

## **FlexCrete Troubleshooting Guide**

When trouble shooting a problem with FlexCrete cementitious waterproofing, always keep in mind three simple concepts:

- 1) FlexCrete must be applied to a clean and sound substrate.
- 2) FlexCrete must only be applied to concrete surfaces.
- 3) An isolated incidence does not constitute “bad material”. If material is in fact bad, it will be bad all over, not in just a few isolated areas.

Keeping this in mind, here are some of the scenarios you might encounter out in the field:

### **1) Symptom: FlexCrete isn't bonding to the substrate.**

Possible Cause: - FlexCrete flash set/dried to quick – substrate wasn't pre-dampened, back side of material will be smooth.

- FlexCrete was applied over a wet surface, back side of material will probably be sandy.
- concrete substrate wasn't neutralized after acid etching, in rare cases, acid residue can react with the back side of the FlexCrete and cause a failure.
- surface wasn't properly cleaned, the front and back side of the FlexCrete that fell off should be the same color on both sides, if one side is a different color the FlexCrete probably stuck to some type of contaminant on the surface.
- the substrate wasn't prepped properly and is too smooth.
- FlexCrete could have been applied to a frozen substrate.

**2) Symptom: FlexCrete crumbles/deteriorates 24 hours after it was applied.**

Possible Cause: - the material could have been rained on.

- more than 1½ gallons of resin was used to mix a 50 lbs bag of FlexCrete.
- 100% water was used to mix the FlexCrete (water should never be used to mix FlexCrete).
- some type of contaminant was introduced in the mixing process.
- FlexCrete material could have been frozen.
- FlexCrete could have been applied to a frozen substrate.

**3) Symptom: FlexCrete is cracking.**

Possible Cause: - FlexCrete was applied too thick.

- FlexCrete was applied to a hot surface and flash set.

**4) Symptom: FlexCrete isn't drying.**

Possible Cause: - FlexCrete was applied too thick.

- Too much resin was used in the mixing process.
- could have been rained on.

**5) Symptom: FlexCrete Mesh is still visible.**

Possible Cause: - not enough cover (FlexCrete material) was applied over the mesh area.

**6) Symptom: Pool finish isn't sticking to the FlexCrete.**

Possible Cause: - applied pool finish too soon over the FlexCrete material (should wait a minimum of 2 days).

- FlexCrete surface is too smooth, second coat of FlexCrete should be back brushed to give it some profile.
- if the pool finish isn't sticking to the FlexCrete material, the manufacturer of the pool finish should be contacted first before you get involved with the issue.

Should you experience any other issues out in the field or if you're having a difficult time determining the cause of a problem, please call Valcon Industries technical services department at 1-866-311-9737.

Thank you for using the FlexCrete cementitious waterproofing system.