



# CONCRETE MOISTURE ENCOUNTER



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Manufactured by Tramex Ltd. for Servpro Industries, LLC.

## USER GUIDE



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## INTRODUCTION

Hi there! Thank you for trusting our brand and choosing the Concrete Moisture Encounter CME5, from Tramex. It is our goal to ensure that you are always happy with what you bought from us, so please let us know if you have any questions and rest assured, we are always here to help. The Concrete Encounter utilises "state of the art" electronic technology to provide the flooring industry with an accurate and simple to use non-invasive handheld instrument for non-destructive testing (NDT) of Moisture Content (MC) in concrete and comparative moisture readings in gypsum and other floor screeds. It has been designed for the Flooring, Water Damage Restoration, Inspection/Surveying and Indoor Air Quality industries. To get the maximum benefit from the Tramex Concrete Moisture Encounter CME5, it is suggested that you read this manual to familiarize yourself with the instrument and its capabilities, before undertaking any flooring tests.

### **Why should a test be done?**

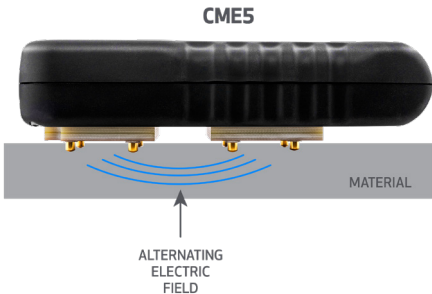
Concrete floor slabs and screeds that are insufficiently dry before flooring is posed, and high moisture content in existing floor substrates can cause a host of costly flooring system failures. Testing allows for confidence in a job well done that meets manufacturer's recommendations, official standards and customer satisfaction.

### **When should a test be done ?**

Concrete floor slabs and screeds should be tested regularly during the drying period, to help evaluate and control the drying process, and ensure that the substrate has reached sufficient dryness before the floor covering is installed. For the purpose of restoration, testing can be done on existing concrete floors and screeds to evaluate the extent and source of water damage, as well as controlling the drying process.

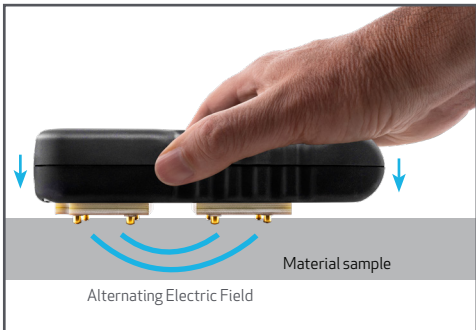
## HOW IT WORKS

The Concrete Moisture Encounter CME5 detects and evaluates the moisture conditions within the cementitious slab or screed by non-destructively measuring the electrical impedance, which varies in proportion to the moisture content in the material under test. The electrical impedance is measured by creating a low frequency alternating electric field between the electrodes on the base of the meter as illustrated in the diagram below.



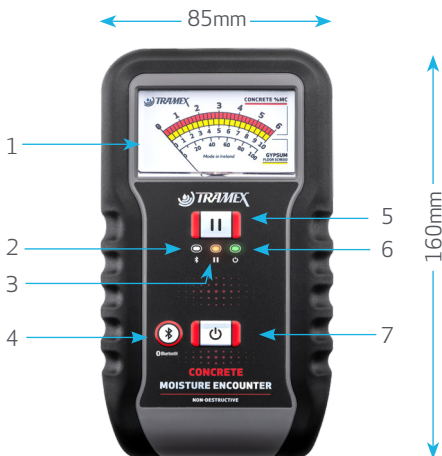
This field penetrates the material under test. A very small alternating current flows through the field. The Concrete Moisture Encounter CME5 detects this current, determines its amplitude and converts it to a moisture content value. By simply pressing the Concrete Moisture Encounter CME5 down on the surface in strategically chosen locations, instant readings can be taken over a large area in the shortest possible time.

