

# Complete Contact™ Fortified Mortar

## 1 Product Name

Complete Contact™ Fortified Mortar

## 2 Manufacturer

Custom Building Products  
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## 3 Product Description

A polymer-modified, flowable and full contact mortar that can be used for thin and medium bed applications, eliminating the need for back buttering. It offers full mortar transfer to the back of the tile. Unlike traditional thin-sets, Complete Contact™ is fluid, yet holds its ridges and supports the deeper notch trowel sizes required for larger tile.

### Key Features

- Excellent for setting large modular tile and stone
- Can be used in thin-bed and medium-bed applications
- Less pressure needed to embed tile

### Suitable Tile Types

Vitreous, semi-vitreous or non-vitreous tile: ceramic, mosaic, quarry, cement body tile

- Impervious porcelain and glass tile
- Brick and thin brick
- Cement-based precast terrazzo
- Natural stone tile

### Suitable Substrates

- Concrete, mortar beds, masonry, Portland cement plaster
- [WonderBoard® Lite](#), cement backerboards
- Liquid-applied waterproofing membranes such as [RedGard® Waterproofing and Crack Prevention Membrane](#), [Custom® 9240](#) and [RedGard® SpeedCoat](#)
- Crack isolation sheet membranes such as [Crack Buster® Pro](#)
- Uncoupling mats such as [RedGard® Uncoupling Mat](#)
- Substrates treated with [MBP Multi-Surface Bonding Primer](#)
- Exterior Grade Plywood (interior residential and light commercial dry areas)
- Gypsum wallboard (interior dry areas)
- Existing ceramic tile (scarified)
- Fully-bonded sheet vinyl flooring (scarified)
- Plastic laminates (scarified)
- Cutback adhesive (see preparation instructions)

### Composition of Product

Modified dry-set mortar, which is a proprietary blend of Portland cement, inorganic aggregates, copolymers and chemicals.



### Benefits of Product in the Installation

- Provides full mortar transfer to the back of the tile to save installation time by eliminating the need for back-buttering
- Holds ridges and supports the deeper notch trowel sizes required for larger tile
- Can be used in thin-set or medium bed applications up to 3/4" (19 mm)
- More fluid than traditional thin-sets
- Exceeds ANSI A118.4 and A118.11 standards without the need for additives

### Limitations to the Product

- Do not bond directly to hardwood, Luan plywood, particle board, parquet, cushion or sponge-back vinyl flooring, metal, fiberglass, plastic or OSB panels.
- Not recommended for interior and exterior pools and water features. CUSTOM recommends MegaLite® Crack Prevention Mortar, MegaFlex® Crack Prevention Mortar and ProLite® Large Tile and Stone Mortar for the installation of ceramic and porcelain tile in submerged applications. For additional information, contact Custom Technical Services.
- When setting moisture sensitive natural stone, cement or agglomerate tile use EBM-Lite™ Epoxy Bonding Mortar 100% Solids or CEG-Lite™ 100% Solids Commercial Epoxy Grout.
- Do not use to install resin-backed stone use EBM-Lite™ Epoxy Bonding Mortar 100% Solids, CEG-Lite™ 100% Solids Commercial Epoxy Grout or contact Custom's® Technical Services for recommendations.
- When setting glass tile larger than 6" x 6" (15 x 15 cm), contact Custom's® Technical Services for recommendations.
- When setting dimensional stone larger than 12" x 12" (30 x 30 cm), contact Custom's® Technical Services for recommendations regarding subfloor deflection requirements.

