

2017/2018

National Tile Contractors Association



REFERENCE MANUAL



**PROBLEM CHARACTERISTICS
CAUSE • CURE • PREVENTION**



Table of Contents

Limitation on Use and Disclaimer	1
Reference Manual and Specifications	1
2016 NTCA Technical Committee Roster	2
CHAPTER 1 GENERAL REQUIREMENTS	9
General Statement on Moisture Emissions	12
<i>TCNA Handbook</i> Environmental Classifications	13
CHAPTER 2 SUBSTRATES	14
Proper Preparation and ANSI Requirements for Thin-set Method Tile Installation	18
<i>Notes to the Tile Contractor – Sample Letter for Contractor</i>	19
Curing Compounds and Release Agents	20
<i>Testing for Curing Compounds – Sample Letter for Contractor</i>	21
Interior Horizontal Installation of Tile Over Exterior Glue Plywood (EGP) Introduction	22
Interior Installation of Tile Over Exterior Glue Plywood (EGP)	23
Movement Joints	26
<i>Notes to the Tile Contractor – Sample Letter for Contractor</i>	28
Questionable/Unsuitable Substrates	30
Substrates/Applications that Require Design Consideration	32
Backerboards	33
Backerboard Definitions	36
Tile and Stone Applications on Equivalent Gauge (EQ) Steel Framing	38
<i>Sample Letter for the Contractor – Tile Over Steel Stud Assembly</i>	39
General Statement on Deflection	40
Ceramic & Stone Tile Installation over Engineered Wood Structural Floor Assemblies	41
Summary of Subfloor (Plywood or OSB) Design and Construction Guidelines for Tile Installation	42
Technical Background – Engineered Wood Structural Floor Assemblies	43
General Contractor's Guide for Ceramic & Stone Tile Installations	
Over Wood Structural Floor Assemblies	46
Glossary of Terms for Engineered Wood	48
<i>Notes to the Tile Contractor – Sample Letter for Contractor</i>	49
Ceramic Tile & Stone Installations Over Concrete Substrates	50
Concrete Substrate Issues	52
Floor Flatness	56
Concrete Flatness & Level	57
<i>Sample Contractor Letter – Request for Information for Floor Flatness Requirements</i>	58
Division 3 versus Division 9 Floor Flatness Tolerances – ASCC Position Statement #6	59
<i>NTCA Reference Manual 2017 / 2018</i>	5



Table of Contents (continued)

UNDERLAYMENTS

Introduction _____ 60

Loss of Underlayment Bond to Substrate _____ 62

Cracking _____ 63

Soft or Powdery _____ 64

Poured Gypsum Underlayments _____ 70

Poured Cement-based Underlayments _____ 71

Tile Over Poured Gypsum Underlayments and Leveling Materials _____ 72

Note to the Tile Contractor - Sample Letter for Contractor _____ 73

CHAPTER 3 MEMBRANES _____ 75

Waterproof Membrane Document _____ 78

Types of Membranes _____ 79

Crack Isolation Systems _____ 82

Self Adhered Crack Isolation & Sound Control Membranes Introduction _____ 83

Self Adhered Crack Isolation & Sound Control Membranes _____ 84

CHAPTER 4 THICK BED METHOD INSTALLATIONS _____ 91

Preparation for Thickset Installations per ANSI and TCNA reference standards _____ 92

Mortar Beds _____ 93

CHAPTER 5 THIN-BED METHOD INSTALLATIONS _____ 97

NTCA Problem-Solving Guide For Dry-Set Mortar Installations:

 Introduction _____ 100

 Proper Bedding Procedures _____ 102

 Loss of Bond:

 Dry-Set Mortar Adheres To Tile But Not To Substrate _____ 106

 Dry-Set Mortar Adheres To Substrate But Not To Tile _____ 109

 Dry-Set Mortar Fractures Within Bonding Material – Mortar On Tile And Substrate _____ 112

 Bond Failure On Exterior Installations _____ 113

 Tenting _____ 114

CHAPTER 6 SPECIALIZED INSTALLATION PROCEDURES _____ 117

Cold Weather Tiling _____ 120

Critical Lighting Effects on Tile Installations _____ 121

Tips for Tile Contractor – Critical Lighting _____ 122

Critical Lighting - Interior Wall Wash (example pictures) _____ 124

Critical Lighting - Lighting Placement (example pictures) _____ 125

Light Strategy Emphasis for Tiled Wall Surfaces _____ 127

Grazing or Horizon Lighting maximizes shadow and texture, often with a negative effect (example pictures) _____ 128

Hot Weather Tiling _____ 130

Large Porcelain and Glass Bodied Tiles _____ 132

Box Screed _____ 135

Trowel Guidelines _____ 136

Backbuttering _____ 138

Use of Fast Setting Mortars to Reduce “Down Time” in Freezers or Coolers _____ 139

