

# RT-NEWSWIRE

A quarterly update for applicators, architects, and Res-Tek partners.

Commercial & Industrial Flooring



**MAC-Guard**<sup>™</sup>  
Acrylic Flooring System

**PUR-Guard**<sup>™</sup>  
Cementitious Urethane Flooring

**DEK-Guard**<sup>™</sup>  
Vehicular Deck Coating System

**EPO-Guard**<sup>™</sup>  
High Solids Epoxy Flooring





Stephen Lasko - President

Leadership can be defined in many ways. Inspiring others in the pursuit of common goals and providing the tools to succeed are some things that come to mind. Of course no one is perfect, but we can all strive to be better leaders for our businesses and families. If you are an authority figure, you are a role model whether you like it or not. People are looking to you for guidance and watching to see how you handle challenges as well as success. Our temperament can affect our office culture greatly and impact employee morale.

Taking care of a business is a 24/7 job and sometimes you don't have all the answers. That's okay. Making the tough decisions, along with the easy ones is what a leader tries their best to do every day.

So take some time this summer to get in a little R&R. Hopefully that's an easier decision to make than most and one that will benefit you long after it's made.

# Don't Go it Alone...

## call an architect today

What value do architects bring to a construction project? Plenty!



When a chef is making an exquisite dish they must follow a recipe. That recipe may be on a piece of paper or just in that person's head, but there must be some sort of direction.

The same goes for a person wanting to construct a building such as a large stadium, a unique museum, or even an office complex. That person has to have a vision, a plan and some guidelines to make it all come together.

That's when an architect comes into play. Architects design buildings and structures from an initial idea to a completed project. They provide direction and a framework in order to create something beautiful. Their job requires creativity, attention to detail, and exceptional project management skills.

Let's take a look at some important things that architects bring to a building construction project.

1) Takes the owners vision or idea and brings it to life. Whether it's on paper

or a computer screen an initial plan must be developed.

2) They are investigative reporters in some respects. They have to ask many questions and need to know all the facts about the structure.

Building uses, number of people to accommodate, safety, and of course what the building should look like are all factors along with many smaller details.

3) Works with stakeholders on the project from conception to completion. This benefits the owner, the contractor and any other trades that will be working on the project. When questions arise the architect will be there to answer them.

Without an architect a building project would move along like a boat without a rudder, aimlessly wandering without getting to where it needs to go. As you can see, they play a critical role in construction projects and will help make your next idea an exquisite success.

Contact [sales@res-tek.net](mailto:sales@res-tek.net) for your free flooring evaluation today.





Spa Area with EPO-Guard™ TRQ Troweled Quartz System

## Locker Room Makeover

### Making grout lines invisible.

A large corporation in Oklahoma City, Oklahoma had an issue with keeping the grout lines in the floor and wall tile clean in their locker rooms and showers.

They originally thought about deep cleaning and sealing the floors and walls because they didn't want a full out restoration project.

Epoxy Coating Specialists (ECS) out of Wichita, Kansas was hired to do the work. Jerrick Bynorth from ECS priced grinding the existing tile and installing the Res-Tek EPO-Guard™ TRQ Troweled Quartz System over the top.

"It was the best choice to eliminate the grout lines and give the customer the best system for durability and cleanability", Bynorth said. After coming to an agreement on colors the project was scheduled.

The floors and walls were primed with EPO-203 epoxy and hand troweled with 203 and decorative quartz matrix. Three topcoats of EPO-205 orange – peel clear

epoxy was applied to a smooth finish on the walls and medium texture on the floors.

The project was completed in phases over a number of weeks, allowing for certain areas to remain open during the install.

Now the floors and walls are easy to clean and look amazing. "Everyone is extremely happy with the way the project turned out," said a corporation manager.

The EPO-TRQ Troweled Quartz System is completely monolithic and seamless. No more grout lines to clean or wear out.



