



\* Refer to the technical data sheet for the CBP product specified for additional information regarding application and limitations

**Contact Custom Building Products Technical Services Department for information and support @ 800-272-8786**

Issue / Concern	Potential Causes	Preventative Measures
Air Bubbles in surface of SLU	Over watered mix	Measure water rate into mix
	Air entrained during mixing process	Use an appropriate mixing paddle and keep mixing paddle in mix, do not plunge up and down. Mix until homogenous [creamy] blend is achieved
	Substrate is outgassing	Prime the substrate thoroughly with the appropriate primer. Test with water after to check for absorption rate to evaluate primer effectiveness
Small cracks in the surface of the SLU	Over watered mix	Measure water rate into mix
	Substrate not properly prepared	Proper substrate preparation methods are critical. Refer to the technical data sheet of the CBP product specified for proper preparation suggestions/ methods. The substrate must be sound and stable. It is strongly recommended to remove all potential contaminants, weak surface materials, laitance, curing compounds, oil, grease, wax, paint, sealers, efflorescence, punky concrete, and dust using mechanical methods, such as grinding, shot-blasting, or scarification. Refer to ICRI surface profiles and Technical Guideline No. 03732 for additional information regarding preparation methods.
	No movement joints used	Honor existing movement joints, allow movement at perimeter, abutments, use expansion strips and refer to TCNA EJ-171 and the project architect for placement and additional details regarding movement joints
	Minor shrinkage	Minor shrinkage can be normal or expected and should not impact performance. Evaluate bond to substrate to ensure there is/has been no- loss of bond by tapping, chaining or use of sounding equipment
	Water temperature was warm or hot	Check water used for mix as the temperature should be controlled, hotter conditions may require cold water
	Room temperature is/was hot	Refer to technical data sheet for recommendations and limitations. Control room temperatures with hvac or install early morning or during the evening. Block out sunlight with paper and tape
	Too much surface airflow during cure	Block or redirect hvac venting during application and initial cure. Close doors to prevent cross-ventilating. Disable or redirect all fans or air sources during application and cure
Hollow sounding or “buckled” SLU over concrete substrate	Loss of Bond to substrate -Potential Contaminants (drywall mud/dust, paint overspray etc.). Shiny / very smooth, powered or high steel troweled finished cement, un-primed cement can all cause SLU loss of bond.	Proper substrate preparation methods are critical. Refer to the technical data sheet of the CBP product specified for proper preparation suggestions/ methods. It is strongly recommended to remove all potential contaminants using mechanical methods, such as grinding, shot-blasting, or scarification. Refer to ICRI surface profiles and Technical Guideline No. 03732 for additional information regarding preparation methods. *Project and/or Substrate may have other conditions contributing to or causing this condition

# TROUBLE SHOOTING GUIDE 101 for SELF-LEVELING UNDERLAYMENTS

Issue / Concern	Potential Causes	Preventative Measures
<b>Hollow sounding or “buckled” SLU over plywood subfloors</b>	Did not install reinforcing lath. (metal or plastic)	Prime the subfloor properly and place reinforcing metal lathe over wet primer and staple according to instructs on the technical data sheet for the CBP product specified
	Excessive deflection can cause cracking/loss of bond	Ensure the wood subfloor meets a minimum deflection criteria of L/360 for all material installations including ceramic tile or L/720 for Stone installations
	Primer was omitted or fouled over wood subfloor	Prime the substrate thoroughly with the appropriate primer. Test with water after to check for absorption rate to ensure adequate amount of primer based on the porosity of the wood subfloor. Do not allow the primer to dry for an extended period of time. Do not allow other trades to contaminate the primed surface
	No movement / expansion Joints	Honor existing movement joints, allow movement at perimeter, abutments, use expansion strips and refer to TCNA EJ-171 and the project architect for placement and additional details regarding movement joints
<b>Did not achieve a level surface</b>	Inadequate amount of water will not allow to flow properly	Measure water rate into mix
	2. No primer was used, will not allow proper flow	Prime the substrate thoroughly with the appropriate primer. Test with water after to check for absorption rate.
	Extended amount of time between batch placing	When employing a “Bucket Brigade” method of application, extended time between pouring each subsequent bucket can/will cause ridges between each pour. Continuous pouring is essential to achieve continuous flow. Use temporary forms or expansion strip whenever it is necessary to stop the continuous pour. Remove forms or strips when placement resumes
<b>Surface discoloration brown and/or whitish residue</b>	Slight surface discoloration can be considered normal	Clean any surface residues before installing subsequent assembly materials and/or finishes
	Over watered mix	Measure water rate into mix
	Placed over primer before it dried. Acrylic, water borne Epoxy, Latex and SBR type primers can “bleed” and wick into the slu and surface if they are not allowed to cure fully	Follow primer directions and always evaluate the cure of the primer before placing the slu. Tacky with no transfer is most common touch test onsite
<b>Surface weak or “dusty”</b>	Over watered mix. The surface is weak because the aggregate fell to the bottom of the mix and was not able to suspend due to the excessive water rate that dispersed the paste and aggregates	Measure water rate into mix and blend properly
	SLU flash dried / surface air flow and/or temperatures are not conducive	Eliminate air-flow / Acclimate and Control room temperature. Do Not allow rapid evacuation of moisture from slu
<b>Flow rate is slow / retarded or short heal rate</b>	Under-watered mix Hot substrate and or hot ambient temperature	Measure water rate into mix Acclimate / Condition product and substrate prior to application. Use cool clean water
<b>Long setting time</b>	Cold substrate and/or cold climate	Acclimate / Condition substrate and room temperature prior to application. Use a Rapid setting SLU over colder substrates in colder climates
	Overwatered mix	Measure water rate into mix and blend properly
	Old product	Review the batch code with CBP and/or rotate to new inventory