



Thin-Set Troubleshooting Guide for

Exterior Glue Plywood Substrates

TDS 210

Complaint	Cause(s)	Prevention
Cracked Tiles or grout	<ol style="list-style-type: none">1. Deflection in substrate2. Improper thin-set used3. Lack of movement joints4. Not enough thin-set on the back of the tile	<ol style="list-style-type: none">1. Substrate deflection rating of L/360 must be met to accept tile. Substrate deflection rating of L/480 must be met to accept stone. For proper construct of exterior glue plywood floors, follow TDS 152.2a. Use 254 Platinum, 254 Platinum Plus, or MULTIMAX™ LITE.2b. Use LATAPOXY® 300 Adhesive or LATAPOXY BIOGREEN™ 3003. Follow Tile Council of North America (TCNA) Detail EJ171 for recommendation for placement of movement joints.4. Use recommended notch trowel for setting larger format tiles. Tiles larger than 8" x 8" (200mm x 200mm) require back-buttering for proper installation. Periodically check coverage and bond by picking up freshly installed tile and inspecting.
Loose Tile	<ol style="list-style-type: none">1. Deflection in substrate2. Improper thin-set used3. Movement or settlement of substrate4. Lack of movement joints5. Not enough thin-set on the back of the tile6. Substrate surface not cleaned7. Thin-set dried out before tile is laid8. Kiln release or residue on back of tile9. Open to traffic before tiles set firm	<ol style="list-style-type: none">1. Substrate deflection rating of L/360 must be met to accept tile. Substrate deflection rating of L/480 must be met to accept stone. For proper construct of exterior glue plywood floors, follow TDS 152.2a. Use 254 Platinum, 254 Platinum Plus, or MULTIMAX™ LITE.2b. Use LATAPOXY 300 Adhesive or LATAPOXY BIOGREEN™ 3003. Investigate floors and walls throughout project for cracks, levelness, and proper joist spacing. Ensure that floor construct meets industry and LATICRETE standards. See TDS 152 for more information.4. Follow TCNA Detail EJ171 for recommendation of placement of movement joints.5. Use recommended notch trowel for setting larger format tiles. Tiles larger than 8" x 8" (200mm x 200mm) require back-buttering for proper installation. Periodically check coverage and bond by picking up freshly installed tile and inspecting.6. Surface must be free of contamination (e.g. sealers, curing compounds, coatings, oil, paint, dirt and dust). Chemical cleaning is not recommended.7. Spread only enough thin-set mortar that can be covered within 15 to 20 minutes. Dampen substrate to allow for more open time with thin-set.8. Be sure to clean any and all contaminants on the back of tile so as ensure proper adhesion of tile to thin-set.9. Allow a sufficient amount of time for tiles to set firm prior to opening to traffic or use.
Hollow Sounding Tile	<ol style="list-style-type: none">1. Deflection in substrate2. Movement or settlement of substrate3. Not enough thin-set on the back of the tile4. Substrate surface not	<ol style="list-style-type: none">1. Substrate deflection rating of L/360 must be met to accept tile. Substrate deflection rating of L/480 must be met to accept stone. For proper construct of exterior glue plywood floors, follow TDS 152.2. Investigate floors and walls throughout project for cracks, levelness, and proper joist spacing. Ensure that floor construct

	<p>cleaned</p> <p>5. Kiln release or residue on back of tile</p> <p>6. Lack of movement joints</p>	<p>meets industry and LATICRETE standards. See TDS 152 for more information.</p> <p>3. Use recommended notch trowel for setting larger format tiles. Tiles larger than 8" x 8" (200mm x 200mm) require back-buttering for proper installation.</p> <p>4. Surface must be free of contamination (e.g. sealers, curing compounds, coatings, oil, paint, dirt and dust). Chemical cleaning is not recommended.</p> <p>5. Be sure to remove contaminants on the back of tile so as ensure proper adhesion of tile to thin-set.</p> <p>6. Follow TCNA Detail EJ171 for recommendation of placement of movement joints.</p>
Tiles Tenting	<p>1. Lack of movement joints</p>	<p>1. Follow TCNA Detail EJ171 for recommendation of placement of movement joints.</p>

Technical Data Sheets are subject to change without notice. For latest revision, check our website at <https://laticrete.com>
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