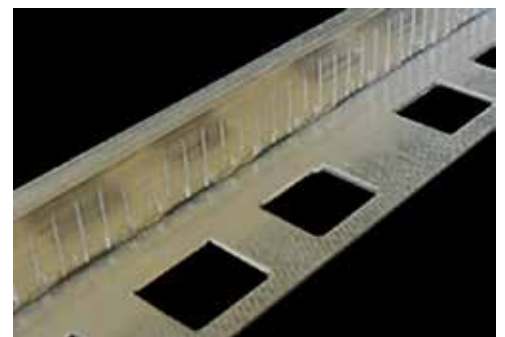
## TRADE SECRETS

Manufacturer's tips and techniques to help you make the most of your investment.

A little known secret for great cove work is using zinc strips. The 6' strip attaches to the wall, sealing up your floor system.


They help keep a nice straight line and also allow for full thickness of the cove, giving compressive strength to your coving and reducing failure from cove separation from the wall. Your cove will have a nice finished look when you're done.

These are a stock item, so try them on your next job and let us know what you think!



## COMPANY NEWS & EVENTS

 July 9-10, 2017  
Texas Restaurant Association  
Dallas, TX

 September 10-12, 2017  
Florida Restaurant & Lodging Show  
Orlando, FL



For more information on Res-Tek products and services visit [www.Res-Tek.net](http://www.Res-Tek.net) or call 1.888-ResTek1

# APPLICATOR SPOTLIGHT

## Surface Systems



Surface Systems in Greer, SC was founded in 1987 by brothers Mike and Chuck Daniels. After many years doing concrete grooving work for dairies, their family business evolved and has since been handed down through generations.

Mike and Chuck built their business working with hospitals and pharmaceutical industry partners and became Res-Tek's very first customer in 2002. When Mike's sons Tom and Michael decided it was time to get out of the busy restaurant industry, they too joined up to begin their own careers in flooring. Between them, they have garnered over 30 years of experience and have learned every aspect of the family business.

During 2016, both Chuck and Mike Sr. passed away unexpectedly within 6 months of one another. While this was an extremely difficult blow for the family, Michael and Tom took the helm and kept their business going.

As for working with Res-Tek, Tom says it's all about the relationship. "Knowing if I text or call after hours and can get my question answered means a lot to us," says Tom. "Any issues are addressed quickly and you can get help when you need it."

Hospitals and healthcare still make up the majority of their business, but they do a variety of work in many industries. Corporate accounts, while sometimes challenging, are great for consistent business as well.

In comparison to restaurant management, Tom & Michael say they enjoy their staff much more and the daily operations and atmosphere are totally different. They get to enjoy much more time with their families, which is important to them.

We talk about the Res-Tek family a lot. Not all businesses have that kind of relationship. Surface Systems has truly been there from the beginning and we look forward to many more years together.

## Industry Spotlight – Restaurants

Help restaurateurs by providing solutions.

Restaurateurs are seriously busy people. They are trying to manage operations, employees, menus and about 400 other things all at once, day in and day out. The last thing they have time for is a failing floor. They just want it fixed and fixed yesterday. Here are a few ways flooring contractors can offer the best service to this market.

- 1. Be on Time** – Restaurant owners have very limited time to work with you, so respect their time by arriving at the agreed upon appointment time.
- 2. Do Your Homework** – Do some research before the meeting. Do they do a lot of late night business or are they only open for breakfast and lunch? When will you be able to do the work? What kind of food do they serve? What type of equipment are they using? These things will help you determine the best flooring option for them and you'll look like a rock star by knowing your stuff up front.
- 3. Make it Personal** - Try to find common ground at your meeting. Mentioning sports, the weather or complimenting something you like at their establishment, especially the food, can go a long way. People buy from those they like, plain and simple. Be friendly.
- 4. Offer Solutions** – Explain WHY they want the type of system you offer, especially if your proposal isn't the least expensive. Explain the benefits over the features. What's in it for them? That's what they care about. Slip resistance means less slip and fall accidents. Easier cleanup means getting out the door faster on late nights.
- 5. Follow up Afterwards** – After a successful install, call up the owner to make sure everything is going smoothly and see if they have any questions about cleaning procedures.

