Oxi Gel+

Heavy Duty Cling Gel for Grout Haze, Grime & Soap Scum + Disinfectant

+ Common problems, likely causes & solutions
+ Read the label, SDS & Technical Bulletin before use
+ Always test a small, hidden area first
+ Still stuck? Our Technical Support team can help

Product page, TB, SDS & more

How to use this guide: find your problem in the first column, check the likely cause, then follow the solution. The solutions are the most direct fix, not the only one. If your problem isn't listed, or the solution doesn't fix it, it's most likely job specific: contact Sealers Plus Technical Support (support@sealersplus.com.au · 02 9521 4000, Mon – Fri 9.00am – 4.00pm). **Always read the entire label, SDS & Technical Bulletin before use and do a test area first.**

PROBLEM	LIKELY CAUSE	SOLUTION
Surface is etched, dull or marked.	• **Oxi Gel+** is an acid: it etches acid-sensitive surfaces such as calcium-based stone (marble, limestone, travertine etc.), terrazzo, encaustic tiles, concrete and polished natural stone.	• Use **Oxi Gel+** on acid-resistant surfaces only and always test first. • Etched calcium-based stone needs re-polishing by a stone restoration technician: contact Technical Support. • On acid-sensitive surfaces use **Stone Gel+**, **Haze Away** or **MicroScrub** instead.
Etched or tarnished metal.	• Acids will etch or tarnish most metal surfaces.	• Protect acid-sensitive surfaces. • Do not expose metals to acid: the damage can't easily be repaired.
Grout colour has bleached, or the grout is powdery.	• Acid can bleach the pigments in coloured grout and attack the cement binder. • Grout joints not pre-wet first. • Left on too long, allowed to dry, or not rinsed thoroughly.	• Pre-wet the grout joints with clean water before applying **Oxi Gel+**. • Keep to the dwell time, keep the gel wet and rinse thoroughly with plenty of clean water. • Repair bleached grout colour with **Colour'N'Seal** Premium Grout Colourant.
Grout haze, soap scum or efflorescence not completely removed.	• Dwell time too short (minimum 10 minutes), or the gel dried before scrubbing. • Heavy build-up, or cured epoxy grout haze (**Oxi Gel+** helps remove light epoxy haze only).	• Re-apply, keep wet, scrub with a white nylon pad or grout brush and repeat as needed. • For heavier epoxy grout haze use **Strip-It**. For large floor areas use **OxiTreat+**.
Efflorescence (white salt deposits) comes back.	• Efflorescence is caused by salts carried to the surface by moisture: while the moisture source remains, it can return.	• Clean again with **Oxi Gel+** and rinse thoroughly. • Find and fix the moisture source, then once the surface is dry, seal with **Eff-Shield+** to help reduce efflorescence returning. Contact Technical Support for advice.
Surface is sticky, shows marks and/ or white residue is visible.	• Acid residue not completely rinsed off. • Gel allowed to dry on the surface.	• It is very important to remove all acid residue: rinse with plenty of clean water and, where possible, use a wet vac. • Use **MicroScrub** and a white pad, then rinse thoroughly.
Gel runs or slides down the wall.	• **Oxi Gel+** applied too thickly in one spot instead of being spread evenly. • Surface was wet when applied.	• Smear an even layer over the whole area with a gloved hand, sponge or white nylon pad. • Apply to a dry surface and work in small sections, from the bottom up on large walls.
Does not remove a deep-set stain.	• Not the right product for the contaminant. • Not a stain remover.	• Use the Sealers Plus Product Selector or contact Technical Support to find the right stain remover, e.g. **Poultice Plus** or **Poultice Powder**.

RELATED PRODUCTS – TAP TO VIEW: **Stone Gel+** · **Haze Away** · **MicroScrub** · **Colour'N'Seal** · **Strip-It** · **OxiTreat+** · **Poultice Plus** · **Poultice Powder**

OXI GEL+ DOCUMENTS: Technical Bulletin › · SDS › · Product page ›

STILL STUCK? Email photos of the problem, the surface type and the product batch number to support@sealersplus.com.au or call 02 9521 4000.

Watch: Oxi Gel+ Gel Cleaner for Soap Scum, Grout Haze & Grime
Watch how to use it on our YouTube channel
youtu.be/E-nKVGqdnNY

MADE IN AUSTRALIA · Sealers Plus (An Aqua-Seal Brand).

PRODUCT WARRANTY – SEALERS PLUS (A Division of Aqua-Seal STS™) "The Manufacturer" warrants to the original purchaser of its products that such products are free from manufacturing defect and does not warrant or guarantee the workmanship performed by any person or firm installing its products. The manufacturer's obligation under this warranty is limited solely to the original purchaser and solely shall be limited to the replacement of the product sold or refund. This warranty will not extend to any product which has been modified in any way or which has not been used in accordance with the printed instructions. The manufacturer makes no other warranties either expressed or implied. The end user must determine the suitability of the product for their intended use. ALWAYS READ ENTIRE LABEL, SDS & TECHNICAL BULLETIN BEFORE USE & TEST FIRST.

SEALERS PLUS (An Aqua-Seal Brand) – Technical Support
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