



# How does Spray-Lock's Technical Support Benefit You?

*Our Technical team solves problems before they occur by taking a proactive approach, offering extensive support and expertise.*

- Ensures success with on-site training for installers
- Reviews projects case-by-case for extended warranties
- Offers exceptional on-call support by phone or email
- Conducts site assessments for moisture-related issues

## WHAT OUR EXPERTS LOOK FOR

A physical examination on-site and through photos can quickly reveal much about the health of substrates. Look for signs of distress:

**Curling • Discoloration • Gaps • Distortion**

### pH Testing

Once preexisting issues have been identified, our team tests for pH levels. This data is compared to the pH tolerance of the flooring and Spray-Lock adhesive.



### MVER Testing

MVER is considered to have a wide margin of error, but when tested along with the RH, you get a picture of the moisture on the surface and deep in the concrete.



### RH Testing

Once the pH level and MVER rate have been determined, the Relative Humidity (RH) is tested to determine the moisture potential deep within the concrete.



## CONTACT TECH

Call 423-305-6151 or email [tech@spraylock.com](mailto:tech@spraylock.com)