



TECH SUPPORT

Tech Question: This question is from the Tech Team ... How can a professional installer use a product without reading about it or then asking a question about it?

We are seeing an increase of eager installers who do not take the time to read the Product Specification Sheets in Granicrete University. Here is what is missed when this happens at the impact on the project at hand:

1. Not ordering the right or best product. Why does an installer choose to use Color Enhancer for indoor applications when several other sealers are recommended?
2. Not knowing and ordering the quantities needed. Nothing worse than being a bag short, a half-gallon of Polymer short, short on epoxy or sealer.
3. Not having the right ancillary items from your local supply store for prepping or applying the product.
4. Not understanding the proper mixing when using the product.

Without this advance preparation for doing your Granicrete projects with confidence, we are hearing more panic calls from installers in the middle of projects where “Successful Project Outcome” is in jeopardy or has been compromised.

Enjoy your work ... Plan ahead

Reduce your installation stress ... Plan ahead

Have success in your work ... Gets you more referrals

Getting more referrals ... Growing your successful business