



Frequently Asked Questions

1. Question:

How can I remove hard water deposits of calcium, lime, or other water minerals that are being left behind by my cleaning water?

Answer:

Do not allow the water puddles to evaporate on the floor. For stubborn stains, use some type of toilet bowl cleaner or a lime/calcium deposit remover. If these deposits appear shortly after grouting, make sure you allow grout to fully cure (28 days).

2. Question:

Can you mix different colors of QuartzLock² Grout to get a shade not offered by StarQuartz?

Answer:

Yes you can, but unfortunately it will not be covered by the StarQuartz warranty. When you finish creating your custom color, make an extra amount in case you need it for future use.

3. Question:

What type of cleaner can I use for stubborn stains (tomato paste, wine, etc.) on QuartzLock² Grout?

Answer:

We recommend using typical household cleaning products such as Soft Scrub with Bleach Cleaner or any available citrus-based cleaner. Do not use enzymatic cleaners; this will void all warranties.

4. Question:

In what temperature range can QuartzLock² Grout be used?

Answer:

QuartzLock² Grout can be used from 40°F to 100°F. Protect from freezing before use, while installing, and during the curing cycle. On hot tile applications, cool the tile surface by lightly dampening with water prior to installation.

5. Question:

Can QuartzLock² Grout be used in an underwater application like a swimming pool?

Answer:

Yes. Unlike the first generation Quartz-Lock™ Grout, QuartzLock² Grout can be used in submerged applications. Follow all industry installation guidelines for submerged applications and wait at least 7 days before exposure grout to water after installation.

6. Question:

Will chlorine have any effect (color change) on QuartzLock² Grout?

Answer:

No. Assuming proper cure time requirements are followed, chlorine, bromine, salt and other chemicals typically used in swimming pools will have no effect on the appearance or performance of QuartzLock² Grout.

7. Question:

Are there any special precautions I need to take when using QuartzLock² Grout in a shower application?

Answer:

Yes. Allow 7 days dry time before use after grout is installed. All mud beds must be sealed with a waterproofing membrane before tile installation. Follow the waterproof membrane manufacturer's installation guidelines. The use of pre-sloped, waterproof trays (instead of mud beds) is highly recommended

8. Question:

Can QuartzLock™ 2 Grout be used for slate tiles and do tiles have to be sealed prior to grouting?

Answer:

QuartzLock² Grout can be used for slate tile. Tiles need to be sealed prior to grouting.

9. Question:

Can I use a solvent-based sealer on natural stone before grouting?

Answer:

We recommend using an environmentally friendly, water-based sealer prior to grouting natural stone or other porous products with QuartzLock² Grout.

10. Question:

Can QuartzLock² Grout be used in a steam room?

Answer:

Yes. Allow seven full days before using the steam shower.

11. Question:

Can QuartzLock² Grout be used on polished tiles?

Answer:

QuartzLock² Grout, like other sanded grouts, may scratch glass tiles, soft or polished marble and stone, soft glazed and handmade tiles. Test grout on a small area to ensure compatibility and be sure to use a clean (preferably new) grout float.

12. Question:

Can you apply light foot traffic before the 24-hour dry time?

Answer:

No. We recommend protecting the grout joints from light traffic for 24 hours. If needed, cover ONLY with kraft or breathable paper after the initial 24-hour curing period.

13. Question:

Can you use QuartzLock² Grout in exterior applications?

Answer:

Yes. Protect the grout from moisture for 7 days after grouting.

14. Question:

If doing an outdoor project and rain is forecasted, can I cover the area with plastic to protect the grout from rain? During wet conditions will the drying period be extended?

Answer:

No. QuartzLock² Grout is an air-dried product that must be protected from rain or moisture for 7 days. Covering the grout directly with plastic during this time will interfere with the drying process. If rain is forecast within 7 days, protect surface by tenting the grouted area (at least 1 foot above tile surface). Humid conditions may slow the drying time slightly, so test the grout joints for full cure before allowing foot traffic.

15. Question:

How close do the chip sticks and paper charts match the actual color of my grout?

Answer:

Lighting can greatly impact color; however, both the chip kits and the paper charts are a fair representation of our color. Color may vary slightly, though.

16. Question:

Does it dry lighter or darker?

Answer:

The grout dries a little lighter.

17. Question:

I did not perform grout clean up until the following day. What will take off the grout haze once the grout is dried?

Answer:

Follow the instructions found in our technical data sheet or contact us for our Haze Removal Guide.

18. Question:

How do we remove the grout once it is fully cured?

Answer:

Contact your installer, who can use conventional grout removal techniques, or contact us for our Grout Removal Guide.

19. Question:

Will applying a tile or grout sealer after grout installation hurt QuartzLock² Grout?

Answer:

No. However, make sure the grout is dry for a minimum of 7 days before applying sealer.

20. Question:

QuartzLock² Grout does not require sealing but if you want to seal, how long do you need to wait after grouting before you seal the grout?

Answer:

Like performing aggressive cleaning, you must wait 7 days before sealing grout.

21. Question:

What should I do during the installation if I'm having an issue with urethane haze removal?

Answer:

The use of a two-sided sponge (one side regular sponge, one side scrubbing sponge) can facilitate cleanup on surfaces that tend to hold/show urethane haze more than others. Use the scrubbing side to do an initial wipe, then use the regular side to remove what was loosened up with the initial wipe. As with any sponge used during clean-up, be sure to squeeze out all excess water before use.