



North American
ADHESIVES®

NA 4600

EVERColor™ PQ

**Premium Ready-to-Use Grout with
Color-Coated Quartz**

GROUT
TROUBLESHOOTING
GUIDE



INSTALLATION SOLUTIONS
FOR **TILE** AND **STONE**

na-adhesives.com

Grout discoloration

A non-uniform, blotchy, shaded or dirty appearance of a **grout joint** that can be caused by several factors

Sources	Solutions
Jobsite conditions – such as direct sun exposure, hot ambient or tile temperatures, or too much area being grouted at one time before the cleanup process begins	Protect tilework from direct sunlight during application, and always apply grout within the temperature ranges of the current Technical Data Sheet (TDS). Grout small areas of between 10 to 15 sq. ft. (0.9 to 1.39 m ²) at a time, so that cleaning can begin before grout dries on the tile surface.
Due to tile-spacing lugs left in the grout joints, variable depths of the joints caused shading.	Grout a test area to determine the impact of the tile-spacing lugs on the grout color. Remove spacers prior to grouting.
The varying density and porosity of the tile and natural stone caused the grout to dry blotchy and shaded.	Wet the edges of extremely porous stone or tile with a damp (not wet) sponge before grouting. Mist water on the tile surface before applying <i>NA 4600 Ever Color PQ</i> .
Grout cleaning was completed too early or too late after floating the grout into the joints.	For best results, begin to clean <i>NA 4600 Ever Color PQ</i> after 5 to 10 minutes (10 to 15 sq. ft. [0.9 to 1.39 m ²]) of grouting. Grout that is allowed to linger too long can form a shiny grout haze on the surface. Washing too early will remove grout from joints. Clean according to the TDS and product-label recommendations.
The grout's shelf life expired.	Reference the product's shelf life on the TDS. Discard the grout if its shelf life has expired.
The tile-setting material was not properly cured before grouting.	Ensure that the tile-setting material is fully cured before grouting. Typically this will require 24 hours or more (refer to the TDS of the mortar being used).
A milky latex film formed on the surface of the grout joints just after cleaning.	The film occurs only under certain installation conditions. The film will dissipate between 20 to 30 minutes.
There was excessive tile-setting material in the grout joint.	Remove dried residue from the grout joints, ensuring that at least 2/3 of the depth is left available for grouting.
There were inconsistent grout joint depths and gap widths.	Use tile spacers to ensure proper grout width. A lippage control system may be helpful as well. Remove spacers and tabs after the mortar has set.
There was 100% relative humidity (RH) or cold temperatures at the floor level.	Use fans or air-moving devices to lower the RH and obtain hard grout joints. The product will not become hard at 100% RH or low temperatures. Ideal curing conditions would be 50% RH and 73°F (23°C).
The concrete slab was not fully cured.	Avoid grouting on less than fully cured substrates.
Grouting was done by different installers and under different environmental conditions.	When possible, use the same installer or group of installers and follow the same procedures. In addition, try to maintain consistent environmental conditions.
Grout was prematurely exposed to an excessive amount of moisture.	<i>NA 4600 Ever Color PQ</i> grout cannot be exposed to moisture for at least 3 days after installation. Use fans and air-moving devices to ensure that the conditions are less than 100% RH. North American Adhesives does not recommend covering <i>NA 4600 Ever Color PQ</i> grout with Kraft paper, tarp, etc., that is in direct contact with the grout, as this will trap moisture and keep the RH percentage high. However, for exterior installations, tenting the grouted area with 3 ft. (0.91 m) or more of clearance is acceptable.
Routine maintenance/cleaning of the grout was performed too early after grouting.	Wait 3 days before routine maintenance/cleaning of the grout.
Water used in cleaning had a high content of iron and other minerals.	Use potable water.
Grout that was used on a shower floor has become discolored.	Do not use grout with pebble-stone or river-rock tile or mosaics, irregularly shaped tile or stone, or any time that the grout joint width or depth equals or exceeds 1/2" (12 mm).
Variable glaze on the tile edges caused the grout to dry/cure and led to shading.	Use tile that has a uniform glaze coat on the edges.