Instrument pressed on to material surface to measure/detect moisture



## INSTRUMENT FEATURES

The instrument face with brief notes on the push button controls and LED indicators is shown below.



- 1 = Moving coil meter.
- 2 = Bluetooth ON LED
- 3 = Hold flashing LED.
- 4 = Bluetooth button
- 5 = Hold button.
- 6 = Power ON LED.
- 7 = Power ON/OFF button.

## INSTRUMENT FEATURES

Your Concrete Moisture Encounter CME5 employs advanced analog and digital technology to enable the incorporation of the many features listed below.

- Three simple push controls - On/Off; Hold; Bluetooth; with corresponding LED indicators.
- Concrete moisture readings, 0% to 6%, are displayed on a clear easy to read moving coil meter with linear scale.
- Comparative or qualitative readings for gypsum and other floor screeds are shown on a 0 to 10 scale.
- A reference scale of 0 to 100 .
- To conserve battery life, the instrument automatically powers OFF after 5 minutes of inactivity.
- Power remains on if a change in meter reading is detected or any button is pressed.
- The 3 LED indicators:
  - The ON LED illuminates when the ON/OFF button is pressed and remains on until the Concrete Moisture Encounter CME5 automatically powers off.
  - The Hold LED flashes when HOLD is selected.
  - If the batteries are nearing end of life, all LEDs flash sequentially for 3 seconds at each power ON to indicate that the batteries should be replaced.

- HOLD button freezes needle on moving coil meter, to facilitate ease of recording readings.
- If HOLD was selected prior to the Concrete Moisture Encounter CME5 automatically powering off, the frozen meter reading is digitally memorized and restored next time ON/OFF is selected.
- If Bluetooth was selected prior to the Concrete Moisture Encounter CME5 automatically powering off it will be restored next time ON/OFF is selected.



## WORKING WITH THE Concrete Moisture Encounter CME5

### Drying time for concrete floors and screeds

Concrete floors and screeds must be allowed to dry to an adequate level before the installation of floor coverings or application of coatings. Manufacturers of such systems generally require moisture testing to be performed before installation or use on a floor slab.

Excessive moisture in a floor slab after the installation of a floor covering or coating can cause failures such as condensation, blistering, delaminating, movement and general deterioration of the finished flooring/coating. There is also a risk of promoting microbial growth.

No exact period can be specified for the drying of such floors as this is affected by temperature and humidity within the building as well as concrete curing times and other factors. Typically a period of at least 3 to 4 weeks per 25mm (1inch) depth of concrete or sand/cement screed needs to be allowed. Longer periods may be required in areas of high humidity or low temperature. During the drying period and prior to applying the floor covering, the floor should be regularly checked to monitor moisture content with the Concrete Moisture Encounter CME5.

## Pre-test conditioning and preparation

For best and most accurate results, to allow for an accurate reflection of the amount of moisture present and moisture movement in the slab during normal operating conditions:

- Artificial heating or drying equipment should be turned off at least 96 hours before final readings are taken.
- Internal conditions of the building should have been at normal service temperature and humidity for at least 48 hours.

Prior to testing, the surface should be prepared:

- The test area should be clean and free of any foreign substances.
- All covering materials, adhesive residue, curing compound, sealers, paints, etc., should be removed to expose a test area of clean bare concrete, strictly observing all the appropriate safety and health practices.
- Removal of covering materials and cleaning if required should take place a minimum of 48 hours prior to testing.
- Use of water based cleaning methods that could lead to elevated surface and/or sub-surface moisture levels in the floor slab are not recommended.

## Operating Instructions

1. Power on by pressing ON/OFF button. The power LED will light up and remain on.

### NOTE

If the battery voltage is getting low, the LEDs will flash sequentially for a short period. The instrument will continue to operate for some time but it is recommended that the batteries be replaced as soon as convenient.

