

# COMPLETE CONTACT MORTAR

- **Polymer-modified full contact mortar**
- **Can be used in thin-bed and medium bed applications**
- **Excellent for setting large modular tile and stone**
- **For interior and exterior use**
- **Exceeds ANSI A118.4 and A118.11**

## PRODUCT DESCRIPTION

Complete Contact Mortar offers full mortar transfer to the back of the tile eliminating the need for back-buttering or beating-in techniques; saving time for the installer. Unlike traditional thin-sets, Complete Contact is more fluid yet holds its ridges and supports the deeper notch trowel sizes required for larger tiles. Despite this fluid characteristic, it actually uses less water than traditional mortars. Can be used in thin-bed as well as medium-bed applications with all types and sizes of tile. For time critical installations, use Complete Contact RS. Exceeds ANSI A118.4 and A118.11 without the need for additives.

## USES — TILE TYPES

- Vitreous, semi-vitreous or absorptive tile: Ceramic, mosaic, quarry, cement, impervious porcelain
- Precast terrazzo
- Natural stone tile

## AREAS OF USE

- Interior or exterior floors or countertops
- Concrete, mortar beds, masonry
- WonderBoard®, RhinoBoard®, cement backerboards
- Exterior grade plywood (interior residential and light commercial dry areas)
- Existing ceramic tile
- Sheet vinyl flooring, VCT
- Plastic laminates
- Cutback adhesive

## LIMITATIONS

- Do not bond directly to hardwood, Luan plywood, particle board, parquet, cushion or sponge-back vinyl flooring, metal, fiberglass, plastic and OSB panels.
- When setting moisture sensitive stone, tile or agglomerates (check with manufacturer) use OptiCure™ Stone Setting Thin-Set Mortar or 100% Solids Epoxy Mortar.
- Do not use to install resin-backed stone.
- When setting dimensional stone larger than 12" x 12" (30 x 30 cm), contact Technical Support for recommendations regarding subfloor deflection requirements.

## SURFACE PREPARATION

### General Surface Preparation:

Surfaces must be structurally sound, clean, dry and free from grease, oil, dirt, curing compounds, sealers, adhesives or any other contaminant that would prevent a good bond. Glossy or painted surfaces must be sanded, stripped and cleaned of waxes, dirt or any contaminants. Ambient temperature, surfaces and materials should be maintained at a temperature above 50° F (10° C) or below 100° F (38° C) for 72 hours.

### Cementitious Surfaces:

Concrete or plaster must be fully cured and accept water penetration. Test by sprinkling water on various areas of the substrate. If water penetrates, then a good bond can be achieved. If water beads, surface contaminants are present and loss of adhesion may occur. The contaminants should be removed before installation. Concrete must be free of efflorescence and not subject to hydrostatic pressure. Concrete slabs should have a broomed or brushed finish to enhance the bond. Smooth concrete slabs must be roughened to ensure a good bond.

### Plywood Substrates:

Plywood floors including those under resilient flooring must be built to industry standards. Deflection not to exceed L/360. For questions about proper subfloor installation, call Technical Support.

### WonderBoard® and RhinoBoard® Backerboards:

As a superior alternative to an additional layer of plywood, WonderBoard or RhinoBoard Backerboards may be installed over plywood subfloors. Refer to their respective data sheets for installation information.

### Existing Ceramic Tile, Resilient Flooring or Plastic Laminates:

Plywood flooring must be structurally sound and meet all ANSI and deflection requirements. Resilient flooring or plastic laminates must be well bonded, clean and free of all contaminants. Roughen the surface by sanding or scarifying, rinse and allow to dry. Do not sand flooring containing asbestos. For existing well-bonded ceramic tile, mechanically abrade with carborundum stone. Rinse and allow to dry. When sanding we recommend the use of an approved respirator.

### Expansion Joints:

Expansion joints, control joints and cold joints should never be bridged with setting material. They must be brought through the tile work and filled with an appropriate elastomeric sealant.



