

RT-NEWSWIRE

An update for applicators, architects, and Res-Tek partners.

Commercial & Industrial Flooring



MAC-Guard[™]
Acrylic Flooring System

PUR-Guard[™]
Cementitious Urethane Flooring

DEK-Guard[™]
Vehicular Deck Coating System

EPO-Guard[™]
High Solids Epoxy Flooring





Stephen Lasko - President

Do you choose one brand over another because you truly believe in their products, customer service, or willingness to stand behind what they sell? Do you have customers that come back to you because they know you will provide a consistent experience they can depend on? Loyalty is hard won and should never be taken for granted.

We hope that you had a consistent, dependable experience with Res-Tek products, staff, and service throughout 2017. We want you to know that we appreciate you as our loyal customers and business partners and we do not take you for granted. We do not choose our authorized contractors lightly and select only those we know will do a great job.

In 2018, we are looking to you to let us know what your challenges are and how we can be of better service to your business. We are a company who cares and wants to be a true partner. Please feel free to contact your regional sales rep or me directly with your ideas or concerns. We look forward to working with you and to a prosperous New Year!

DEK-Guard™

Protecting Big Investments



Parking facilities are one of the most expensive types of projects out there, and can also be some of the most lucrative for those fortunate enough to be selected to work on them. As these projects grow in number, Res-Tek is excited to reintroduce our DEK-Guard™ product line as we move into 2018.

DEK-Guard utilizes the same methyl-methacrylate (MMA) chemistry as our flagship product line MAC-Guard, allowing both lines to cure in one hour and down to -15°F. These products are 100% reactive, solvent free, stain resistant, chemical resistant, and VOC compliant, making them some of the most durable coatings in the industry.

So why is a DEK-Guard system so important for parking structures and other outdoor areas? Water, automotive fluids, salt and other chemical aggressors are the enemy of concrete, causing it to break down and crack. It only makes sense to protect it. Sadly, not everyone understands the potential severe implications of not taking these preventative measures.

Within a parking facility, there is so much to consider. With 60-70% of the cost being in the structure itself,

stability, safety, and longevity are primary goals for parking facility managers. If the structure isn't sound other issues are sure to follow.

DEK-Guard™ Advantages

- One hour cure
- Cures at a wide-range of temperatures (-15°F – 90°F)
- Penetrating permanent bonds
- 100% reactive - solvent free, VOC compliant
- Seamless repairability
- UV resistant
- Slip resistant
- Stain resistant

Many traffic membranes are urethane based, and typically consist of a primer and a body coat. To provide full protection, the coating must be hard and durable to withstand the abrasion and abuse of everyday use, yet soft and flexible to bridge over moving cracks and joints without failure. And above all, water, salt, automotive fluids and other liquids must be kept out. So how can a simple two-coat system perform all these functions? Truth is, they really can't.

(continued on page 4)



It's the Little Things that Make Us Successful...or Not

How many times have you contacted a business to get something done and everything happened smoothly, with no "dropped balls", "snafus" or some level of disappointment at the end of the transaction? When things do go smoothly we are no doubt delighted that we can cross another item off our list, without having to chase the end result we originally wanted because someone didn't hold up their end of the deal.

Small details are often the root cause of dissatisfaction and could easily be remedied if only someone was paying attention. It's the never-ending loop of the customer service auto-attendant. It's the complete lack of caring from the representative you finally reach who is "just doing their job". It's the call that was never made or the appointment that wasn't kept. It's the promise that was never fulfilled. Everything we do can mean the difference between winning or losing business.

Everyone is human and can make mistakes, but what about those experiences that are truly easy? This is how we all want our customers to feel, like we are taking care of them and making their lives easier in the process. When we do that, customers start to trust us, depend on us, knowing we'll deliver.

So it literally pays to take some time to think about where we can improve and keep that trust factor in place. Think about all the people involved in making a business run and how they or the processes they use can be improved upon. Every employee is an important piece of the puzzle and may have input if you just ask them. When did you last ask them for ideas with an open mind? You might be surprised at what they can come up with if given the chance. And these "little things" might make all the difference.

PRO TIPS

Tips and techniques to help you make the most of your investment.

Proper BPO Storage


With our reintroduction of DEK-Guard™, it is an excellent opportunity to talk about the potency of Powder Hardener (BPO). Over time, BPO naturally loses its potency and that process can be expedited when it is not properly stored. Insuring good BPO is used is especially important in DEK-Guard installations. Lower potency BPO can lead to improper cure, which can be seen as a wet or tacky surface. The resulting effect will be a lower performance coating.

Storage tips to maintain BPO potency:

- Keep Powder Hardener (BPO) in dry storage
- Store at room temperature
- Keep only in original container
- Avoid direct UV light



COMPANY NEWS & EVENTS

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March 4-6, 2018
 SpArc Summit
 Fort Worth, TX
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May 19-22, 2018
 National Restaurant Assoc. Show
 Chicago, IL
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June 3-6, 2018
 International Parking Institute (IPI)
 Orlando, FL
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July 14-16, 2018
 TRA Marketplace
 San Antonio, TX



For more information on Res-Tek products and services visit www.Res-Tek.net or call 1.888-ResTek1

DEK-Guard

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They may work temporarily, but aggregate will begin to wear away or pop out, leaving tiny holes where water and automotive chemicals can get in. Delamination can occur and by then you have a much bigger problem.

The DEK-Guard system builds on itself with four layers that chemically bond to one another, going from soft and flexible to hard and durable, forming a true monolithic system. DEK-Guard is also formulated to be impermeable to water vapor, eliminating water, salts, automotive fluids, etc. from entering the pores of the substrate.

DEK-Guard Layered System – Why it Works

- DEK-641 Penetrating Primer penetrates into the concrete, giving much greater strength and durability to the substrate and provides an impermeable vapor barrier.
- DEK-650 Flexible Membrane provides the flexibility and elongation (400%) required to protect surfaces from temperature changes and vibration and allow for natural movement without cracking.
- DEK-675 Body Coat locks in the aggregate, providing slip resistance and building body within the system.
- DEK-680 Wear Coat provides the first line of protection against water, salt, and automotive fluids.

Contact your Res-Tek representative to request a sample or to see how DEK-Guard might be used in your next project.

5 Parking Garage Problems to Look for

- Water Leakage – look for exposed metals rusting, rust stains along the walls, and efflorescence
- Ponding water – may need a drain solution
- Expansion joint failure – look for wear at the joints and flange connection deterioration
- Delaminated, spalled, and cracked concrete – can allow water to reach reinforcing steel, causing rusting
- Exposed rebar – water can cause it to rust and swell to 8 times its size, leading to more cracking

Res-Tek Joins Stadium Managers Association

Res-Tek is proud to announce that we are now a Corporate Sponsor for the Stadium Managers Association!

This exclusive organization consists of administrators and operations personnel from teams, colleges and universities, facility managers and public sports authorities, and suppliers to the industry. The SMA is dedicated exclusively to stadium operations and promotes professional, efficient and state-of-the-art management of stadiums around the world. Res-Tek is excited to become active with this group and build more relationships in this industry sector.