2. The Concrete Moisture Encounter CME5 features Bluetooth wireless connectivity. If you would like to use an APP to record readings and information, please ensure that the Bluetooth is turned on and the LED indicator illuminated. Your Concrete Moisture Encounter CME5 identifier will be the serial number that is found on the back of the meter.
3. Press the Concrete Moisture Encounter CME5 directly onto the surface of the material being tested, having removed any dust or foreign matter from both the Concrete Moisture Encounter CME5 electrodes and the floor slab. Ensure that all of the electrode spring-loaded pins are fully compressed.

4. Reading the Concrete Moisture Encounter CME5 analog dial:
  - CONCRETE Scale : For concrete, read the moisture content from the top, 0% to 6%, scale of the meter dial. Readings on a concrete floor slab obtained on this scale indicate moisture content measurement and should not be confused with lbs emission or any other unit of measurement obtained by other moisture testing methods or meters. It should also be noted that there is no consistent linear correlation between moisture content measurements and lbs emission or RH measurements as obtained using calcium chloride or relative humidity testing methods.
  - GYPSUM Scale: For gypsum and other floor screeds, comparative or qualitative readings should be taken from the middle, 0 to 10, scale of the meter dial.
  - 0 - 100 Reference Scale: Alternatively, the lower, 0 to 100, reference scale can be used for comparative readings. This scale is not to be interpreted as a measurement of percentage moisture content, or relative humidity. It is not a relative humidity reading and it does not have any linear correlation with Relative Humidity measurements. This scale should be regarded as a comparative or qualitative scale only.

This scale is included to facilitate comparative testing of different areas where direct contact with the bare concrete surfaces may not be possible due to some form of thin coating or covering on the concrete, or additive in the concrete that could influence the readings. Readings from the reference or relative scale are comparative only and of help in identifying areas with moisture problems.

5. The HOLD function is especially useful when taking readings in areas where it is difficult to see the analog dial while it is being pressed onto the surface.
  - Press the HOLD button once for easy and accurate readings. The needle freezes on the analog dial. The HOLD LED light flashes slowly indicating HOLD is on.
  - If the Concrete Moisture Encounter CME5 is powered off while on HOLD, the frozen reading is digitally memorized and restored when powered on again.
  - Press the Hold button again to remove the frozen reading in order to take further readings.
6. Recommendations.
  - Take a number of tests (3-4) in close proximity to each other, as the distribution of moisture tends to become erratic as concrete dries out. Use only the highest reading.

- Avoid testing in locations subject to direct sunlight or sources of heat.
- Include tests in potentially damp areas such as the center of the slab and within 3 feet (1 meter) of the walls.
- Always refer to the adhesive and/or floor covering manufacturer's recommendations for the acceptable moisture content levels of concrete or floor screeds.

**NOTE**

The Concrete Moisture Encounter CME5 is calibrated to give percentage moisture content readings on a clean, bare dust free concrete floor slab, therefore readings taken on concrete slabs through paint, coating, adhesives or other materials on the surface of the slab should be regarded as qualitative or comparative and not quantitative.

7. Power down by pressing ON/OFF. The power LED light will go off.

**NOTE**

To conserve battery life, the Concrete Moisture Encounter CME5 automatically powers OFF after 5 minutes of inactivity.

## LIMITATIONS

The Concrete Moisture Encounter CME5 will not detect or measure moisture through any electrically conductive materials including metal sheeting or cladding, many types of black EPDM rubber or wet surfaces. The Concrete Moisture Encounter CME5 is not suited for taking comparative readings in the concrete substrate through thick floor coverings such as wood. The Tramex Moisture Encounter is more suitable for this purpose. Moisture readings taken with the Concrete Moisture Encounter CME5 indicate the conditions at the time of testing.

## CALIBRATION

For regular on-site assessment of your Concrete Moisture Encounter CME5 in moisture measurement mode, a calibration-check plate is available from the suppliers of your Concrete Moisture Encounter CME5. Should it be found that readings are outside the set tolerances, it is recommended that the Concrete Moisture Encounter CME5 be returned for re-calibration. Click [here](#) for a Calibration Request. Calibration adjustments should not be carried out by anyone other than Tramex or their authorized service provider who will issue a calibration certificate on completion. Requirements for quality management and validation procedures, such as ISO 9001, have increased the need for regulation and verification of measuring and test instruments.

