



This Troubleshooting Guide is your go-to resource for addressing and resolving issues related to Nichiha Fiber Cement products. Nichiha has long been synonymous with high-quality exterior cladding solutions, but occasionally, challenges may arise during the lifespan of the project or home. In this guide, we will provide you with valuable insights and step-by-step instructions to help you troubleshoot common problems and ensure the longevity and performance of your Nichiha Fiber Cement products.

**Nichiha USA is NOT LIABLE for any damages caused by any of the cleaners mentioned in this guide. It is always best practice to test a small inconspicuous area before proceeding to the larger portions of the problem area.

EFFLORESCENCE

WHAT IS IT?

Efflorescence is a naturally occurring, white, powdery deposit that can appear on cement-based building materials (including bricks, cement walls, grout, and fiber cement). It is the result of a process in which moisture draws salt crystals to the surface, evaporates, and leaves a chalky substance behind.

Efflorescence occurs when all three of the following conditions exist:

1. Water-soluble salts are present in the building material.
2. There is enough moisture in the wall to turn the salts into a soluble solution.
3. There is a path for the soluble salts to get to the surface.

Efflorescence may also be a sign of water intrusion behind the siding. Make certain ALL field edge cuts are sealed with touch up paint and that all openings are properly flashed and there is no water intrusion due to over-driven nails. Product must be stored covered and never installed wet.

WHAT CAN BE DONE ABOUT IT?

While some efflorescence may weather away naturally on its own, it is best to take steps to treat it using one of the methods described on the following page.



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VINEGAR AND WATER SOLUTION

Efflorescence can be removed with a diluted solution of household white vinegar and water. The dilution ratio is 20% to 50% vinegar in water by volume. For most cases of efflorescence, a 25% solution works well.

For best results, follow these cleaning instructions:

- Spray all plants and vegetation with water before and after application of the vinegar/water solution.
- Protect areas that will not be cleaned.
- Wet the surfaces to be cleaned with water and let stand for 5 to 10 minutes. Flood the entire surface area to be cleaned with vinegar and water solution.
- Allow the solution to sit on the surface for 10 minutes.
- Rinse the treated area with water from the top down.

Use a soft bristled brush or sponge and lightly scrub the area. Do not aggressively scrub as this may damage the surface of the painted product. Rinse thoroughly with water and allow the area to air dry.

If necessary, repeat these steps until you've reached the desired outcome.

For extreme efflorescence, a second application or a commercially produced solution, like **FRONT 9 RESTORATIONS "F9 Efflo" Efflorescence and Calcium Remover** may be required.



- 1st application – Follow the manufacturer recommended mix ratio. Apply to the surface, not allowing it to dry on the surface, then scrubbing with a soft brush not aggressively scrubbing as this may damage the surface of the painted product before rinsing with water thoroughly.
- If needed for areas still visible, second application is with a higher concentrated mix of the solution, apply to the surface not allowing it to dry on the surface, then scrubbing with a soft brush not aggressively scrubbing as this may damage the surface of the painted product before rinsing with water thoroughly.
- After two applications, if efflorescence is still visible, wait two to three days before retreating, again taking care not to aggressively scrub the surface as this may damage the surface of the painted product.



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GRAFFITI / PAINT CLEANING

Product: World's Best "Sensitive Surface Graffiti Remover"



Directions:

- Wet the panels completely
- Using a spray bottle, spray the product onto the problem area and saturate. The Sensitive Surface Graffiti Remover can be used at full strength, not diluted.
- Gently agitate the area with a soft bristle brush or microfiber cloth
- Once the graffiti/paint is removed rinse the panels and surrounding area thoroughly so that all of the cleaning solution is removed.
- A second application may be necessary

CUT DUST STAINING CLEANING

When cutting Nichiha Fiber Cement it is important to clean the cut dust from the face of the panel, as mentioned in the installation guide. If the dust is not cleaned off properly, it can adhere to the surface causing highly visible staining on the panel.

Product: Nox-Crete "Blast-Off Concrete Remover"



Directions:

- Wet the panels completely
- Using a spray bottle, spray the product onto the problem area and saturate. The Blast-Off Concrete Remover can be used at full strength, not diluted
- Gently agitate the area with a soft bristle brush or microfiber cloth
- Once the dust stain is removed, rinse the panels and surrounding area thoroughly so that all of the cleaning solution is removed
- A second application may be necessary

When tested in a controlled environment these products achieved good results. However, the outcome may vary depending on the severity of the issue. Be sure to always test a small inconspicuous area before proceeding to the larger portions of the problem area. Nichiha USA is **NOT LIABLE** for any damage that may be caused by the usage of these products.