

cracked travertine floor tiles

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We had 60 square meters of travertine tiles layed to cover an open plan kitchen dining lounge area at ground level. The original floor was removed and between joists underfloor heating installed. 8ft x 4ft 25 mm exterior grade ply boards were screwed to the joists The tiles were laid diagonally. Within a few months cracks appeared along the lines of the 8x4 panels . It seems that the wrong adhesive was used. The company who laid the floor have finally said they will take up the tiles and relay. This will be a huge effort and I am not sure they can do this effectively without damage to ply or underfloor heating and indeed decor. Is it possible to infil and polish cracks . or would they open up again ? What is the best way to relay the floor to ensure we have no repeat problem?

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Thank you

Ciao and good luck,

Maurizio Bertoli

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