



Spec Floors

Spectacular Concrete Finishes

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Dear customer,

At Spec Floors not only are we dedicated to providing you with a spectacular concrete flooring solution but we pride ourselves on our quality and customer service. Spec Floors only do concrete finishes – concrete polishing and concrete coatings are what we specialise in – so if you want a concrete floor finish you want us. With over 20 years experience dedicated to perfecting concrete flooring we can assist by pointing you in the right direction, giving you the right advice and supplying a spectacular floor.

What keeps us ahead of our competition? In a word - quality. To reassure you that you are getting the best quality floor when you select Spec Floors we would like to take this opportunity to let you know the things we do and include to provide you with a superior floor.

- 1) Spec Floors are one of an elite selection of **certified Husqvarna Hiperfloor** installers which gives you the confidence that your floor is being installed by not only a certified company but individually certified installers. You can clarify this by contacting Phil Longayroux directly at Husqvarna on 0425 873 360.
- 2) **We require a cure period of at least 3 weeks** after the slab has been poured before we will commence grinding work. This is a vital step. While it is physically possible to grind earlier it will result in a substandard floor which is why we do not do it. Before the three week cure period any grinding will result in excessive grout work being required, increased loss of stones and dulling of the floor. We recommend that you plan your slab pour one month earlier than required by your builder or other tradespeople so as not to hold up their schedules.
- 3) **Initial grinding of a new slab prior to any frames/walls being erected.** This step allows us to provide you with a completely flat surface with even exposure due to the reduction of hand grinding required. Once a wall is up industrial machines can only get within 20mm, leaving all the edges to be done by hand. This impedes the ability to achieve even exposure of the aggregate and the desired result of a completely flat surface. Grinding at this stage also assists builders in being able to fit walls and doors perfectly to the correct height of the finished floor level. Once again this step in our process is for one reason – to ensure you get the best possible outcome from your floor.
- 4) **Grouting.** In all of our Hiperfloor options and all standard and premium grind & seal finishes our expert team grout the floor as part of the process – twice if necessary! This not only helps achieve a completely smooth even floor but allows us to achieve a much better gloss level and a lower maintenance floor for you. Without grouting pitting and dulling are inevitable and the result is a rougher, substandard floor. It takes years of practice to get grouting right for a flawless concrete finish – rest assured we have it down to a fine art and it will make a huge difference to the finished product.
- 5) **Protective coat.** For any job which requires more than one stage (All indoor grind and seal options and the Hiperfloor premium option) we provide a sacrificial protective coat to ensure damage to the floor is minimised. After we do the initial exposure grind we put down a sacrificial coating so the other tradespeople can continue. While some care needs to be taken not to damage the concrete, this coating

helps protect against accidental spills and traffic during the construction process. When it is time for us to complete the next stage of work we remove this coating and continue our process. The result is a much better floor for you and confidence that your floor is getting the attention and care it deserves – your floor is going to be with you a long time we don't want an accidental spill of plaster to wreck it!

- 6) **Edge work.** During the grinding and polishing stages any area which cannot be accessed by our industrial Husqvarna grinders does not go without. We want you to have a superior floor finish and that means we literally get down on our hands and knees and use hand grinders to get as close to edges and corners as possible – once again the result is a superior floor finish for you.
- 7) **Removal of waste.** Our machines have vacuums attached which collect the grinding dust. Depending on the size and quality of the concrete up to 20 large bags may be collected over 100m of grinding. We take responsibility for the removal of these dust bags and when there is no skip bin on the job site we do not leave it behind for you to worry about. We take it away and dispose of it as recommended by the EPA.
- 8) **OH&S.** Our team of professional concrete finishers has a continual focus on OH&S practices. Not only can you rest assured we are doing everything to ensure a safe and harmonious work site but we are extremely clean and professional in our conduct and will not cause unnecessary delays to others through poor housekeeping.
- 9) **Customer Service.** Many in the building game are great at what they do but not so great at keeping you in the loop. Spec Floors believe it is important to keep in touch, communicate and be available to answer any questions you may have at all stages of the process. We are happy to take the time to discuss your needs and your options. We understand that not everybody knows concrete like we do and that it can be a bit overwhelming. We are here to help – want proof! Here are our personal contact numbers – call us at any time if you have any questions!

Craig: 0409 462 834

Julie: 0488 462 836

Spec Floors has also developed a series of information sheets specific to each process available so you can compare and be informed every step of the way. If we have not provided them to you yet feel free to download them from www.specfloors.com.au/links.html

- 10) **Warranty.** At Spec Floors all of our premium floor finishes come with a 12 month installation warranty to give you peace of mind that you have received the best in concrete flooring solutions from a certified installer.

Concrete flooring is about making your floor a unique masterpiece that captures your sense of style and is still practical and affordable – you need to have confidence that you have selected the best people for the job – after all your floor will be with you for a long time! Quality remains long after the price is forgotten.

Feel free to contact us about your attached quote if you have any concerns or queries.

Kind Regards

The Spec Floors Team