

## Frequently Asked Questions (FAQ)

### **Only a portion of the crack / joint is leaking, should I repair the entire crack anyway?**

Yes, always repair the entire length of a crack / joint even if only a portion of it is leaking. If only the actively leaking portions are repaired, the leak will shift and start leaking in previously dry areas

### **How do I install Krystol Plug against high hydrostatic pressure (i.e. water is streaming from a portion of the crack)?**

Repairing a crack that is leaking under high hydrostatic pressure can be challenging, particularly if there is a high pressure stream of water coming from the crack. The following procedure will help to address this situation:

Plug the high pressure stream of water last. Most of the pressure against the crack is being relieved at this point, so let it continue to leak until Krystol Plug has been installed in the rest of the chase.

A small section of hose or pipe can be grouted over the water stream to direct water away from the wall while the repair is filled with Krystol Plug.

As the last step, remove the section of hose/pipe and fill this spot with Krystol Plug to stop the flowing water.

### **Why is my Krystol Plug setting too slowly/too quickly?**

When properly mixed under most conditions, Krystol Plug will harden in 1-2 minutes allowing it to stop actively leaking cracks. There are two situations that may cause the set time to be slower:

1. Too much mixing water will slow down strength development. Try preparing a drier mix to improve performance.
2. The effects of low temperature will be particularly noticeable for a rapid setting material like Krystol Plug. Store the material in a warmer location prior to use, and use warm mixing water to achieve normal set times in cold weather.

In hot weather, Plug will set very quickly. Use cooler water to provide the working time needed.

### **It is faster and easier to chip out a “V” shaped chase rather than a sharp “U” shape. Can I use a “V” shape instead?**

The size and shape of the chase is vital to a successful leak repair. Experience has found a sharp “U” shape provides the strongest repair. A “U” shape provides more support for the repair materials during application and provides a stronger final repair. A “U” also allows each repair component to be installed at the correct width and thickness.

The chiseling method or new saw cut method described in Application Instruction 5.12 has been found to be the fastest and most effective method to prepare a chase for repair.