### Packaging

- 50 lb (22.68 kg) bag
- Gray or white



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## 4 Technical Data

### Applicable Standards

American National Standards Institute (ANSI) ANSI A108.5, A118.4, A118.15 and A118.11 of the American National Standards for the Installation of Ceramic Tile ASTM International (ASTM)

- ASTM C109 Standard Test Method for Compressive Strength of Hydraulic Cement Mortars (Using 2-in. or [50-mm] Cube Specimens)
- ASTM C627 Standard Test Method for Evaluating Ceramic Floor Tile Installation Systems Using the Robinson-Type Floor Tester

Resilient Floor Covering Institute (RFCI) "Recommended Work Practices for Removal of Resilient Floor Coverings"  
Tile Council of North America (TCNA) TCNA Handbook for Ceramic Tile Installation, TCNA Method EJ171

### Technical Chart

Property	Test Method	Requirement	Typical Results
Pot Life			2 Hours
Open Time	A118.15 Section 5.3	> 20 Minutes	Pass
4 Week Shear Bond Strength			
Glazed Wall Tile	A118.15 Section 7.1.2	> 450 psi	450 - 550 psi (31.6 - 38.7 kg/cm <sup>2</sup> )
Porcelain Tile	A118.15 Section 7.2.5	> 400 psi	400 - 475 psi (28.1 - 33.4 kg/cm <sup>2</sup> )
Quarry Tile to Plywood	A118.11 Section 4.1.2	> 150 psi	200 - 300 psi (14.1 - 21.1 kg/cm <sup>2</sup> )

### Environmental Consideration

Custom® Building Products is committed to environmental responsibility in both products produced and in manufacturing practices. Use of this product can contribute towards LEED® v3 certification:

- Up to 2 points towards MR Credit 5, Regional Materials
- Up to 1 point towards IEQ Credit 4.1, Low-Emitting Materials – Adhesives & Sealants

## 5 Instructions

### General Surface Prep

USE CHEMICAL-RESISTANT GLOVES, such as nitrile, when handling product.

Surfaces must be structurally sound. Remove all grease, oil, dirt, curing compounds, sealers, adhesives or any other contaminant that would prevent a good bond. Glossy or painted surfaces must be sanded, or abraded, and stripped of all contaminants. Concrete must be cured 28 days and accept water penetration. Concrete must be free of efflorescence and not subject to hydrostatic pressure. Concrete slabs should have a coarse finish to enhance the bond. Plywood flooring including those under resilient flooring must be structurally sound and meet all ANSI and deflection requirements. For questions about proper subfloor installation, call Technical Services. Smooth concrete surfaces, existing glazed tile, terrazzo, or polished stone should be scarified. Sheet vinyl must be well bonded and stripped of old finish. Roughen the surface by sanding or abrading, then rinse and allow to dry. Expansion joints should never be bridged with setting material. Do not sand flooring materials containing asbestos.

### Bonding to Concrete Surfaces

Concrete or plaster must be fully cured and must accept water penetration. Test by sprinkling water on various areas of the substrate. If water penetrates, then a good bond can be achieved; if water beads, surface contaminants are present, and loss of adhesion may occur. Contaminants should be mechanically removed before installation. Concrete must be free of efflorescence and not subject to hydrostatic pressure. Concrete slabs should have a coarse finish to enhance the bond. Smooth concrete slabs must be mechanically abraded to achieve proper bond.

### Bonding to Lightweight Cement and Gypsum Surfaces

Lightweight or gypsum-based underlayments must obtain a minimum 2000 psi (13.8 MPa) compressive strength. The underlayment must be sufficiently dry and properly cured to the manufacturer's specifications for permanent, non-moisture permeable coverings. Surfaces to be tiled must be structurally sound and subject to deflection not to exceed current industry standards. Surfaces shall be free of all grease, oil, dirt, dust, curing compounds, waxes, sealers, efflorescence, or any other foreign matter.

All lightweight cement or gypsum surfaces should be primed with a properly applied sealer or a primer coat of RedGuard, consisting of 1 part RedGuard diluted with 4 parts clean, cool water. Mix in a clean bucket at low speed to obtain a lump free solution. The primer can be brushed, rolled or sprayed to achieve an even coat. Apply the primer coat to the floor at a rate of 300 ft<sup>2</sup>/gal (7.5 M<sup>2</sup>/L). Drying time depends on site conditions, but is normally less than 1 hour. Extremely porous surfaces may require 2 coats. At this point, RedGuard can be applied to the primed lightweight or gypsum based surface. Refer to the individual product data sheet or packaging directions for application instructions. Expansion joints must be installed in accordance with local building codes and ANSI/TCNA guidelines. Refer to TCNA EJ171.