It is therefore recommended that calibration of the Concrete Moisture Encounter CME5 should be checked and certified in accordance with the standards and/or protocols laid down by your industry (usually on an annual basis) by an authorized test provider. The name of your nearest test provider and estimate of cost is available on request.

## WARRANTY

To process a warranty or repair claim, go to the Equipment Operations page on ServproNET®, click the green block **"RETURNS & WARRANTY"** at the top of the page then

"Click here to submit a RETURN or WARRANTY CLAIM"

You may ALSO contact the SERVPRO® RMA Department by phone at 866-885-6833 or via email at [rma@servpronet.com](mailto:rma@servpronet.com).

To expedite the warranty claim process, please have the following:

- Equipment model number.
- Serial number.
- Usage hours (if applicable).

As part of the Servpro Industries, LLC. RMA/Warranty program, when Franchises purchase equipment from Servpro Industries, LLC. the unit date of purchase and serial numbers are recorded on the invoice.



Servpro Industries, LLC. maintains proof of purchase and equipment warranty records in their database. This service saves Franchisees time and resources spent attempting to determine warranty coverage for equipment.

After receipt of the completed Warranty/RMA Request Form, an RMA Coordinator will check warranty status on any listed equipment prior to submitting the claim information to the vendor(s). If equipment is not covered under warranty, the vendor(s) will provide a competitive repair estimate prior to completing any non-warranty repairs. The RMA Coordinator will present repair options and receive Franchise approval prior to authorizing non-warranty repairs. If the unit is covered under warranty, the RMA Coordinator will communicate the repair and return process.

The SERVPRO® RMA Department is here to serve you!

Tramex warrants that this instrument will be free from defects and faulty workmanship for a period of one year from date of first purchase. If a fault develops during the warranty period, Tramex will, at its absolute discretion, either repair the defective product without charge for the parts and labor, or will provide a replacement in exchange for the defective product returned to Tramex Ltd. This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care.

In no event shall Tramex, its agents or distributors be liable to the customer or any other person, company or organisation for any special, indirect, or consequential loss or damage of any type whatsoever (including, without limitation, loss of business, revenue, profits, data, savings or goodwill), whether occasioned by the act, breach, omission, default, or negligence of Tramex Ltd., whether or not foreseeable, arising howsoever out of or in connection with the sale of this product including arising out of breach of contract, tort, misrepresentation or arising from statute or indemnity. Without prejudice to the above, all other warranties, representations and conditions whether made orally or implied by circumstances, custom, contract, equity, statute or common law are hereby excluded, including all terms implied by Section 13, 14 and 15 of the Sale of Goods Act 1893 and Sale of Goods and Supply of Services Act 1980.

## **WARRANTY CLAIMS**

A defective product should be returned shipping pre paid, with full description of defect to your supplier or to Tramex Ltd.

## **PRODUCT DEVELOPMENT**

It is the policy of Tramex to continually improve and update all its products. We therefore reserve the right to alter the specification or design of this instrument without prior notice.

## **SAFETY**

This Users Guide does not purport to address the safety concerns, if any, associated with this instrument or its use. It is the responsibility of the user of this instrument to establish appropriate safety and health practices and determine the applicability of regulatory limitations prior to use.

[www.tramexmeters.com](http://www.tramexmeters.com)

FIND US ON:



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Tramex Ltd.

Unit F, Glencormack Business Park, Kilmacanogue,  
County Wicklow, Ireland.

Email: [sales@tramexmeters.com](mailto:sales@tramexmeters.com)

USA (toll free) & Canada:

Tel: 1800-234-5849

EU & Rest Of World:

Tel: +353 1 681 4450