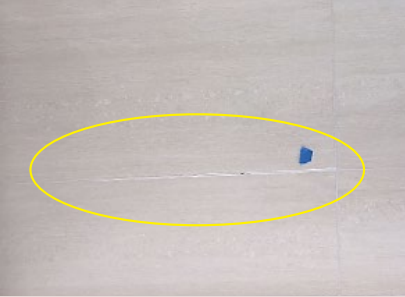
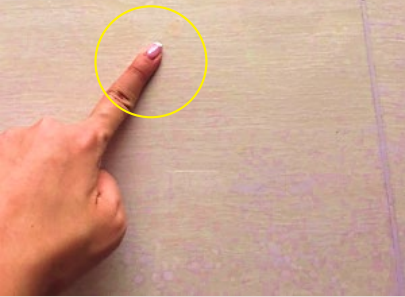



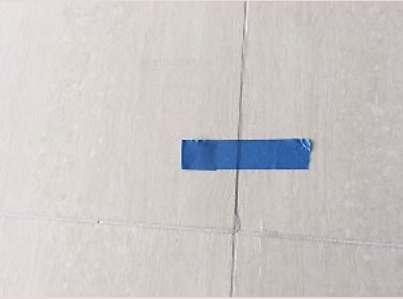

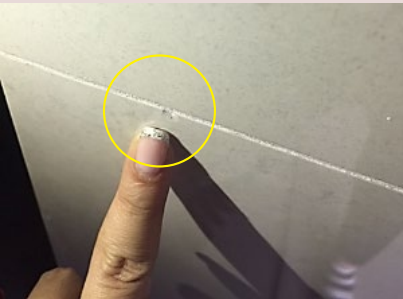

7.0 COMMON FEEDBACK & MAINTENANCE



7.1. COMMON FEEDBACK

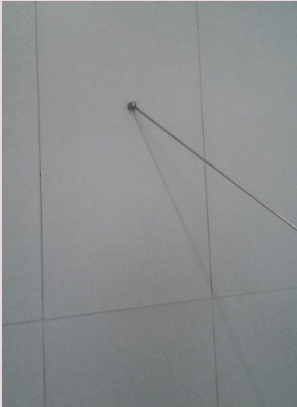
To achieve good ceramic tiling, all stakeholders should understand the common feedback related to tile installation and how to prevent them. Workers should be skilled and take pride in their craftsmanship. For common issues like lippages and chipped edges, the tiles may have to be replaced or repaired if they are deemed unacceptable by the contractual requirement.

The following are some of the common feedback from owners.

Common feedback	Possible causes	Recommendations
<p>1. Jointing</p>  <p>Dirty joints or bad pointing Figure 7.1</p>	<ul style="list-style-type: none"> • Poor quality of grouts used • Joints not properly filled • Tiles not cleaned after tiling 	<ul style="list-style-type: none"> √ Select suitable grouting materials √ Joints should be properly filled √ Tiled surfaces to be properly cleaned after setting time
<p>2. Finishing</p>  <p>Staining Figure 7.2.a</p>  <p>Tonality Figure 7.2.b</p>	<ul style="list-style-type: none"> • Possibly stained by other trades if unprotected • Spillage of chemicals • Efflorescence – salts within the tiles or tile-bed or cement-based substrate • Did not sort or dry lay prior to installation 	<ul style="list-style-type: none"> √ Ensure proper protection √ Avoid spillage √ Avoid excessive wetting or moisture √ Dry lay prior to installation √ Proper labelling √ Installer to double check labels prior to installation √ Establish acceptable tonality range

Common feedback	Possible causes	Recommendations
<p>3. Evenness</p>  <p>Uneven surface or lippage Figure 7.3.a</p>  <p>Uneven surface or lippage Figure 7.3.b</p>	<ul style="list-style-type: none"> • Tiles with dimensional defects • Varied tile thickness • Uneven substrate or screed • Incorrect bedding thickness • Lack of consideration for curing of bedding material • Insufficient levelling of each tile • Insufficient tapping of tiles into position • Premature loading onto freshly completed tiling 	<ul style="list-style-type: none"> ✓ Select suitable tiles ✓ Correct tile thickness ✓ Proper surface preparation ✓ Use proper tools ✓ Ensure proper curing ✓ Ensure tiles are level and even using spirit level ✓ Ensure tiles are uniformly tapped into position ✓ Ensure proper protection
<p>4. Cracks & Damages</p>  <p>Chipping Figure 7.4.a</p>  <p>Scratches Figure 7.4.b</p>	<ul style="list-style-type: none"> • Direct impact • Damaged by other trades after laying if unprotected • Poor cutting and handling • Damaged by other trades after laying if unprotected • Poor handling 	<ul style="list-style-type: none"> ✓ Ensure proper protection ✓ Ensure proper protection ✓ Use proper tools ✓ Ensure proper protection ✓ Use proper tools

Common feedback	Possible causes	Recommendations
 <p>Cracked tiles Figure 7.4.c</p>	<ul style="list-style-type: none"> • Inadequate expansion or control joints • Tiles laid over crack • Direct impact • Excessive external vibration 	<ul style="list-style-type: none"> √ Allow movement joints √ Need special treatment √ Proper protection √ Avoid butt joint √ Allow movable joints
 <p>Adhesion failure Figure 7.4.d</p>	<ul style="list-style-type: none"> • Inadequate provision of expansion or control joints • Incompatible tile and bedding material • Concrete or cement / sand screed not properly cured and drying shrinkage cracks occur after tiling • Substrate not properly cleaned and prepared • Contamination of the back of tile by dust and dirt deposit • Incorrect installation of tiles e.g. insufficient tapping of tiles into position or tiles were applied onto the adhesive layer after the "open time" had lapsed • Inadequate provision of mechanical keys in tiles 	<ul style="list-style-type: none"> √ Allow movement joints √ Use suitable materials √ Allow sufficient curing √ Proper surface preparation √ Clean back of tiles before installation √ Follow correct tile installation method √ Allow adequate mechanical key or use appropriate adhesive

Common feedback	Possible causes	Recommendations
<p>5. Hollowness</p>  <p>Hollow tiles Figure 7.5.a</p>	<ul style="list-style-type: none"> • Air entrapped or void in either the setting bed or slab, causing one part of the floor to sound differently than another • Separation of waterproofing membranes installed between a slab and the bedding material • Elevation of subsurface is irregular, causing one part of the floor to sound differently than another 	<ul style="list-style-type: none"> ✓ Tiles to be properly laid ✓ Acoustical effect rather than bonding problems ✓ Tiles to be properly laid

7.2. MAINTENANCE

Prior to handing over the property to the owner, it is important to ensure that the tiles are clean and that there is no grouting haze. Warm water and neutral pH cleaner are recommended for cleaning and regular maintenance.