

## 7. COMMON COMPLAINTS


To achieve good tiling works, site supervisors should understand the common complaints and how to avoid them. Workers should be skilled and they should take pride in their craftsmanship. The following are common complaints from owners.

Common Complaints	Possible Causes	Recommendations
<b>1. Jointing</b>		
1.1. Dirty joints or bad pointing 	a) Poor quality of grouts used. b) Joint not properly filled. c) Tiled surface not properly cleaned after tiling.	<ul style="list-style-type: none"> <li>▪ Select suitable grouting materials.</li> <li>▪ Joint should be properly filled.</li> <li>▪ Tiled surface to be properly cleaned after setting time.</li> </ul>
<b>2. Finishing</b>		
2.1. Staining 	a) Stain by other trade after laying if unprotected. b) Spillage of chemicals. c) Efflorescence – salts within the tiles or tile bed or cement-based substrate.	<ul style="list-style-type: none"> <li>▪ Proper protection.</li> <li>▪ Avoid spillage.</li> <li>▪ Avoid excessive wetting.</li> </ul>
<b>3. Evenness</b>		
3.1. Uneven surface or lippage 	a) Tiles have dimensional defects. b) Varied tile thickness. c) Uneven substrate or cement/ sand screed. d) Incorrect bedding thickness. e) Lack of consideration for curing of bedding material. f) Insufficient levelling of each individual tile. g) Insufficient tapping of the tiles into position. h) Premature loading onto freshly completed tiling.	<ul style="list-style-type: none"> <li>▪ Select suitable tiles.</li> <li>▪ Correct tile thickness.</li> <li>▪ Proper surface preparation.</li> <li>▪ Use proper tools.</li> <li>▪ Proper curing of bedding material.</li> <li>▪ Ensure tiles are even and level using spirit level.</li> <li>▪ Ensure tiles are uniformly tapped onto place.</li> <li>▪ Proper protection.</li> </ul>

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Common Complaints	Possible Causes	Recommendations
<b>4. Cracks &amp; Damages</b>		
<p>4.1. Cracks</p> 	<ul style="list-style-type: none"> <li>a) Inadequate expansion or control joints.</li> <li>b) Tiles laid over crack.</li> <li>c) Cutting and poor handling.</li> <li>d) Direct impact.</li> <li>e) Damage by other trade after laying if unprotected.</li> <li>f) crazing of glazed tiles due to moisture movement.</li> <li>g) Excessive external vibration.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allow movement joints.</li> <li>▪ Need special treatment.</li> <li>▪ Use proper tools.</li> <li>▪ Proper protection.</li> <li>▪ Proper protection.</li> <li>▪ Confirm soaking does not lead to crazing before installation.</li> <li>▪ No butt joint.</li> <li>▪ Allow movement joints.</li> </ul>
<p>4.2. Chipping</p> 	<ul style="list-style-type: none"> <li>a) Direct impact.</li> <li>b) Damage by other trade after laying if unprotected.</li> <li>c) Poor cutting and handling.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proper protection.</li> <li>▪ Proper protection.</li> <li>▪ Use proper tools.</li> </ul>
<p>4.3. Adhesion failure</p> 	<ul style="list-style-type: none"> <li>a) Inadequate provision of expansion or control joints.</li> <li>b) Incompatible tile and bedding material.</li> <li>c) Concrete or cement/ sand screed not properly cured and drying shrinkage cracks occur after tiling.</li> <li>d) Substrate not properly cleaned and prepared.</li> <li>e) Contamination of the back of tile by dust and dirt deposited.</li> <li>f) 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.</li> <li>g) Inadequate provision of mechanical key in tiles.</li> <li>h) Failure to soak porous tiles before tiling on cement based bedding materials.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Allow movement joints.</li> <li>▪ Use suitable materials.</li> <li>▪ Allow sufficient curing.</li> <li>▪ Proper surface preparation.</li> <li>▪ Clean back of tiles before installation.</li> <li>▪ Installed tile according to Chapter 6.</li> <li>▪ Allow adequate mechanical key or use appropriate adhesive.</li> <li>▪ Soak porous tiles in clean water for at least 30 minutes.</li> </ul>

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Common Complaints	Possible Causes	Recommendations
<b>5. Hollowness</b>		
<p>5.1. "Hollow" sound</p> 	<ul style="list-style-type: none"> <li>a) Tiles set on a concrete slab over a large open area.</li> <li>b) Air entrapped or void in either the setting bed or slab, causing one part of the floor to sound differently than another.</li> <li>c) Separation or waterproofing membranes installed between a slab and the bedding material.</li> <li>d) Elevation of subsurface is irregular, causing one part of the floor to sound differently than another.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Acoustical effect rather than bonding problems.</li> <li>▪ Tiles to be properly laid.</li> <li>▪ Acoustical effect rather than bonding problems.</li> <li>▪ Tiles to be properly laid.</li> </ul>