



# LATAPOXY® 310 Stone Adhesive

## Troubleshooting Guide

### TDS 213

| Complaint                  | Cause(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Cracked Tile/Stone         | <ol style="list-style-type: none"><li>1. Deflection of wall substrates</li><li>2. Lack of movement joints</li><li>3. Movement or settlement of substrate</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                      | <ol style="list-style-type: none"><li>1. Surfaces must be structurally sound, stable and rigid enough to support ceramic or stone tile.</li><li>2. Substrate deflection under all live, dead and impact loads, including concentrated loads, must not exceed L/360 for ceramic tile installations or L/480 for stone installations</li><li>3. Follow TCNA Detail EJ171 for movement joint information</li><li>4. Ensure that construct meets industry guidelines</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Loose Tile/Stone           | <ol style="list-style-type: none"><li>1. Deflection of wall substrates</li><li>2. Lack of movement joints</li><li>3. Movement or settlement of substrate</li><li>4. Substrate surface not cleaned</li><li>5. Adhesive dried out before tile is laid</li><li>6. Tile or Stone not properly prepared</li><li>7. Tile or Stone subjected to stress prior to recommended cure time</li><li>8. Improper mixing of LATAPOXY® 310 Stone Adhesive or LATAPOXY 310 Rapid Stone Adhesive</li><li>9. Grout used instead of LATASIL™ outside of datasheet recommendation.</li></ol> | <ol style="list-style-type: none"><li>1. Surfaces must be structurally sound, stable and rigid enough to support ceramic or stone tile.</li><li>2. Substrate deflection under all live, dead and impact loads, including concentrated loads, must not exceed L/360 for ceramic tile installations or L/480 for stone installations</li><li>3. Follow TCNA Detail EJ171 for movement joint information</li><li>4. Surface must be free of contamination (e.g. sealers, curing compounds, coatings, oil, paint, dirt and dust). Clean contaminants from surface by sandblasting, shot-blasting, water blasting, bush hammer, machine grinding or other means of scarification. Chemical cleaning is not recommended</li><li>5. Apply only enough adhesive that can be set within 45 minutes for LATAPOXY 310 Stone Adhesive; or apply only enough adhesive that can be set within 5 minutes for LATAPOXY 310 Rapid Stone Adhesive</li><li>6. Clean and grind back of stone at areas to receive LATAPOXY 310 Stone Adhesive or LATAPOXY 310 Rapid Stone Adhesive using a mechanical wheel grinder with a diamond wheel/blade. Remove dust with a stiff brush, wipe entire surface. Using a damp sponge (not wet), wipe the tile or stone to remove any particles or remaining dust to ensure a clean direct bond and that all ground material is removed. Wipe dry with a clean cloth, then apply LATAPOXY 310 Stone Adhesive or LATAPOXY 310 Rapid Stone Adhesive</li><li>7. Allow a sufficient amount of time for tiles to set firm prior to opening to use. Tile or stone maximum thickness shall be not greater than 2" (50mm) in thickness or 720in² (4645cm²) in area. Tile or stone weight shall not be greater than 15lb/ ft² (73kg/m²) unless approved by an engineer</li><li>8. Make sure to properly blend LATAPOXY 310 Stone Adhesive or LATAPOXY 310 Rapid Stone Adhesive until smooth uniform color consistency is achieved. There should be no swirls visible in mixture</li><li>9. Be sure to use soft flexible LATASIL to allow tile and stone to move individually, or a LATICRETE Grout in accord with recommendations listed on product datasheets</li></ol> |
| Hollow Sounding Tile/Stone | <ol style="list-style-type: none"><li>1. Spot bonding</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ol style="list-style-type: none"><li>1. Due to the unique adhesive properties LATAPOXY 310 Stone Adhesive and LATAPOXY 310 Rapid Stone Adhesive, full spread of material is not required. Spot bonding will leave voids behind the tile and produce a hollow sounding installation</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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