



Field Troubleshooting Guide

Jobsite Diagnostic & Field Repair Reference

PROJECT NAME / LOCATION	APPLICATOR / LEAD	BATCH / LOT NUMBERS	TEMP (°F) / HUMIDITY (%)
-------------------------	-------------------	---------------------	--------------------------

SYMPTOM & AREA	ROOT CAUSE	ON-SITE FIELD REPAIR PROCEDURE	PREVENTION RULES
1 Poor Adhesion / Delamination Microcement flaking, lifting, or releasing from substrate. MYPRIMER / SUBSTRATE	- Dusty, oily, or unsealed substrate. - Insufficient drying of MyPRIMER. - Non-bonded tile or loose existing finish.	Scrape loose material back to a firm, solid edge. Thoroughly degrease and vacuum clean. Re-apply MyPRIMER, allow complete cure, and re-skim layers according to specification.	Sand, clean, and degrease all substrates. Verify MyPRIMER is tacky/dry per TDS before applying base coat.
2 Mesh Telegraphing Fiberglass grid lines or mesh patterns visible through coat. MYBASE + MYBOND	- Mesh laid over dry material instead of wet base. - First layer of MyBASE applied too thin.	Lightly sand high spots. Apply a thin skim coat of mixed MyBASE (MyBASE powder + MyBOND) over the area to fully encapsulate mesh. Sand smooth with 120-grit once cured.	Always sink mesh directly into the first wet layer of MyBASE, smoothing fully before the second pass.
3 Trowel Ridges & Dark Burnish Harsh ridges, trowel lines, or unwanted dark streaks. MYCROCEMENT™	- Overworking material while setting. - Excessive trowel angle or pressure. - Finish coat applied too thick (>1mm).	Allow layer to dry fully. Knock down high ridges using 220-320 grit sandpaper. Wipe away all dust. Apply a light, tight skim of MyCROCEMENT™ with low, consistent pressure.	Keep trowel edges clean of dry buildup. Work wet-to-wet. Maintain low trowel pitch during finishing.
4 Hairline Cracking Fine cracks opening across base or finish layers. SUBSTRATE / MOVEMENT	- Substrate flexing, expansion, or shifting. - Skipped fiberglass mesh in stress zones. - Thick, heavy base coat application.	Verify substrate movement has stopped. V-groove the crack, fill with mixed MyBASE, embed a fiberglass mesh patch over the repair, sand smooth, and re-skim finish coat.	Reinforce all board joints, backsplashes, and transitions with mesh embedded in wet MyBASE .
5 Sealer Haze & Water Spotting White film, cloudy patches, or ring marks on seal. MYGUARD SEALER	- MyGUARD applied over damp microcement. - Puddling or heavy roller buildup. - Liquid exposure before full 7-day cure.	Sand affected sealer lightly with 320-grit sandpaper to break film. Allow trapped moisture to evaporate completely for 24 hours. Re-apply a thin, uniform coat of MyGUARD.	Confirm microcement is completely dry before sealing. Roll MyGUARD thinly ; avoid puddles or pooling.

➤ GOLDEN RULES FOR JOBSITE QUALITY ASSURANCE

Over 90% of microcement failures stem from rushed drying windows or uncleaned substrates. Always maintain jobsite temperature between 60°F–75°F (15°C–24°C) and relative humidity below 65%. Allow full drying times between MyPRIMER, MyBASE, MyCROCEMENT™, and MyGUARD layers.