

3 Most Common Questions Received by the Technical Department

By Scot Dehner

Scot Dehner is a technical representative for Protect-All® Flooring. He trains installers in the proper techniques for installing resilient flooring. When he isn't training installers, Scot and the rest of the technical department troubleshoot and field questions from installers, architects, general contractors and end-users. These are a few of the most common questions.

1. *Can I install your product over (fill in the blank)?*

Out of all the questions Protect-All receives, this is probably the most common: Most manufacturers will tell you that they recommend you go down to the original substrate. It may not be due to the product on the top of the floor, but the adhesive used to bond it. Protect-All understands that you are pushed for time and this step may incur extra costs that were not read in the fine print on your quote. Depending upon the product being laid over, Protect-All personnel may have some answers. You may be able to apply a skim coat, affix cement boards, etc. The install over a questioned product might work, and there may never be an issue. However, you could be responsible if something underneath your work causes the floor to fail. If the customer insists, make sure to have them sign off and understand that you are not responsible for the substrate conditions.

2. *Do we have to wait for the full cure time before things can be moved on the floor?*

Each adhesive has a different cure time. Those cure times help ensure that there will be a solid bond between the substrate and the flooring product. As you know, on a construction site if a floor is “down,” then the next step can begin. In reality, the floor may not be ready for heavy equipment or other trades. Do your best to block the floor from being used until Protect-All's cure time is achieved. I have had one installer tell me they lay full cases of tile in front of their floor because it is too much work for others to move it away to get on the floor. Depending upon the type of floor you have installed, Protect-All personnel may have some advice to help dissipate the weight or traffic.

3. *I have used (product) or done (method) in the past on a similar floor, can I use it here also?*

As a manufacturer, Protect-All tests products, tools and methods to improve the end product while still making it faster or easier for the installer. Many of these products may not have the same qualities (i.e. durability, adhesion) that compare to our existing recommendations. Some techniques have been suggested by installers with positive results and we have incorporated them into our process. Others may have caused issues and have been denied.

Tools are a different category all together. Tool manufacturers are always attempting to be on the cutting edge with new innovations to make your job faster. While Protect-All tries to keep up with all of them, sometimes new items will fly in under the radar. Always check with Protect-All because we are always looking to improve our process. If we have tested it, we will let you know our results.

Technical support departments are there for your convenience. Protect-All understands the position you have been put in and our goal is to offer you viable answers to assist your general contractors, architects and end-users.