



FAQ's & Terms and Conditions

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Cement-Tec Ltd is an accredited Elite Installer. Recognised by the industry's leading Microcement manufacture & distributor Forcrete.

Cement-Tec Ltd is also an approved installer of Epoxy Plus Resin.

Please ensure you have read and understood the following terms and conditions prior to paying the deposit invoice. Upon receiving the deposit, we acknowledge this to be an official acceptance to our terms and conditions.

Our FAQ's section should answer any Preparation, Installation & Aftercare questions you may have. However, our team are always here to answer any additional questions you may have.

FAQ's

Product

Is Microcement waterproof?

Here at Cement-Tec we use the industry's leading Microcement brand Forcrete, which is fully waterproof during every layer of the application process. Two layers of sealers are also applied. Creating a sacrificial layer which adds advanced protection.

Other Microcement brands only become waterproof once the sealers have been applied. Which means dark spots, stains and installation delays are highly likely.

Can you install Microcement on to new screed?

Yes! Newly installed screed floors are an ideal surface to apply Microcement if laid correctly.

Different screeds come with different drying times. You should always refer to your installer who will be able to provide an estimate time frame based on the product type and depth. If in doubt, check the product data sheet.

Example: An Anhydrite screed with an 80mm depth will take approximately 100 days to fully dry before any preparation work can begin.

Is Microcement compatible with Underfloor heating?

Yes! Please continue to Preparation & Installation for more information.

Can you lay Microcement on top of tiles?

Providing none of the tiles are loose and the substrate is secure from movement. With the correct preparation work, Microcement can be applied directly over tiles.

Is Microcement scratch proof?

Although Microcement is extremely hard wearing. Like any finished floor, dragging heavy furniture across Microcement surfaces can cause scratches. Sharp items and point loading should always be avoided.

Do not drag heavy furniture or appliances across Microcement surfaces.

We recommend using felt or rubber pads on furniture such as chairs and tables legs.

Preparation & Installation

Does the room need to be clear for the installation?

Yes, all furniture needs to be completely removed. The room must remain clear for the full duration of the installation process and at least 24 hours post completion.

How will I know when my screed is dry?

We will arrange a convenient time to visit the project site. Whilst there we will conduct several damp meter readings across multiple areas of the floor.

By following the manufactures guidelines, we can estimate an approximate time frame in which the floor can be tested. We do this by running a damp meter reader across multiple areas of the screed. The highest reading will be taken until all tests are on or below the recommended percentage. Which varies depending on the type of screed.

How do I prepare my new underfloor heating system?

When commissioning a new underfloor heating system, the temperature should be brought up slowly over a period of days. A maximum of 3°C increase per day.

Once your underfloor heating system has reached your optimal temperature, we recommended turning the system off and allowing it to cool before switching it back on. This allows the screed to expand and contract and will reveal any cracks which can be repaired prior to installation.

Your underfloor heating system must be on for a minimum of 3 weeks prior to the installation of Microcement. Coating the floors before the screed has been allowed to expand and contract can cause the Microcement to crack. For more information, please continue to our T&C section.

Do I need to turn the underfloor heating off during the installation process?

No, your heating system needs to remain on. With a temperature of around 14°C. This can vary depending on environment & weather conditions.

Do you offer crack repairs?

Yes! Crack repairs are another crucial process to the application of Microcement. If left untreated, the cracks can worsen over time. Causing the top surface to crack.

Will you grind the floor first?

Yes, during the multilayer system. Floor grinding is another key process. Used to remove floor imperfections and create a strong key for each product to adhere to.

Do I need to remove Doors, Skirtings & Architraves?

We use large heavy industrial floor grinders and hoovers. Which is why we ask that doors are removed prior to our arrival.

If being replaced, skirting boards & architraves should be fitted after the installation of Microcement. However, if you'd like to keep your existing fixtures that's fine too! But they may need a repaint after.

Aftercare

Does Microcement need to cure?

Yes! This is a crucial stage and must be followed to ensure your surfaces remain in excellent condition. Extra protective care should be undertaken for at least 30 days after installation. We recommend up to 60 days throughout the colder months.

Do **not** drag or drop heavy furniture or appliances across Microcement surfaces. Sharp items and point loading should always be avoided.

Finished surfaces should be protected using boards and heavy fabric sheets. Kitchen fitters need to take extra precautions not to drag or drop cabinets.

How soon can I use my new Microcement surface?

