PROBLEM	CAUSE	SOLUTION
Sealer Peeling on Tile Surface	In most cases resin-based sealers peel when a combination of moisture from below is forced to the surface by direct sunlight or surface heat too quickly causing the sealer to de-bond from the surface and peel through water pressure. Sealers do not peel naturally. There must be pressure from below or from behind the sealer to cause the sealer to peel. Sealer applied to wet surface, too soon after installation. Cracked grouting leads to water seepage into the tiles. Rising damp due to lack of damp proofing (D.P.C.) Insufficient drying time between washing and sealing.	The sealer needs to be stripped using Stoneshield Stripp-Off [™] . Re-seal with the same sealer if correct. If rising damp or damp cannot be cured switch to a repellent e.g. Stoneshield Natural-Look [™] , Stoneshield Colour-Enhancer [™] , Stoneshield Marble, Granite & Travertine Sealer, Stoneshield Porcelain-Tile-Sealer [™] , Stoneshield Wall- Cladding-Sealer [™] .
	Sealer applied to a surface not suited to sealing e.g. glazed ceramics.	The sealer cannot bond to such a smooth surface and should therefore not be resealed. Strip the existing sealer only.
	Incorrect sealer applied to a particular surface due to a lack of porosity. e.g. polished porcelain or granite.	The sealer should be stripped and the correct sealer applied. Repellents should be used as they cannot peel e.g. Stoneshield Natural-Look™, Stoneshield Marble, Granite & Travertine Sealer, Stoneshield Porcelain-Tile-Sealer™.
	Sealer applied to a surface with a wax coating or layer. Sealer applied over existing poor quality sealer	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.
Sealer Peeling on Concrete Surface	Sealer applied to a surface incorrectly prepared: Cleaning detergent not rinsed off completely Surface laitance not removed Concrete surface not etched correctly Stripper not properly rinsed off Concrete not prepared correctly Insufficient drying time between washing and sealing Insufficient curing time between laying and sealing	Strip the sealer using Stoneshield Stripp-Off [™] or by mechanical diamond grinding. Re-etch the concrete surface with Stoneshield Brick & Masonry Cleaner or regrind. Reseal with the correct STONESHIELD sealer.
	Rising damp due to lack of D.P.C.	Strip the existing sealer and only reseal with a breathable sealer or impregnating repellent (Stoneshield Natural-look™) Seal the concrete surface by using a concrete densifier (Stoneshield Concrete Densifier – Lithium).
Surface residue after sealing with a repellent	Repellents or impregnators cannot peel but do sometimes have application issues. Too much repellent has been applied and the excess product has not penetrated and has not been wiped away using a lint free cloth.	Apply a small quantity of the same product and leave for 1 minute. Remove all surface sealer residue with a lint free cloth.

PROBLEM	CAUSE	SOLUTION
Water beading has disappeared	Most repellents are designed to penetrate and seal from within. The loss of the beading effect should not affect the sealing ability of the product, but reduced efficiency is possible.	Only if staining begins to occur, or cleaning becomes more difficult should additional coats of product be applied.
Spalling or delamination of the tile surface	Caused when salt penetrates the tile surface from either sea spray or saltwater. 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 saltwater 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 salts) 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.	Most efflorescence is alkaline in nature and should be able to be washed from the surface with Stoneshield Brick & Masonry Cleaner.
	Can also occur from leaking pot plants as a surface residue	Use Stoneshield Brick & Masonry Cleaner. Do not use on acid sensitive surfaces.
Surface Staining	Caused when porous surfaces are not sealed.	In this case wash the surface well and select the correct sealer from the STONESHIELD sealer selection chart.
	Caused when the incorrect sealer is selected and the surface is partially sealed.	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, brick or stone 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	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.

PROBLEM	CAUSE	SOLUTION
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	Incorrect product is being used. An acid-based cleaner must be used. Using a general purpose cleaner or alkaline degreaser will be ineffectual.	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 and cement deposits.
Surface grout cannot be removed	The correct product is being used but the grout residue can still not be removed due to the grout being too thick.	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.
	The correct cleaner (Stoneshield Grout-lift [™]) is being used but the grout cannot be removed. The grout may be trapped under the sealer. In this case the grout has not been removed properly before sealing.	The sealer will require stripping and then the grout cleaned and removed before resealing.
Rubber and pencil marks from porcelain tiles	Pencil marks and, or rubber marks from black rubber mallets cannot be removed with conventional cleaners.	Use Stoneshield X-treme-Clean™ to remove pencil marks and rubber marks from porcelain tiles.
Wax build-up or dirty wax layer	Over application of liquid polishes.	Use Stoneshield Wax-Off [™] to strip of existing layers of wax or polish prior to applying Stoneshield Protect & Shine [™] .
	Dirt and dust trapped between layers of polish caused when new polished was applied to poorly cleaned surfaces.	Use Stoneshield Wax-Off [™] to strip of existing layers of wax or polish prior to applying Stoneshield Protect & Shine [™] .
	The correct product is being used but the wax or polish cannot be removed.	Stoneshield Wax-Off [™] is specifically designed for the removal of wax and self- shine polishes. 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. 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.

PROBLEM	CAUSE	SOLUTION
Surface etching Marble, limestone, travertine etc	Most acidic products (vinegar, red wine, orange juice, coffee, soft drinks, acidic cleaner, pool acid etc) will cause surface etching to calcium based stones (marble, travertine, limestone).	Depending on the severity of the etching : In serious cases professional help will be required as diamond cutting and polishing will be required. In not too serious cases Stoneshield Marble Polishing Powder and Stoneshield Crystalliser will be required.
Matt and gloss marble or travertine surfaces	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 Powder to uniformly matt the entire area before re-polishing or sealing. Alternatively the surface can be treated with Stoneshield Marble Polishing Powder and Stoneshield Crystalliser.