### Bonding to Plywood Surfaces

Plywood floors, including those under resilient flooring, must be structurally sound and must meet all ANSI A108.01 Part 3.4 requirements. See TCNA F150. For questions about proper subfloor installation, call Custom® Building Products.



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## Bonding to Backerboards

[WonderBoard Lite](#) backerboard may be installed over structurally sound plywood subfloors for ceramic tile installations. Refer to TCNA F144-13 tile installations, TCNA F250-13 stone installations. Call Custom® Technical Services when installing natural stone over plywood subfloor.

## Bonding to Existing Surfacing Material

Resilient flooring or plastic laminates must be well-bonded, as well as clean and free of all contaminants. Roughen the surface by sanding or scarifying; rinse and allow to dry. Do not sand flooring that contains asbestos. For existing well-bonded ceramic tile, mechanically abrade the surface. Rinse and allow to dry. When sanding, an approved respirator should be used. Refer to TCNA TR711 for more information.

## Bonding to Cutback Adhesive

Adhesive layers must be removed, as they reduce mortar bond strength to cement surfaces. Use extreme caution; adhesives may contain asbestos fibers. Do not sand or grind adhesive residue, as harmful dust may result. Never use adhesive removers or solvents, as they soften the adhesive and may cause it to penetrate into the concrete. Adhesive residue must be wet scraped to the finished surface of the concrete, leaving only the transparent staining from the glue. To determine desirable results, do a test bond area before starting. Refer to the RFCI Pamphlet, "Recommended Work Practices for Removal of Resilient Floor Coverings", for further information.

## Movement Joint Placement

Movement joints are required for perimeters and other changes of plane in all installations. Expansion joints, perimeter joints and cold joints, as described in ANSI A108.01, should never be bridged with setting material. They must be brought through the tile work and filled with an appropriate elastomeric sealant, such as Custom's® 100% Silicone. Contact Custom's® Technical Services for the proper treatment of control or saw cut joints. Refer to TCNA EJ171, F125 and F125A.

## Mixing Ratios

Mix 5 qts (4.73 L) clean water per 50 lb (22.68 kg) bag of mortar.

## Mixing Procedures

Mix by hand or use a low 150-200 RPM speed 1/2" (13 mm) drill to achieve a smooth, paste-like consistency. Let the mixture slake or stand 5-10 minutes; stir again and use. Stir occasionally, but do not add more water. When properly mixed, troweled ridges will stand without slump.

## Application of Product

Installation must conform to ANSI A108.5. Use a properly-sized notch trowel to ensure proper coverage under tiles. Using the flat side of the trowel, apply a skim coat of mortar to the surface. With the notch side of the trowel held at a 45° angle, apply additional mortar to the surface, combing in one direction. Press the tile firmly into place in a perpendicular motion across ridges, moving back and forth. The perpendicular motion flattens ridges and closes valleys, allowing maximum coverage. With some tile, back-buttering is advisable. Adjust the tile promptly and beat it in with a beating block and rubber mallet. Periodically pull up a tile and check the back to ensure proper adhesive coverage. If the material has skinned over (not sticky to the touch), recomb with the notch trowel; if too dry, remove and replace the dry material with fresh material. Thin Set Mortar should not be used to fill low spots in the flooring. Mortar thickness should be less than 3/4" when beat in. Ambient temperature should be maintained above 50° F (10° C) or below 100° F (38° C) for 72 hours to achieve proper bond.

