

TEN QUESTIONS YOU SHOULD
ASK BEFORE BUYING A FLOOR



STONHARD®

MANUFACTURER AND INSTALLER OF SEAMLESS FLOORS, WALLS AND LININGS

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. We have systems ranging from high-build coatings to 6 mm monolithic overlays, all utilizing the latest in epoxy, water-based urethanes, MMA technologies and rapidly renewable, agro-based materials.

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.

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 who is installing your products. Stonhard's approved applications, teams, along with support from our construction management group have experience and utilize the latest equipment and techniques to ensure a quality installation. If the installation does not go right, your floor will fail. 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?

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. 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.

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 6 mm floor, make sure you get a 6 mm 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, 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 HPDs on many of our products and we produce multiple products using rapidly-renewable, agro-based materials.

8. WHAT ABOUT SUSTAINABILITY?

We know we have responsibility to a healthier world. Stonhard can assist in obtaining LEED certification points in "Materials & Resources" and "Indoor Environment Quality" categories. We have HPDs on many of our products, we produce water-based products and use bio-based and recycled materials. We're also committed to cleaner air with products that have low VOC emissions and low off gassing.

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 a century 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.

T H E R E I S J U S T O N E Q U E S T I O N L E F T , I S T H E R E R E A L L Y A N Y O T H E R
C H O I C E W H E N B U Y I N G Y O U R F L O O R I N G ?





WHEREVER YOU
HAVE FLOORS, WE
HAVE SOLUTIONS.

- Airports
- Automotive
- Aerospace
- Chemical
- Distribution
- Education
- Electronics
- Food & Beverage
- Government
- Healthcare
- Hospitality
- Manufacturing
- Office Buildings
- Parking Garages
- Pharmaceutical/Biotech
- Retail & Commercial Spaces
- Stadiums
- & Entertainment Venues
- Technology
- Utilities
- Water/Waste Water



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