



Frequently Asked Questions

Q: WHAT TYPE OF MORTAR SHOULD I USE

A: PREMIUM POLYMER MODIFIED THIN SET MORTAR ONLY!!

Q: COMPETITION RECOMMENDS UN-MODIFIED MORTAR FOR THEIR PRODUCT WHY DO YOU RECOMMEND PREMIUM MODIFIED THIN SET MORTAR

A: WE HAVE HAD IT TESTED BY TTMAC AND TCNA ALONG WITH MORTAR MANUFACTURES AND THEY ALL RECOMMEND PREMIUM MODIFIED THIN SET MORTAR. **UN-MODIFIED MORTAR IS NOT RECOMMENDED FOR PORCELAIN TILE, PLYWOOD OR OSB INSTALLATIONS AS STATED ON THE BACK OF THE MORTAR BAG UNLESS IT IS MIXED WITH AN ADMIX (LATEX)**

Q: CAN I PUT IT OVER OSB (ORIENTED STRAND BOARD)

A: YES PROVIDED IT IS CLEAN, FLAT, DRY AND STRUCTURALLY SOUND

Q: CAN I PUT LARGE FORMAT TILES OR NATURAL STONE TILES OVER 1 LAYER OF PLYWOOD?

A: **NO!**

YOU MUST PUT ANOTHER LAYER OF PLYWOOD TO ACHIEVE -1 ¼" THICKNESS AND SUBSTRATE MUST MEET THE TCNA OR TTMAC GUIDELINES FOR DEFLECTION OF L/ 720 WHICH MEANS THE FLOOR CAN MOVE UP AND DOWN 1" OVER 60 FEET

IF YOU ARE USING A SMALLER TILE 13" OR LESS THE DEFLECTION IS L/360 WHICH IS 1" IN 30 FEET AND MAY NOT NEED ANOTHER SHEET OF PLYWOOD

Q: CAN I USE PROTEGGA OUTSIDE?

A: NO!

UNLESS IT IS PROTECTED FROM THE ELEMENTS SO RAIN OR SNOW CANNOT GET ON THE TILE OR STONE

Q: CAN I USE PROTEGGA AS A WATERPROOF MEMBRANE IN SHOWER AREAS?

A: NO THAT IS WHAT PROVA-MAT OR PROVA BOARD IS FOR



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Q: DO I HAVE TO USE THE JOINT STRIP IN ALL INSTALLATIONS?

A: JOINT STRIP IS USED ONLY FOR INSTALLATIONS ON CONCRETE FLOORS WHERE MOISTURE OR WATER VAPOUR IS A CONCERN

Q: WHERE DO I PUT IN FLOOR ELECTRIC HEAT CABLES?

A: THEY CAN GO EITHER ABOVE OR BELOW PROTEGGA. IF THEY ARE PUT ON TOP THE TRACK MUST BE ADHERED BY GLUE AND NOT FASTENED DOWN WITH SCREWS OR NAILS. IF YOU PUT THE CABLES UNDERNEATH THE PROTEGGA AND HAVE A PROBLEM WITH THE WIRE BEING DEFECTIVE OR NEED TO REPLACE A BROKEN OR CHIPPED TILE IT IS MUCH EASIER TO REMOVE THE TILE WITHOUT HAVE THE WIRES EMBEDDED IN THE MORTAR AND TILE.

IT IS RECOMMENDED TO GO WITH OUR PROVA FLEX-HEAT TO HAVE A SAFE AND SECURE WIRE INSTALLATION.

Q: WHAT SIZE OF TILE CAN I USE?

A: NO SMALLER THAN 2" X 2"

Q: CAN I INSTALL TILE RIGHT AWAY?

A: YOU CAN, PROVIDED YOU DO NOT WALK ON PROTEGGA. IF YOU MUST TILE THE SAME DAY PROTECT PROTEGGA WITH A PIECE OF ¾" PLYWOOD WHICH WILL HELP DISTRIBUTE THE LOAD UNTIL THE MORTAR HAS SET USUALLY IN 12-24 HOURS

IT IS BEST TO WAIT AT LEAST 12 HOURS DEPENDING ON TEMPERATURE AND HUMIDITY. THE COLDER THE TEMPERATURE, THE SLOWER THE DRYING TIME AS WITH HIGHER HUMIDITY LEVELS. IT MIGHT TAKE 24 HOURS TO SET

NOTE: IT IS IMPORTANT TO REMEMBER THAT THE BOND FROM THE TILE TO THE PROTEGGA IS STRONGER THAN THE BOND FROM THE PROTEGGA TO THE SUBSTRATE WITHIN THE SAME DAY. IF YOU HAVE TO REMOVE THE TILE IN THE SAME DAY, IT MIGHT PULL THE PROTEGGA OFF THE SUBSTRATE WHICH WILL CREATE A LOSS OF BOND.



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Q: WHAT SIZE OF TROWEL DO I USE TO INSTALL PROTEGGA AND TILE?

A: ¼" X ¼" SQUARE NOTCH TROWEL FOR PROTEGGA. FOR THE TILE IT DEPENDS ON THE TILE SIZE, THICKNESS AND BACK OF TILE

Q: CAN I FILL THE TOP OF PROTEGGA AND THEN INSTALL TILE AT A LATER TIME LIKE THE NEXT DAY OR EVEN A FEW DAYS LATER?

A: YES

IT ACTUALLY MAKES IT EASIER TO INSTALL TILE FOR LINE MARKING AND EVEN DRYING TIME WHEN INSTALLING THE TILE



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