

# PROBLEM SOLVERS

## NanoScrub®

### Problem Solving Guide

**Problem:** If the product problem you are experiencing is not covered by the guide then it is most likely something that is job specific. Therefore please contact Aqua Mix directly for more detailed advice and information.

**Solutions:** The solutions described are not necessarily the only way to solve the specific problem. However they are based on giving you the most efficient and direct solution without resorting to more complex solutions that may require a professional. If the solutions outlined do not solve the problem it is most likely job specific. Therefore please contact Aqua Mix directly for more detailed advice and information.

**Note:** Please read the full product label before using any product and observe the Test Area instruction noted on all labels.

Problem	Reason	Solution
White residue left on surface after cleaning.	<ul style="list-style-type: none"> <li>NanoScrub residue not completely removed from surface.</li> </ul>	<ul style="list-style-type: none"> <li>Rinse with water and wipe dry.</li> <li>If the residue is not completely removed with water re-apply more NanoScrub, lightly agitate with white pad, rinse with water and wipe dry.</li> </ul>
Surface scratched after using NanoScrub.	<ul style="list-style-type: none"> <li>Most likely caused by the harsh abrasive contaminant being removed (for example sanded grout).</li> </ul>	<ul style="list-style-type: none"> <li>Contact Aqua Mix.</li> </ul>
Surface dull after cleaning.	<ul style="list-style-type: none"> <li>NanoScrub residue not completely removed.</li> </ul>	<ul style="list-style-type: none"> <li>Rinse with water and wipe dry.</li> <li>If the residue is not completely removed with water re-apply more NanoScrub, lightly agitate with white pad, rinse with water and wipe dry.</li> </ul>
Wax on porcelain not completely removed.	<ul style="list-style-type: none"> <li>Not enough cleaner used or water/cleaner ratio incorrect.</li> <li>Pad used to agitate not abrasive enough.</li> <li>Wax may not respond to NanoScrub alone.</li> </ul>	<ul style="list-style-type: none"> <li>Surface must be pre-wet before applying NanoScrub.</li> <li>White pad preferred to soft cloth for agitation.</li> <li>Depending on hardness of surface an even more abrasive pad may be required.</li> <li>NanoScrub may need to be boosted with either Aqua Mix Sealer and Coating Remover or Heavy-Duty Tile &amp; Grout Cleaner.</li> </ul>
Your porcelain factory applied sealer appears to have been stripped after using NanoScrub.	<ul style="list-style-type: none"> <li>NanoScrub will only remove surface sealers or finishes.</li> <li>Proper porcelain sealers are impregnators and can't be damaged by NanoScrub.</li> </ul>	N/A
Does not clean.	<ul style="list-style-type: none"> <li>Wrong cleaner for the contaminant.</li> <li>NanoScrub is a mechanical cleaner and will not remove below surface contaminants.</li> </ul>	<ul style="list-style-type: none"> <li>Check Aqua Mix product literature for correct cleaner.</li> </ul>