Bonding Large Size Tile For Coverage, Support and Reduced Lippage (example pictures) _____ 140

Radiant Heat Issues for Tile & Stone Installations _____ 142



Prerequisites and Considerations for Successful Balconies, Courtyards, Patios, Plaza Decks, Roofs, Exterior Walking Surfaces and Swimming Pool(s) Decks _____	146
Shower Issues (Tub/Shower Combo and Prefabricated Shower Pans) _____	148
Performed Shower Receptor Guidelines _____	154
<i>Sample letter for the General Contractor or Installer – Glass Enclosure and Waterproof Systems</i> _____	155
Steam Rooms _____	156
 CHAPTER 7 MATERIAL SPECIFIC INSTALLATIONS _____	161
Broken Natural Stone Tiles _____	164
Lippage or Uneven Natural Stone Tiles _____	165
Lippage Control Devices _____	166
Edge and Lippage Mechanical Tuning Devices _____	166
Scratches or Dull Traffic Areas in Natural Stone Tile Floors _____	168
Etched or Dull Areas in Polished Marble Surfaces _____	169
Stains _____	170
Stone and Marble Maintenance Procedures:	
Protection and Maintenance of Natural Stone Floors _____	171
Maintaining Polished Marble Countertops and Bars _____	174
Maintaining Polished Marble Walls _____	174
Stain Removal from Natural Stones _____	175
Marble Stain Removal _____	176
Mesh Backed Stone and Tile White Paper _____	178
Glass Tile:	
Glass Tile Description _____	180
Glass Tile _____	182
<i>Sample Letter for the Tile Contractor - Glass Tile</i> _____	183
Stone, Ceramic, Glass Tile Inspection Check List _____	184
Thin Tile:	
New Technology Porcelain Tile as we Know it Today _____	186
Position Statement on Thin Porcelain Tile _____	190
<i>Notes for the Tile Contractor - Thin Tile Installations</i> _____	191
 CHAPTER 8 GROUTS _____	193
NTCA Problem-Solving Guide For Ceramic Tile Grout Installations:	
Introduction _____	196
Grout Guide _____	198
Latex Modified Portland Cement and Modified Epoxy Mortars and Grouts _____	202
Cementitious and Modified Cementitious Grouts:	
Latex Modified Grout _____	203
Efflorescence _____	206
Latex Migration _____	208
Crazing and/or Cracking of Grout Joints _____	209
Low Grout Joints _____	211
Pinholes in Grout Joints _____	212
Powdery or Soft Grout Joints _____	214
Rough Textured Grout Joints _____	215
Inconsistent Grout Color _____	216



Table of Contents (continued)

100% Solids Epoxies and Furan Grouts:

Grouting with 100% Solids Epoxy _____ 220
Tile contractor's sample letter _____ 222
 Acceptable Joints when Grouting with 100% Solids Epoxy _____ 223
 Low Grout Joints _____ 224
 Pinholes in Grout Joints _____ 225
 Soft Grout Joints _____ 226
 Inconsistent Grout Color _____ 227

CHAPTER 9 MAINTENANCE _____ 229

General Statement on Mold _____ 232
 Recommendations For Exterior Tile Maintenance _____ 234
 Care & Maintenance _____ 236
 Care & Maintenance Sealers _____ 237
 Recommendation for Interior & Exterior Maintenance of Polished Porcelain Tiles _____ 238
 Maintenance of Textured/Unglazed Porcelain Tiles _____ 238
Sample Letter – Use of Porcelain Tiles _____ 239
 Grout Haze on Textured/Unglazed Porcelain Tiles _____ 240
 Grout Haze on Polished Porcelain Tiles _____ 240
 Care & Maintenance Myths & Helpful Hints _____ 242
 Care & Maintenance Problem Solving _____ 244
 Care & Maintenance Glossary _____ 246

CHAPTER 10 PRECAUTIONS _____ 247

Coefficient of Friction and the DCOF AcuTest™ _____ 250
 How Sealers, Treatments and Cleaning Products can Alter the Dynamic of Coefficient of Friction (DCOF) in Floor Tile _____ 251
 Stone in Wet Areas _____ 252
 Tile Not Manufactured to Industry Standards _____ 254
 Tile Over Other Surfacing Materials – *TCNA Handbook* Method TR711 (Asbestos Fiber Warning) _____ 258
 Tile Over Other Surfaces _____ 259
 Spot Bonding _____ 260
 Use of Felt and Similar Products as Crack Isolation Membrane _____ 262
 Optical Hazing Possibly Caused by Post-Fire Prganic Coatings and/or Polishing Inconsistencies _____ 263
 Linear Drains Checklist _____ 264
 Inspection Checklist _____ 266

CHAPTER 11 GLOSSARY _____ 267

INDEX OF TABLE OF CONTENTS _____ 293

ADVERTISER'S INDEX _____ 297