



STONHARD®

*Ten Questions You Should
Ask Before Buying A Floor...*



Whether you're buying a new floor or protecting an old one, making the right choice can be confusing. Here are some questions you should ask...

1. *How do I know what system is best for my needs?*

The flooring system you require depends on the environment you are dealing with and the performance features you desire. Beware of a company that tries to sell you on the "one size fits all" theory of floor protection. Stonhard flooring consultants are specially trained to evaluate your specific needs, covering all aspects of cost-effectiveness, durability, safety standards and overall performance. Stonhard can provide the right solution for your environment. We have systems ranging from high build coatings to 1/4" monolithic overlays, all utilizing the latest in epoxy, water-based urethanes, MMA technologies, and rapidly renewable, agro-based materials. We offer sustainable solutions to reduce waste in landfills and maintain our commitment to our environment.

2. *Does the supplier manufacture and formulate their own products?*

At Stonhard, we not only have the capability of formulating our own products, we manufacture the materials as well. This unique capability of synthesizing our own polymer systems allows us to carefully control and tailor the properties of each product to meet the specific needs of our customers. This integrated approach gives us an advantage in technology and quality that no one can match. Don't let someone try and tell you that one polymer system is just like another. We've developed hundreds of resin and curing agent combinations, all delivering unique finished properties.

3. *Who will install the products?*

The preparation of your substrate and the installation of your floor are perhaps the most crucial steps to the success of your new system. It is important for you to know that there are no corners cut or short-cuts taken. With over 300 direct, local territory managers and our own specially trained application teams, Stonhard can quickly respond to any job – large or small! Whether it's around the corner or around the world, our installations are done with the guidance of our field engineers, site superintendents and project managers. Stonhard always utilizes the latest equipment and techniques to ensure a high quality installation; no one has more experience installing seamless systems.

4. *What methods of product testing are used? What about certifications?*

When comparing test data, it is very important to know what specimens are used as well as the test methods that are used to derive the values and how the results of the test are reported. Stonhard follows the testing procedures administered by the American Society for Testing and Materials, an international technical, scientific and educational organization dedicated to the standardization of specifications and testing methods. We use an actual representation of the floor as a test specimen, consisting of the resin and curing agent, as well as the aggregate material. This specimen is then tested in our state-of-the-art physical testing laboratory. The values we report are conservative. We welcome the opportunity to submit our materials for independent laboratory analysis. If another company won't submit their products for independent testing, wouldn't you like to know why? We take what we do seriously, and so do others. Stonhard is HACCP-certified safety compliant for food and beverage facilities, IOS9001:2008. Stonhard also holds HPDs on several products and is a member of the United States Green Build Council.

5. *Will what I buy be what I get?*

Sounds like a simple enough question, but you'd be surprised how many customers don't get what they pay for. We want to be sure that the product you purchased is, in fact, the product being installed. All Stonhard materials are factory formulated, pre-weighed and packaged utilizing the latest process and packaging technologies to keep pails and cans out of landfills. Also, let the company you're dealing with know that you wish to review coverage information, amounts used, etc. If you buy a 1/4" floor, make sure you get a 1/4" floor! If you still aren't 100% satisfied that you got what you paid for, ask to have a core sample taken so you can see the finished thickness.

6. *Will I have to shut down my operation for the installation?*

A common concern when buying a new floor involves the disruption of your normal operations. With Stonhard, you won't have to be inconvenienced because we will work with your schedule. We can schedule your installation during shutdown periods; that means nights, weekends and holidays! Fixed equipment does not need to be removed, and many Stonhard flooring systems are specifically designed to be quick curing, enabling you to be back in operation with minimal down time.

7. *How safe are the products?*

With Stonhard, you do not need to worry about the safety of your plant environment. We specialize in high solids systems, which means toxic or flammable fumes won't be a problem during the mixing and installation process. Our application teams are certified and strictly adhere to all safety procedures. In addition, all Stonhard products come with explicit instructions, Material Safety Data Sheets and clearly labeled packaging. Safety does not have to be substituted for quality. Stonhard can also assist in obtaining LEED certification points in "Materials & Resources" and "Indoor Environment Quality" categories. We also have HPD's on many of our products and we produce multiple products using rapidly renewable, agro-based materials, as well as utilize recycled glass in some of our products to help you maintain your commitment to the environment.

8. *Can I get references from reliable sources?*

Hearing what others have to say about a flooring system might make your decision a little easier. At Stonhard, we are happy to supply you with references for your industry or other industries of interest. We've completed tens of thousands of proven installations in both industrial and commercial applications. There is probably an installation near you and we will be happy to show you! From harsh plant environments to sterile laboratories, from food preparation to educational facilities — only Stonhard has that kind of experience!

9. *Is there a warranty and what does it mean?*

How can a company that has only been in business for three years offer a five-year warranty? Also, beware of the fine print. You'd be surprised how many warranties try to pin the blame for any problems on you. And what about financial strength? At Stonhard, not only do we give you a written warranty covering both materials and workmanship, but you get the best guarantee of all — over 95 years in business with thousands and thousands of satisfied customers throughout the world.

10. *What about service after the sale?*

In the unlikely event that something should go wrong with your floor system, isn't it nice to know that our Territory Managers and installation teams are local and there when you need them? At Stonhard, you'll never hear "It's the manufacturer's problem" or "It's the installer's fault." We manufacture, formulate and install your system and take full responsibility. In addition, we offer collaborative services on multi-national accounts and large, new construction projects.

There is just one question left, is there really any other choice when buying your flooring?

Ask us about other brands of flooring available from The Stonhard Group - Liquid Elements, Expanko and Fritztile offer extraordinary solutions for commercial spaces. www.thestonhardgroup.com.

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Chicago, IL

San Francisco, CA

CUSTOMER SATISFACTION FROM START TO FINISH

Stonhard is dedicated to complete customer satisfaction.

We offer a single source warranty covering defects in materials and workmanship for a period of one full year from the date of installation. Our sales offices are located in principal cities throughout the world to assist you in product evaluation, material selection and to provide on-the-spot technical assistance.

The following literature and technical information is available upon request:

- Product Data Sheets
- Chemical Resistance Guides
- Installation Instructions
- Floor Maintenance Guide
- Material Safety Data Sheets
- References and Case Histories

For more information on Stonhard's complete line of high-performance floor and wall systems, call us at 800.257.7953 or visit us at www.stonhard.com.



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FLOORS • WALLS • LININGS

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