

Feather Pro™ Fast-Drying Levelling Mortar

1. PRODUCT OVERVIEW

This product is a cement-based quick-drying leveling mortar specially designed to create a smooth, seamless surface on concrete or cement boards. It dries quickly, can be sanded, and is suitable for preparing substrates before installing various floor coverings.



2. SURFACE PRE-TREATMENT REQUIREMENTS

- Ensure the surface is free from loose particles, debris, oil, grease, wax, dirt, and any contaminants.
- Clean any old glue residue thoroughly; if the adhesive is water-soluble, completely remove it to expose the base. For overly smooth surfaces, roughen with mechanical tools and remove the loosened concrete, dust, and debris.
- Absorbent surfaces should be primed with an acrylic primer and allowed to dry. Priming is generally not necessary for non-absorbent surfaces.

3. MIXING RATIO

- Use approximately 5.5 liters of clean water per 20 kg bag. Adjust the water amount slightly based on the desired consistency.
- Add powder to the water (not water to powder) and mix with a mixer until a smooth, lump-free paste is achieved.

4. MIXING METHOD

- Pour the required amount of water into a clean mixing container.
- Gradually add Feather Pro powder while stirring with an electric mixer, continuing for 2-3 minutes until fully mixed. Let it rest for 1-2 minutes, then stir again briefly.

5. CONSTRUCTION TECHNOLOGY

- Apply Feather Pro to the surface using a steel trowel or putty knife. Press firmly to ensure good adhesion. Smooth to the desired thickness.
- For a second coat, apply once the first coat is dry and firm. Light sanding between coats may be needed.

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6. POT LIFE

- The pot life is around 30 minutes at 20°C. Higher temperatures shorten it; lower temperatures extend it.
- Use within the pot life; do not re-temper with water.

7. SUBSEQUENT FLOOR INSTALLATION TIME

- Under normal conditions (20°C, 50% RH), Feather Pro can be walked on after 1-2 hours.
- Floor coverings can typically be installed after 12-24 hours, depending on thickness and drying conditions.

8. MATERIAL COVERAGE RATE

- Approx. 1.5 kg/m² per 1 mm thickness.
- Actual coverage depends on substrate and application method.

9. SHELF LIFE AND STORAGE

- Shelf life: 12 months when stored in a cool, dry place in original unopened packaging.
- Protect from moisture and direct sunlight; store off the ground.

LevelCore 10-Year System Warranty

Summary of Accredited Installer and warranty compliance requirements.

Warranty eligibility (all conditions must be met)

- **Installed by a LevelCore Accredited Installer.**
- **Installation is recorded** with all required QA documentation.
- Substrate preparation, ambient conditions, mixing, and application follow the relevant TDS **strictly**.
- **Full LevelCore system used from substrate preparation onwards.** Mixing brands or using non-LevelCore primers, waterproofing, levellers, hardeners, sealers or accessories voids warranty.

Quality assurance record keeping (required on every project)

- Site address and client name
- Installer accreditation number
- Batch number(s) of LevelCore product(s) used
- Pre-install photos showing substrate condition
- Ambient conditions (temperature and humidity)
- Mixing ratio and application thickness
- In-progress photos at each stage
- Post-installation photos within 48 hours
- Client sign-off (required for installations ≥ 99 m²)

Submission timeline

All QA forms and media must be submitted within **5 working days** of installation via the LevelCore Portal or by email to **warranty@levelcore.com.au**.

Warranty voiding events

- Use of unapproved installers (non-accredited)
- Improper surface preparation
- Non-compliance with recommended curing times or mix ratios
- Use of non-LevelCore products within the specified system from the substrate up
- Failure to record and submit the required QA documentation

Accredited Installer program (overview)

- Complete LevelCore Installation Training (online + onsite practical)
- Understand the specific product Technical Data Sheets (TDS)
- Submit relevant qualifications and insurances
- Agree to the LevelCore Installer Code of Conduct
- Complete a minimum of 2 supervised installations
- Receive an accreditation certificate valid for 12 months (renewal requires project summaries and refresher modules)

Support and contacts

Warranty: warranty@levelcore.com.au | **Phone:** 1800 717 398

Website: www.levelcore.com.au

This summary forms part of the Warranty Terms & Conditions and is binding on all Accredited Installers.