

## FREQUENTLY ASKED QUESTIONS

### 1. Q: What is the best way to contact you?

**A:** CCW technical services professionals may be contacted by email or phone: [technicalservices@ccw.carlisle.com](mailto:technicalservices@ccw.carlisle.com) or 888-229-2199

CCW customer service professionals may be contacted by email or phone: [customerservice@ccw.carlisle.com](mailto:customerservice@ccw.carlisle.com) or 888-229-0199

### 2. Q: What is the best plaza waterproofing membrane?

**A:** CCW offers two excellent options, depending on the accessibility and restrictions placed on the area.

If there are no access problems or restrictions on rooftop kettle use, CCW-500R 215-mil reinforced hot rubberized asphalt is the best waterproofing membrane system on the market.

CCW MiraSEAL™ is also a great option. The 120-mil reinforced CCW MiraSEAL is your go-to product for projects with kettle access problems or those in locations with kettle restrictions.

CCW MiraSEAL is also recommended for us in areas with VOC restrictions or projects where odor is a concern such as hospitals, schools or occupied buildings.

### 3. Q: Is your waterproofing compatible with (insert product name here)?

**A:** This is a very common question and one to which the answer is...it depends. What is the chemical composition of each of the products? What is the order of installation? Which products touch each other?

To get an accurate answer about possible compatibility issues, submit detailed photos and drawings to our technical services department (see question 1 for contact info) so that our experts can see exactly how the products are being used.

In addition, we recommend that you submit the manufacturer technical data sheets and material safety data sheets (MSDS) for all products being used on the job.

### 4. Q: How do I remove your product?

**A:** In most cases, remove CCW membranes using mechanical methods (i.e. shot blasting, grinding, sand blasting, etc.). The best removal process will depend on the type of substrate. Please contact CCW Technical Services (see question 1 for contact info) for specific recommendations based on your conditions.

### 5. Q: What is your equivalent to this product?

**A:** Please submit a copy of the product's technical data sheet and MSDS to our technical services department (see question 1 for contact info) for review. Describe the application. Where is it being installed and what are the conditions surrounding the application? (e.g. blindside or positive-side below grade, exterior foundation wall.)

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### 6. Q: How do you read the batch code?

**A:** Each CCW product is assigned a unique batch code based on its manufacturing location. These batch numbers are located on the product packaging. Call a CCW customer or technical service staff member with this number and someone will be happy to assist you. (See question 1 for contact info.)

### 7. Q: What is the allowed moisture content in specific substrates?

**A:** Use the material manufacturers' recommendations for the specified allowable moisture content for their products. Here are some general guidelines for specific substrates:

- Wood-based sheathings (plywood, OSB) - maximum 19% moisture content
- Exterior gypsum sheathing - 1% or less moisture content
- Concrete and CMU - 5-12% or less moisture content

### 8. Q: How do you test for moisture?

**A:** A moisture mat test per ASTM D4263 is sufficient for structural-grade horizontal concrete. When testing per ASTM D4263, do not proceed with waterproofing installation if moisture is obviously present or if the substrate appears discolored.

### 9. Q: Can I apply CCW-705 Air & Vapor Barrier or CCW MiraDRI® 860/861 waterproofing membrane as a roofing underlayment?

**A:** Both of these membranes are manufactured for particular applications and are not approved for use as roofing underlayments.

CCW-705 Air & Vapor Barrier is manufactured for vertical application within cavity wall applications and CCW MiraDRI 860/861 for below-grade foundation walls or split-slab waterproofing applications.

Carlisle manufactures a full line of water and ice protection (WIP®) roofing underlayment products appropriate for application under clay tile, composite asphalt shingles and standing seam metal roof coverings. For more information, visit [www.carlislewipproducts.com](http://www.carlislewipproducts.com).

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### 11. Q: What are standard thicknesses of air barrier and waterproofing membrane systems?

**A:** The standard thickness for air barrier membrane systems is 40 dry mils.

Waterproofing systems vary by specialty but are at minimum 60 dry mils. Reinforced waterproofing membranes systems are typically between 120 – 215 dry mils. Specialty systems may differ in thickness. Please consult the technical data table on the product technical data sheets for the minimum dry mil thickness.

### 12. Q: What is the standard thickness for drainage composites?

**A:** CCW MiraDRAIN® drainage composites range in thicknesses from 0.25" to 1" depending upon the version of the drainage composite. Please consult the Technical Data table on the product technical data sheets for the thickness.