



SEPTEMBER & OCTOBER 2023

# UNDERFOOT

NEWSLETTER

## MEET THE BOARD OF THE FCIA GROUP

TALES OF TRIUMPH AND RESILIENCE IN FLOORING

THE JOURNEY OF LEADERS IN FLOORING

FCIA DOES A CHARITY WORKSHOP IN NSW

THE FCIA GALA RETURNS IN 2024

IMPORTANCE OF FLOOR PREPARATION



# MEET THE FCIA BOARD

FCIA has an amazing group of 10 Directors on its board. The board consists of manufacturers, suppliers, national retail groups and commercial contractors.

At each meeting, this group of directors leave their own business hats outside and focus on what the needs of the flooring industry are. This directorship is done for no payment, each director donates their time to ensure the board works to represent and serve the interests of the industry as a whole.



Brett Sturgess - Chair  
Managing Director, MJS Floorcoverings



James Hayward - Deputy Chair  
CEO, Carpet Court Australia



Scott Foster - Marketing Director  
Managing Director, Polyflor



Scott Enno - Treasurer  
Managing Director, Flooring Xtra



Stuart Budge -Board Member  
Owner, Value Academy



Richard Braic -Board Member  
Chief Executive Officer, Signature Floorcoverings



Aaron Martin -Board Member  
Managing Director, Industry Floors



David Aikens -Board Member  
Company Director, Flooring Concepts



Virginia Mort -Board Member  
Director, Kevmor Trade Supplies



David Robertson -Board Member  
Vice President, FAV

# Save the Date

## THE FCIA GALA RETURNS IN 2024

2 MARCH 2024

PLAZA BALLROOM

191 COLLINS STREET  
MELBOURNE 3000 VIC

This exciting night will showcase apprentice awards, employer excellence, industry achievements and an excellent opportunity to network!

Email us at [info@fcia.org.au](mailto:info@fcia.org.au) to register your interest.



# INSURING YOUR FLOORING BUSINESS: TALES OF TRIUMPH AND RESILIENCE

written by. Nathan Ray, Flooring Protect

## Rising Above the Waters: Property Damage Insurance for Flooring Businesses

Imagine the heart of Melbourne's flooring wholesale scene, where a bustling warehouse stands as a sanctuary for an array of valuable flooring stock. This warehouse, a treasure trove of possibilities, finds itself facing an unforeseen challenge. Torrential rains transform into a deluge, and the once-sturdy fortress becomes susceptible to the force of nature. Water through the roof, touching the prized flooring stock with its cold embrace.

Amid the chaos, a saviour emerges – property damage insurance. This insurance, a shield against the unpredictable, springs into action. A swift claim is filed, evidence of the waterlogged state is collected, and the insurance policy responds with unparalleled swiftness. The costs of the damaged stock are swiftly reimbursed, ensuring the business can restore its inventory. Repairing the warehouse and replacing damaged machinery become financially manageable, thanks to the insurance's comprehensive coverage.

### Key Takeaways:

1. Property damage insurance is a safety net against unexpected disasters.
2. It swiftly covers the costs of damaged contents, stock and repairs.
3. Make sure your Stock sum insured reflects your highest stock holding period, ensuring your covered for the worst case scenario.

## From Ashes to Resilience: Business Interruption Insurance

Let's journey to Sydney's bustling streets, where a vibrant retail flooring store flourishes. This store, a hub of creativity and comfort, is suddenly engulfed by an inferno. Flames devour the store's interior, leaving behind charred remains and

dashed dreams. Amidst the turmoil, the store's resilience shines through, and an unsung hero steps forward, aside from the insurance broker hero – your business interruption insurance.

This coverage becomes the lifeline that ensures the flames of adversity won't extinguish the store's financial stability. It steps in to compensate for the income lost during the period of closure, and the reduction of income as the store slowly comes back to normal trading levels.

The store's heartbeat, once disrupted by the fire's devastation, finds a rhythm once again as ongoing expenses, such as rent, leases, and payroll, continue to be covered by the insurance policy. The store rises from the ashes, emerging stronger and more determined than before.

### Key Takeaways:

1. Business interruption insurance cushions against income loss following a property damage incident that closes or restricts trading of the business.
2. Ongoing expenses, like rent, leases, and payroll, are covered, ensuring stability.
3. An annual review of Insurable Gross Profit cover by your expert insurance broker is a must to ensure you'll be fully compensated at the time of a claim.

## Shielding Against Unseen Foes: Cyber Insurance and the Flooring Manufacturer

In the tranquil landscapes of Adelaide, a flooring manufacturer crafts dreams with their designs. Yet, an unseen foe emerges – a cyber attack that penetrates their digital fortress.

The manufacturer's design systems stutter, machinery becomes erratic, and chaos reigns. As the operation grinds to a halt, the manufacturer realizes the insidious impact



of a digital invasion.

Cyber insurance emerges as the ultimate guardian. This coverage funds a team of cybersecurity experts armed with knowledge and skill. They wage war against the unseen assailant, restoring the compromised systems and fortifying defence's against future attacks. The manufacturer's ransom negotiations, once daunting, are navigated with expertise and backed by the coverage.

