pads are worn. Not enough water on surface. Not enough product. Surface uneven.
		Change pads regularly. If surface is too uneven Knockdown will not work. Surface

		will have to be ground smooth before final hone.
	Does not hone close to edges or at the corners between stone.	Stone surface out of level. Surface has been chemically polished too many times creating a convex or concave surface.
		Use two pads under machine to compensate for uneven pieces. Once floor is too uneven, surface needs to be re-ground.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Stone Restoration</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Knockdown</b>	Visible residue left on surface.	Chemical residue not completely removed from surface.
		After degree of hone has been reached remove all residue, rinse with water and polish surface dry.
	Dulls surface rather than hones.	Pad too abrasive. Solution too dry.
		Use a synthetic tan or natural hair floor pad. Make sure there is plenty of water on surface at all times.
	Orange Peel Effect	Incorrect machine or pad. Surface has been polished or honed too many times before. Not enough product on surface. Not enough water on surface.
		Use a low speed machine approx 175-300rpm and synthetic tan or natural hair floor pads. If surface has been treated a number of times it needs to be re-ground.
<b>Renue</b>	Does not polish	Stone is not a calcium-based. Not enough product. Incorrect pad.
		Use a soft cotton cloth to polish only.
	Visible residue left on surface.	Chemical residue not completely removed from surface.

		After the degree of polish has been reached remove all residue, and polish dry with soft cotton cloth.
	Etch mark still visible after polishing.	The original etch mark is too deep.
		For deep marks the surface will need to be re-ground to completely remove them.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Stone Restoration</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Renue</b>	Dulls surface rather than polishes.	Pad too abrasive. Residue not completely removed
		Use a soft cotton cloth to polish only. Polish dry with soft cotton cloth.
	Orange Peel Effect	Pad too abrasive Surface has been polished or honed too many times before.
		Use a soft cotton cloth to polish only. If surface has been treated a number of times it needs to be re-ground.
<b>Marble Re-Polish</b>	Does not polish.	Stone is not a calcium-based. Not enough product. Incorrect pad or machine.
		Use a low speed machine approx 175-300rpm and #2 steel wool pad for polish restoration, #0 for maintenance.
	Polishing not even.	Pads are worn. Not enough product. Surface uneven.
		Change pads regularly. If surface is too uneven chemical polishing will not work. Surface will have to be ground smooth before polishing.
	Does not polish close to edges or at the corners between stone.	Stone surface out of level. Surface has been chemically polished too many times creating

		a convex or concave surface.
	Dulls surface rather than polishes.	Pad too abrasive. Not enough product.
		Use only #2 or #0 steel wool pads. Keep pads wet with product.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Stone Restoration</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Marble Re-Polish</b>	Orange Peel Effect.	Incorrect machine or pad. Surface has been polished or honed too many times before. Not enough product on surface.
		Use a low speed machine approx 175-300rpm and #2 or #0 steel wool pads only. If surface has been treated a number of times it needs to be re-ground before final polishing.
	Small visible scratches in surface after polishing.	Surface was not swept properly before polishing.
		Sweep surface and reapply Marble Re-Polish. Note always sweep surface before using Marble Re-Polish.
	Small brown marks appear after first wet mopping or exposure to moisture.	These marks are most probably rust created by small particles of steel wool not completely removed from the floor after polishing.
		Reapply Marble Re-Polish and make sure the surface is swept to remove any remaining particles of steel wool



	Grout Colorant pulls out of joint during clean up.	Colorant still not dry. Grout not completely dry before application. Colorant was applied too thick.
		Colorant must dry minimum 1 hour before clean up. In cold or humid conditions this could be longer. If colorant was applied to a wet joint or too thick, strip with Aqua Mix Sealer and Coating Remover and reapply colorant.
<b>Product Trouble-Shooter</b>		
<b>Aqua Mix Product Stains/Colorants</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Grout Colorant</b>	Residue hard to remove off surrounding tile or stone surface.	Residue allowed to remain on surface too long before cleaning. Not enough water in clean up. Tile or stone surface too textured or porous.
		Remove residue no later than 12 hours after application, and use plenty of water during clean up. A small amount of Aqua Mix Concentrated Stone and Tile Cleaner in the clean up water helps to ease removal. Colorant should not be used on grouted textured or porous surfaces. Strip with Sealer and Coating Remover and do not reapply.
	Colorants sealer performance is poor.	Not enough colorant applied. Colorant maintained with incompatible cleaner.
		Apply more colorant. To achieve the best sealer performance from Grout Colorant two thin coats are recommended. Do not use acid or solvent-based cleaners over Grout Colorant. Use only Ph neutral cleaners like Aqua Mix Concentrated Stone and Tile Cleaner or for heavily soiled

		joints use Aqua Mix Grout Deep Clean.
<b>Grout Colorant Pre-Treat Cleaner</b>	Tile or stone surface has visible residue after using cleaner.	Cleaner not completely removed from surface.
		Remove residue with clean water and light agitation and rinse well.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Stains/Colorants</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Grout Colorant Pre-Treat Cleaner</b>	Tile or Stone surface has etched after using cleaner.	Tile or Stone is acid sensitive and cleaner should not have been used.
		Use either Aqua Mix Reviver or Renue to repair etched stone. Etched tile cannot be repaired. For acid sensitive surfaces prepare grout with either Aqua Mix Grout Deep Clean or Heavy Duty Tile and Grout Cleaner.
	Grout Colorant not bonding properly after using cleaner.	Pre-Treat Cleaner not completely removed from grout joint prior to applying Grout Colorant.
		Strip Grout Colorant with Aqua Mix Sealer and Coating Remover. Scrub joint and tile with Aqua Mix Grout Deep Clean or Heavy Duty Tile and Grout Cleaner and rinse well with clean water. Allow to thoroughly dry and reapply Grout Colorant.
<b>Aqua Stain</b>	Is not penetrating into my terracotta.	Terracotta is not porous enough. Aqua Stain is designed for use on high porosity terracotta such as Saltillo only.
		Remove using Aqua Mix Sealer and Coating Remover.
	Stain is streaky, uneven and application marks are visible.	Terracotta too dense to take stain. Surface too dry. Applying stain to too large a section of tile.
		Remove with Aqua Mix Sealer and Coating Remover.

		Dampen surface with clean water prior to application to facilitate even application. Only apply to small areas (approx 0.5m <sup>2</sup> ) at a time.
	<b>Product Trouble-Shooter</b>	
<b>Aqua Mix Product Stains/Colorants</b>	<b>Problem</b>	<b>Reason and Solution</b>
<b>Aqua Stain</b>	Stain is either too light or too dark.	Incorrect stain/water ration.
		Too light; use less water to mix stain resulting in darker color Too dark; use more water to mix stain resulting in lighter color.
	Freshly applied stain is too dark/too light.	Color can be adjusted as long as the stain is still wet.
		Too dark; adjust uncured stain with clean water to lighten color. Too light; adjust uncured stain by applying more stain.
	Stain is wearing off quickly.	No protective sealer has been applied.
		Aqua Stain must be protected by a topical (coating) sealer. Apply Aqua Mix Seal and Finish Low Sheen after stain is fully cured. For a higher shine apply Aqua Mix Floor Shine and Hardener over Seal and Finish Low Sheen.