Infinity Decorative Pour High-Traffic Countertop System (Poly Rapid V2)

Frequently Asked Questions (F.A.Q.)

---

1. I've installed my countertop, but after a day or two I see bubbles or what looks like delamination under the surface – why?

This is caused by **incorrect or missed use of the Infinity Universal Pour System Primer**, which is a **mandatory step**.

Common Causes:

- Primer was **not used at all**
- Primer was allowed to **fully cure and lose its tack** before pouring
- Pour applied outside the correct **tacky window**

Correct Method:

- Apply **Infinity Universal Pour System Primer**
- Only pour when the primer is **tacky (not wet, not fully dry)**

If the primer is no longer tacky:

- Sand the surface
- Reapply primer
- Proceed only when tacky

👉 This step is **critical and non-optional** for proper intercoat bonding.

---

2. I used the primer and it was tacky, but I still got bubbles – why?

This typically happens when applying onto **porous substrates** (e.g. MDF, timber).

Cause:

- The substrate was not **fully sealed** before the tack coat
- Air is escaping from the substrate during curing

Correct Method for Porous Surfaces:

1. Apply a **full sealing coat** of Pour System Primer (Pour It, Don't Just Roll a thin coat)
2. Allow it to **fully cure** (No Tack)
3. Sand if outside recoat window
4. Apply a **second thin coat**
5. Pour only when this coat becomes **tacky**

👉 This ensures the substrate is **fully sealed before the decorative pour**.

---

3. My resin is going off too fast while doing my design – why?

This is caused by **temperature and working conditions**, which affect polyaspartic reaction speed.

Solution / Best Practice:

- Add **Infinity Spray Assist / Polyaspartic Extender**
- Use up to **10% by total weight**

Benefits:

- Extends **working time (pot life)**
- Improves flow and design control

⚠️ **Important Notes:**

- Longer work time = **longer cure time**
- Overuse can result in a **softer finish**, especially in deeper pours

---

4. My finished countertop scratches easily after applying DiamondCoat – why?

This is mainly due to the **high-gloss nature of the surface**, which makes scratches more visible.

Solutions:

- Apply an additional protective layer:
    - **ArmourGuard Clear (Gloss, Satin, or Matt)**

Alternative Option:

- Once fully cured:
    - **Wet sand**
    - **Buff and polish** back to a high gloss finish

👉 This improves both **appearance and surface resistance**.

---

5. My decorative design is staining or getting damaged – why?

This happens when the **decorative layer is left exposed**.

Cause:

- Pigments, inks, and design elements are **sitting on the surface**
- Not properly sealed into the system

Solution / Best Practice:

- Apply a **clear sealing coat over DiamondCoat**

Alternative Option:

- Seal using **ArmourGuard Clear (Gloss, Satin, or Matt)**

👉 This locks in the design and prevents:

- Staining
- Wear
- Surface damage

---

6. What thickness should I pour Poly Rapid V2 at?

Poly Rapid V2 behaves differently to epoxy systems.

Key Principle:

👉 *The thinner the pour, the harder the finish*

Recommended Thickness:

- **2–3mm** for optimal hardness

Important Notes:

- Pouring **6mm+** is possible
- However, this results in a **softer, more flexible (LVT-like) feel**

To increase hardness on thicker pours:

- Apply **ArmourGuard Clear (Gloss, Satin, or Matt)** as a topcoat

---

7. My countertop is peeling or cracking at edges, corners, or along the back wall – why?

This is caused by **moisture ingress at weak points**.

Cause:

- Edges and joints left unsealed
- Water penetrating behind the coating

Solution / Prevention:

- After installation:
    - Seal all edges and joints using:
        - **Silicone**
        - Or **flexible caulk**

👉 This step is **essential** for long-term performance.

---

8. How should I treat the surface after installation (heat & use)?

This system is **high-performance**, but still requires correct usage.

Best Practice:

- Treat similar to **high-end vinyl or resin surfaces**
- Avoid direct placement of:
    - Hot pans
    - Kettles
    - Air fryers
    - Commercial appliances

Recommendations:

- Use **heat-resistant mats**
- Install **metal heat strips or protectors** where required

👉 This prevents **heat damage and surface stress**.

⚠️ **Critical System Guidelines**

- Always use **Infinity Universal Pour System Primer (mandatory)**
- Only pour when primer is **tacky**

- Fully seal **porous substrates before pouring**
- Respect correct **pour thickness guidelines**
- Seal all **edges, joints, and terminations**
- Protect and seal **decorative layers properly**
- Carry out **test patches where required**

⚠ **Failure to follow correct procedures can result in:**

- Delamination / bubbling
- Soft or inconsistent finishes
- Surface scratching or staining
- Edge failure
- Moisture ingress
- Voided warranties