## Curing of Product

Curing time is affected by ambient and surface temperatures and humidity. Use the following as a guideline. Allow 24 hours before grouting and light traffic, and 7-10 days before heavy or vehicular traffic. Before exposure to heavy or vehicular traffic, assure assembly is rated "Heavy or Extra Heavy" per TCNA Service Requirements. As necessary, use plywood or other load distributing protection when moving heavy equipment across tiled assembly.

## Cleaning of equipment

Clean with water before the material dries.

## Storage

Store in a cool, dry area.

## Health Precautions

See Safety Data Sheet for more information.

This product contains Portland cement and free silica. Avoid eye contact and prolonged contact with skin. Wash thoroughly after handling. If eye contact occurs, flush with water for 15 minutes and consult a physician. Do not breathe dust; wear a NIOSH approved respirator.

## Conformance to Building Codes

Installation must comply with the requirements of all applicable local, state and federal code jurisdictions.

## 6 Availability & Cost

Item Code	Size	Color	Package
CCG50*	50 lb (22.68 kg)	Gray	Bag
CCW50*	50 lb (22.68 kg)	White	Bag

\*Indicates special order item.



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## 7 Product Warranty

Obtain the applicable **LIMITED PRODUCT WARRANTY** at [www.custombuildingproducts.com/product-warranty](http://www.custombuildingproducts.com/product-warranty) or send a written request to Custom Building Products, Inc., Five Concourse Parkway, Atlanta, GA 30328, USA. Manufactured under the authority of Custom Building Products, Inc. © 2017 Quikrete International, Inc.

When Complete Contact™ Fortified Mortar is used as a part of a qualifying full installation system of CUSTOM products, the installation can qualify for up to a 15 year system warranty. CUSTOM will repair and/or replace, at its discretion, the affected area of the system. For more information, find details and limitations to this warranty at [custombuildingproducts.com](http://custombuildingproducts.com).

## 8 Product Maintenance

Properly installed product requires no special maintenance.

## 9 Technical Services Information

For technical assistance, contact Custom technical services at 800-282-8786 or visit [custombuildingproducts.com](http://custombuildingproducts.com).

## 10 Filing System

Additional product information is available from the manufacturer upon request.

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### Expected Wear

Properly installed tile will last for more than 60 years.

### Related Products

Polyblend® Sanded Grout

Fusion Pro® Single Component® Grout



**CUSTOM**®

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## Coverage

SQUARE FOOT COVERAGE PER 50 LB BAG (SQUARE METER PER 22.68 KG)

Trowel Size	Min Coverage	Max Coverage
Longest side of tile less than 8" use 1/4" x 1/4" x 1/4" (6 x 6 x 6 mm) Square-Notch	80 sq. ft. (7.4 M <sup>2</sup> )	90 sq. ft. (8.4 M <sup>2</sup> )
Longest side of tile 8" to 15" use 1/4" x 3/8" x 1/4" (6 x 9.5 x 6 mm) Square-Notch	56 sq. ft. (5.2 M <sup>2</sup> )	63 sq. ft. (5.9 M <sup>2</sup> )
Longest side of tile more than 15"+ use 1/2" x 1/2" x 1/2" (13 x 13 x 13 mm) Square-Notch	40 sq. ft. (3.7 M <sup>2</sup> )	45 sq. ft. (4.2 M <sup>2</sup> )
Longest side of tile more than 15"+ use 3/4" x 9/16" x 3/8" (19 x 14 x 9.5 mm) U-Notch	32 sq. ft. (3 M <sup>2</sup> )	36 sq. ft. (3.3 M <sup>2</sup> )

Chart for estimating purposes. Coverage may vary based on installation practices and jobsite conditions. For more sizes, use the material calculator at [CustomBuildingProducts.com](http://CustomBuildingProducts.com) or contact CUSTOM Technical Services at 800-282-8786.

Recommended minimum coverage (80% for dry areas and 95% for wet areas and exteriors). Back buttering may be necessary.

Note that mortar coverage does not include backbuttering tiles. When backbuttering, consider the tile underside pattern and depth to estimate thickness and usage to add to your estimate.