### Cutback Adhesive over Concrete:

Thick accumulations, powdery, brittle or weak adhesive layers must be removed. Use extreme caution as adhesives may contain asbestos fibers. Do not sand or grind adhesive residue, as harmful dust may result. Use the wet-scraping and wet-sweeping method outlined in the Resilient Floor Covering Institute pamphlet "Recommended Work Practices for Removal of Resilient Floor Coverings". Never use adhesive removers or solvents, as they weaken or soften the adhesive and may cause it to penetrate into the concrete. The remaining residue should be no thicker than a coat of paint and should be almost transparent. Always install an adequate number of properly located test areas.

### MIXING

Thoroughly mix 5 quarts (4.73 L) clean, cool water and a 50 lb. (22.68 kg) bag of Complete Contact together to a smooth, paste-like consistency. Mix by hand or use a low speed (150 - 200 RPM) 1/2" (13 mm) drill. Let slake or stand 5 - 10 minutes, stir again and use. Stir occasionally to keep fluffy, but do not add more water. When properly mixed, troweled ridges will stand with no slump.

### APPLICATION

INSTALLATION TO CONFORM TO ANSI A108.5. Use proper sized notched trowel to ensure 100% coverage under tiles. Using flat side of trowel, apply skim coat of mortar to the surface. Apply additional mortar with notched side of trowel held at a 45° angle to the surface, combing in one direction. Press tile firmly into place in a perpendicular motion across ridges, moving back and forth. Perpendicular pressing flattens ridges and closes valleys allowing maximum coverage. Adjust tile promptly. Periodically pull up a tile and check the back to ensure complete coverage with the adhesive. Do not spread more material than can be tiled in 15 minutes or while material has wet tack (sticky to the touch). If material has skinned over (not sticky), recomb with notched trowel. If too dry, remove and replace with fresh material. Material in bucket will remain workable approximately 2 hours.

### CURING

Allow to cure for 24 hours before grouting or light traffic, depending upon temperature and humidity. Polyblend® Grout is recommended.

### COVERAGE

120 - 130 sq. ft. per 50 lbs. (11.2 - 12.1 m<sup>2</sup>/22.68 kg) applied with a 3/16" x 5/32" ( 5 x 4 mm) V-notch trowel.

80 - 90 sq. ft. per 50 lbs. (7.4 - 8.4 m<sup>2</sup>/22.68 kg) applied with a 1/4" x 1/4" x 1/4" (6 x 6 x 6 mm) square-notch trowel.

56 - 63 sq. ft. per 50 lbs. (4.6 - 6.0 m<sup>2</sup>/22.68 kg) applied with a 1/4" x 3/8" x 1/4" (6 x 9.5 x 6 mm) square-notch trowel.

40 - 45 sq. ft. per 50 lbs. (3.7 - 4.2 m<sup>2</sup>/22.68 kg) applied with a 1/2" x 1/2" x 1/2" (13 x 13 x 13 mm) square-notch trowel.

32 - 36 sq. ft. per 50 lbs. (3 - 3.3 m<sup>2</sup>/22.68 kg) applied with a 3/4" x 9/16" x 3/8" (19 x 14 x 9.5 mm) U-notch trowel.

### CLEANUP

Clean with water before material dries.

### STORAGE

Store in a cool dry area.

### SAFETY

Contains Portland cement. Avoid eye contact or prolonged contact with skin. Wash thoroughly after handling. If eye contact occurs, flush with water for 15 minutes and consult a physician. This product contains free silica. Do not breathe dust; wear NIOSH approved respirator.

### ORDERING INFORMATION

ITEM CODE	SIZE	COLOR	PACKAGE
CCG50	50 lb. (22.68 kg)	Gray	Bag
CCW50	50 lb. (22.68 kg)	White	Bag

### TECHNICAL DATA

Exceeds ANSI A118.4 and A118.11

	COMPLETE CONTACT MORTAR
Pot Life	2 hours
Open Time	20 - 30 minutes
Adjustment Time	35 - 40 minutes
Shear Bond @ 28 Days:	
Bisque Tile	500 psi (35.2 kg/cm <sup>2</sup> )
Porcelain Tile	400 psi (28 kg/cm <sup>2</sup> )
Quarry Tile to Plywood	250 psi (17.6 kg/cm <sup>2</sup> )



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