

FREQUENTLY ASKED QUESTIONS

On what surfaces can Chukum be used?

Natural Chukum is ideal for application on rough surfaces, such as stucco or concrete. It is essential to note that the Chukum base is not suitable for wooden surfaces or structures that experience constant movement or vibrations. In such cases, it is necessary to reinforce the previous finish with a material compatible with concrete, such as adhesive cement or thin-set.

The Extra-Fine material can be applied to less rough surfaces, like drywall. However, it is crucial to ensure these surfaces are free of movement or grooves, as their delicacy could lead to cracking. Additionally, applying a primer or sealer beforehand will enhance the adhesion of the material, contributing to a more durable finish.

To ensure the best results and durability of the finish, it is recommended to carefully follow the application instructions for each product.

How does the application vary based on the surface?

The application of the product depends more on the type of material than on the surface itself. Each product has specific steps for preparation, application, and finishing, which can be found in our catalog.

For example, for the Chukum base, it is important to hydrate the wall and ensure it has a rough finish to avoid rapid drying of the paste, which could cause cracking. An additive or bonding agent is applied at a ratio of 5 liters of sealer to 1 liter of Chukum water. When the mixture reaches a sticky texture, the mixture of water and Chukum can be applied continuously on the surface area. Generally, two continuous layers are applied, depending on the applicator's skill, maintaining a thickness of 3 to 5 mm. It is applied by hand with a trowel or spatula, and it is vital to mist the finish with regular water in the following days to prevent cracking.

For the Extra-Fine paste, the surface should be smooth. The additive acts as a sealer and must be dry to prevent underground moisture. This paste can be applied in multiple layers, regardless of whether it dries or not, but an additional sealer is required to protect the finish.

Is it necessary to use Chukum Water (resin) when applying?

The Chukum finish is a bone-colored stucco that does not require additional paint or sealers when using Chukum Water with the natural Chukum base, as it provides waterproofing properties and results in a material with such hardness that maintenance issues are minimized. It's ideal to use Chukum base with Chukum Water for these reasons.

If you choose not to use Chukum water you will be applying a cement paste that may resemble the natural finish but does not retain the characteristic properties of Chukum. However, the quality of our products provide great hardness to your finishes. Although the products can work without Chukum Water, this resin is ineffective without the specific products designed for its use.

To achieve the best results and maintain the properties of the finish, it is always recommended to use Chukum Water in combination with the base.

Do you offer Chukum colors?

Yes, we offer Chukum colors as a customized option. The creation of these colors is based on a combination of organic or mineral pigments, providing different alternatives to the market. Some colors can be made to order, while others are available pre-mixed.

Colors for mixing:

- Black
- Cankab Red
- Cankab Brown

Available pre-mixed colors:

- Tulum Blue
- Greenish Blue
- Olive
- Mint Green
- Military Green
- Coral Pink
- Bluish Black
- White
- Gray
- Silver
- Cream or Natural

The minimum production for pre-mixed colors (excluding natural colors) is 50 bags (equivalent to 500 m²) for the base, or 1000 m² for the extra fine paste.

Can Chukum Water be used when applying colors?

Yes, Chukum Water can be used to apply colors, except for white, as it may result in stains. While it is possible to use plain water, we recommend using Chukum Water to achieve the best results and ensure a uniform and long-lasting application.

Is it necessary to apply a sealer or varnish after applying Chukum?

It depends on the type of product used. If you use the Chukum base, it is not necessary to apply a sealer. However, if using extra fine paste or pigmented Chukum base (colors), its application is recommended, except for the Gray and Silver products.

When and on what surfaces should the sealer be applied?

It is recommended to apply the sealer in areas where extra fine paste or colored Chukum base has been applied, as well as on floors. It is especially important to do this a few days after application, just before completing the work. Precautions should be taken during application to avoid dirt or dust interfering with the sealer. For sealing, floor wax or acrylic, silicone, or latex-based sealers can be used, ensuring they are colorless with matte, semi-matte, or glossy finishes.

What is the process for applying Chukum and sealer on floors?

The application of Chukum follows the same process for all types of surfaces. For the sealer, it is necessary to sand any imperfections, thoroughly clean the floor to remove grease or oil, and then apply the sealer with a roller, brush, or air gun. It is important to wait for the floor to dry completely before using it and to prevent dust from settling during the process.

Does Chukum change color over time?

Yes, natural Chukum exposed to the environment tends to acquire an irregular antique tone due to an oxidation process. In the case of pigmented colores, they may fade when exposed to the elements, so it is recommended to apply a sealer to protect the color.

How long will Chukum last?

The natural Chukum base finish made with Chukum base can last for the lifetime of the wall; in the case of pools, it should be noted that excess chlorine can damage the finish, reducing its durability. The Extra-Fine paste has a shorter life of 10 years and is more delicate than the natural Chukum base material.

How do I know which product to choose for my project? (Base vs. Extra-Fine)?

EXTRA-FINE PASTE: Offers greater yield but has a shorter lifespan. Its color is more uniform. It is recommended to use Chukum Water to achieve a more natural finish, although it can be applied without it.

CHUKUM BASE: Has a lower yield but a longer lifespan, hardness, rusticity, and resistance. Additionally, its finish is more irregular and imperfect. It is always recommended to use Chukum Water both, during the mixing process and in the final polishing.

How can I find applicators?

Any specialist in applying polished cement or pastes with the skill to handle the trowel and who is attentive to the application steps of the product. We have videos explaining the step-by-step application of this material or we can arrange training for personnel in the area and share lists of applicators.

Where do you ship?

We ship throughout the United States, Mexico, and the European Union, and we can quote shipping to all locations where export is permitted.

Is the application method different for wet areas like bathrooms?

The same method is used, simply following the product and application steps that we provide.

How is the product applied to pools?

It is applied the same way as on other surfaces; we have a guide for pools that specifies additional details.

How can I achieve a more rustic finish with more or less dimension?

Regarding texture, our products are continuous process finishes that allow us to modify the finish. The polished finish is preferred, but we leave this topic to the creativity of the applicator.

To achieve a finish with greater dimension, follow these steps:

1. Sand the surface with very fine water sandpaper to open the pores, being careful not to damage the finish.
2. Apply Chukum Water using a spray.
3. Use a cloth to pass over the surface, avoiding leaving "tears" and ensuring they are well integrated into the wall.

Once the surface is dry, it is recommended to wax or seal to protect the finish.

Why do some walls develop more dark stains than others?

Dark stains on some walls are the result of using concrete and a technique that relies on hydrating the wall with the Chukum base. In the case of Chukum paste, this effect is reduced. However, if moisture occurs, it may be accompanied by subsequent peeling. This can be caused by water leaks or moisture penetration in areas of the structure behind the material.

Does Chukum crack?

Yes, Chukum cracks because it is a concrete-based material, and the nature of concrete is that it expands with heat. For this reason, it is recommended to hydrate the surface in the days following application while it meets the drying time.

Does Chukum lift?

The finish may lift for three reasons:

- Poor application: If the area is not properly prepared before application, dust or intermediate material may get trapped in the mixture, generating heat and steam, causing the finish to detach.
- The previous finish is not well placed, and upon receiving the hydration from the Chukum, it heats up and generates steam, causing the finish to lift along with the Chukum finish.
- Use of incompatible sealers: If a sealer that is not compatible with the material is used or if it is allowed to dry too much, this can generate problems. Additionally, if the wall has water repellents that do not allow it to moisten properly, the water repulsion can create steam, causing the finish to detach.