Your Microcement surface will be ready to use 12 hours after the final sealers have been applied. Please ensure you follow the curing guidelines above.

How do I clean Microcement?

Strictly no harsh abrasive cleaners. Forcrete Cleaner & Renovator can be purchased from Forcrete.co.uk or simply use natural plant-based cleaners. (We use "The Pink Stuff" available to purchase in Home Bargains, Roy's & B&M. You will also receive a complimentary Miracle paste pot on completion of your project)

Are there any products I should avoid?

Strictly no bleach or abrasive chemicals.

Can I use a steam mop?

We do not recommend using steam mops on Microcement surfaces. At the risk of removing the protective sealers which could leave your surfaces vulnerable to stains.

Can Microcement stain?

To avoid soiling of the polyurethane sealers, a periodic cleaning schedule should be undertaken. Strong dyes and pigments such as: hair dyes and fake tanning products should never come in to contact with Microcement surfaces.

Forcrete-Stain Remover is available to purchase on particularly stubborn stains.

Terms & Conditions

Payment Terms – A 50% deposit is required at least 4 weeks prior to the installation date. This is due to supply demand and pallet delivery delays. With the 50% balance due upon completion.

Bacs payments or Debit Card Payments are available via our online payment system. Credit card payments are subject to a 2% service charge.

For bespoke projects which may require a larger outlay for materials. We reserve the right to amend the deposit / completion values. For Example: 55% deposit / 45% Balance

Site Questionnaire – A site questionnaire will be carried out before the installation date. This can be completed over the phone with a member of the Cement-Tec team. Alternatively, an online form can be emailed to you.

Pay to Park Charges & Permits – It's extremely important that our work vehicles are located as close to site as possible and remain on site for the full duration of the installation. If parking charges are payable or permits are required. It is the responsibility of the client to pay any associated costs. It is also the responsibility of the client to obtain the correct permits. Unless an agreement has been made stating otherwise.

Parking information will be collected within the site questionnaire. If the correct information hasn't been provided and charges apply. The client will be charged within the completion invoice.

Please note. If permits are required, but not obtained in time for us to begin work. Our installers will be unable to proceed with the installation. This may result in the project being rescheduled for a later date. Cement-Tec accepts no responsibility for delays caused by unsuitable parking.

Photography & Social Media Advertising – During the installation, images will be taken to record the progress of the project. These may also be used for website and social media advertising. If you wish to remain private, please let one of the team know prior to work commencing. Progression photos will continue to be taken. However, they will remain private within the client's project file.

Skirting Boards & Architraves – It is recommended that skirting boards and architraves, are fixed and painted after the installation of Microcement & Resin. Although, we understand that this may not always be possible. Our installers will use protective sheets and tapes to avoid your fixtures coming in to contact with our products or machines.

However, due to the nature of the installation grinders and sanders will be used during every stage of the application process. As a result, light scuffs or scratches from pulled tape, trowels or machines may be visible. As this is an unavoidable process of the installation, we will not accept any liability for repairs or repainting of skirting or architraves.

Doors – Please ensure internal doors are removed. If you think you may struggle removing the doors, please get in touch.

Liability – All products and materials, as well as tools & machinery will always remain the property of Cement-Tec Ltd. None of the above should be removed or used. Cement-Tec Ltd hold no responsibility for injury or damaged caused by other tradesmen, businesses or individuals handling our equipment without permission. Nor will we grant permission for said equipment to be used. We reserve to the right to remove equipment or materials at any time and to end our services if we feel appropriate.

Aftercare instructions – A copy of the manufacturer's aftercare instructions will be provided to you. This is normally attached to your deposit invoice. You will also find aftercare instructions in our FAQ section.

Cleaning Products - Natural plant-based cleaning products should be used on Microcement. Bleach or other Abrasive cleaners should always be avoided.

Crack Prevention – Microcement is a thin 3-4mm surface coating hand applied using trowels. Although we take every measure possible to repair and reinforce any existing cracks, we cannot guarantee against any cracks that form in the substrate after our coatings are applied.

Surface protection - Although Microcement is extremely hard wearing. Like any finished floor, dragging heavy furniture across Microcement surfaces can cause scratches. Sharp items and point loading should always be avoided.

Do not drag heavy furniture or appliances across Microcement surfaces.

We recommend using felt or rubber pads on furniture such as chairs and tables legs.

Method Statements are available upon request.