Tile discoloration

A non-uniform hazy, filmy, shaded or dirty appearance on the **tile surface** that can be caused by several factors

Sources	Solutions
Grout haze was present on the tile surface after grouting because cleaning was not completed early enough.	Typically, 5 to 10 minutes (10 to 15 sq. ft. [0.9 to 1.39 m ²]) of grouting is recommended before doing an initial wash. Temperature and humidity conditions can impact this recommendation. Window cleaner and a scrub pad can remove light haze; heavier haze will benefit from an adhesive remover.
Jobsite conditions – such as direct sun exposure, hot ambient or tile temperatures, or too much area being grouted at one time before the cleanup process begins	Protect tilework from direct sun during application, and always apply within the temperature ranges of the current Technical Data Sheet (TDS). Grout small areas of 10 to 15 sq. ft. (0.9 to 1.39 m ²) at a time, so that cleaning can begin before the grout skins over and dries on the tile surface.
Grout was trapped in the pits of tumbled or distressed travertine, or other pitted tiles.	For severely pitted tile such as travertine, keep grout out of the pits by packing the joints only (a grout bag can help) and avoiding the pitted areas on the tile surface.
Water used in cleaning had a high content of iron and other minerals.	Use potable water.



Grout not curing

A grout that will not become hard or cured over time, instead remaining soft to the touch

Sources	Solutions
There was 100% relative humidity (RH) at the floor level.	Use fans or air-moving devices to lower the RH and obtain hard grout joints. The product will not become hard at 100% RH. Ideal curing conditions would be 50% RH and 73°F (23°C).
Too much water was used during the cleaning process.	Use a sponge slightly moistened but without water dripping out. Follow recommended product application procedures on the product label and Technical Data Sheet (TDS).
A sealer was applied prematurely after grouting.	A sealer is not necessary for this grout. If one is used, wait at least 72 hours before sealing <i>NA 4600 Ever Color PQ</i> grout.
The tile-setting material was not properly cured and too much moisture was left in the joints before grouting.	Ensure that the tile-setting material is fully cured and that joints are dry before starting to grout.
Grout was prematurely exposed to excessive amounts of water.	Allow 72 hours after grouting before intermittent water exposure. <i>NA 4600 Ever Color PQ</i> grout is not for use in full-submersion installations.
Grout was exposed to harsh chemicals prematurely.	Allow 7 days before any exposure to harsh chemicals.
Grout was not allowed to properly dry (cure).	Use fans or air-moving devices to lower the RH and obtain hard grout joints. The product will not become hard at 100% RH. Ideal curing conditions would be 50% RH and 73°F (23°C). Light foot traffic is allowed 24 hours after installation, and heavy foot traffic is allowed 72 hours after installation.



Grout with **pinholes**

Very small holes – typically the size of a pinhead or less – that appear in the grout joint

Sources	Solutions
Too much water was used during the cleaning process.	Use a sponge slightly moistened but without water dripping out. Follow recommended product application procedures on the product label and Technical Data Sheet (TDS).
Grout was not correctly forced into the joints.	<i>NA 4600 Ever Color PQ</i> grout should be floated with a medium- to hard-rubber float at a 45-degree angle to the tile surface. Excessive grout should be removed using the float at a 90-degree angle from the tile surface, moving diagonally to the joints.

Grout with **cracking**

A separation or slight opening in the grout joint, usually located between the grout joint edge and the edge of the tile

Sources	Solutions
Grout joints are less than full.	Ensure that the joints are packed well and follow the installation steps found on the product label and/or Technical Data Sheet (TDS). If cracking, pinholes or shrinkage occurs, rebonding (re-application) over the existing <i>NA 4600 Ever Color PQ</i> grout 24 hours later can be an option.
Grout joints are too large or small for <i>NA 4600 Ever Color PQ</i> .	<i>NA 4600 Ever Color PQ</i> grout can be used in gap widths ranging from 1/16" to 1/2" (1.5 to 12 mm).
Grout was installed before the tile-setting material had fully cured.	Ensure that the tile-setting material is fully cured before starting to grout.
Tile spacers were left in the grout joint.	Remove all tile spacers before grouting.
Temperature, humidity and wind can affect the way that grout cures. If grout cures improperly, cracks, pinholes, powdery grout or shading may develop.	Follow installation recommendations on the product label and TDS.
Grout was installed in moving joints where there is a change in plane.	Use a caulking product, such as <i>NA 5200 Color Fill™ Caulk S</i> , in these areas. Install movement joints per Tile Council of North America (TCNA) Method EJ171.
There was subfloor deflection (movement).	Ensure that the subfloor follows the TCNA guidelines for determination of maximum allowable deflection.
Expansion or movement joints were not installed to allow for proper expansion/contraction.	Do not install tile over existing expansion joints. Do not use <i>NA 4600 Ever Color PQ</i> grout in these expansion joints. Follow TCNA Guideline EJ171 for movement joints.





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