The story ends with a victorious outcome. The digital realm is reclaimed, and the machines hum back to life. The manufacturer's operations are secured, and the financial impact of the attack is minimized, all thanks to the comprehensive protection of cyber insurance. This tale is a testament to the importance of being prepared for digital threats that can cripple even the most technologically advanced operations.

#### **Key Takeaways:**

1. Cyber insurance defends against cyber attacks and their hidden consequences.
2. It covers recovery costs, breach mitigation, and legal obligations.
3. With cyber coverage, businesses can prevail against unseen digital adversaries and ensure their operations remain secure.

#### **Charting your Flooring Success with FlooringProtect**

Insurance is more than just a safety net; it's your steadfast partner in navigating the unexpected. From property damage to digital threats, your flooring business's growth is anchored in the embrace of the right insurance coverage.

As your seasoned guide and insurance broker, Flooring Protect is here to ensure your voyage is marked by resilience, triumph, and the security that only comprehensive insurance coverage can provide.

Embrace the power of insurance now by transferring your insurance policies to Flooring Protect today, by a simple one page form, at let's embark on a journey where your flooring venture thrives, unburdened by the weight of uncertainties.

If you would like to explore the benefits of Flooring Protect submit an enquiry [here](#).

**NEW!**

**TRANSFORM  
IN A DAY**



from This...

to This...  
in **24** hours



Polysafe QuickLay PUR

# REWRITING THE RULES ON SUBFLOOR PREPARATION

As the market for loose-lay, easier installation flooring materials continues to gradually develop, the timing is now right for the launch of Polysafe QuickLay, Polyflor's first loose-lay safety flooring collection. Specifically designed to be a practical choice for contractors and specifiers alike, the QuickLay installation method saves considerable time and eliminates the need for adhesive.

The specially formulated studded emboss on the underside of Polysafe QuickLay works as a barrier, allowing moisture to escape from the subfloor and facilitates installation over new concrete floors of up to 97% RH. The studded back technology also allows the flooring to lie smooth and flat whilst the unique double-sided QuickLay tape secures the flooring in place.

The collection is suitable for heavy commercial and residential environments in need of a quick turnaround and where sustainable slip resistance is a priority. Key sectors include healthcare, residential care, retail, education, and social housing.

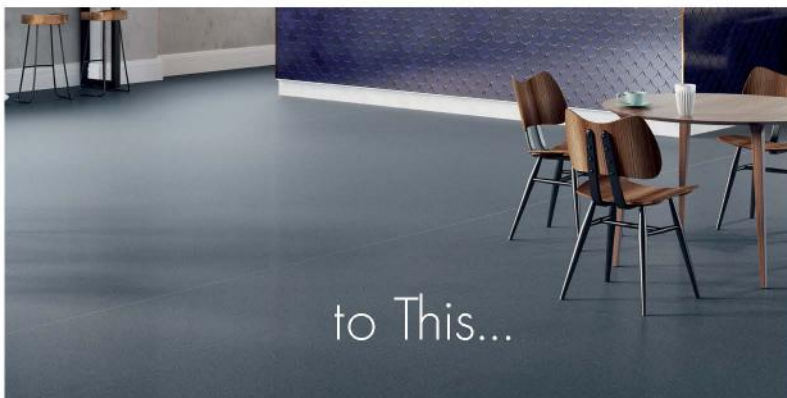
In line with Polyflor's Polysafe Verona Pure Colours collection, Polysafe QuickLay features a contemporary tonal colour bank of 12 shades with a matt surface finish which provides a decoration suitable for dementia friendly environments, supported with the University of Stirling's Dementia Services Development Centre accreditation for the full collection.

As ever with a Polysafe product sustainable slip performance is key and Polysafe QuickLay achieves 45+ on the Pendulum Test (Slider 96) and a Ramp test of R11. QuickLay also conforms to the EN 13845 European safety flooring standard.

Polysafe QuickLay is a sustainable flooring choice which is 100% recyclable. Also due to the loose-lay installation method, QuickLay offers end of life flexibility and can be uplifted and re-installed. Polysafe QuickLay is a temporary or permanent floor covering which achieves the same performance and durability as other Polysafe Flooring Collections but with the added benefits of adhesive-free installation.

## FEATURES

- Same day lay, install & walk
- Install over a variety of existing subfloors of up to 97% humidity
- Embossed backing facilitates moisture dissipation
- Contemporary decoration optimized for specification in dementia friendly areas
- Dementia friendly
- Polyurethane Reinforcement (PUR) for polish-free maintenance
- Easy to remove, reuse and recycle
- Adhesive-free ensures excellent air quality & VOC emissions



## SPECIFICATIONS

- Gauge - 2.2mm
- Roll Size: 2x20m
- 12 shades
- 45+ Pendulum Wet Test (Slider 96)
- R11 (DIN 51130)

**POLYFLOR**  
COVERING THE WORLD

# THE FLOORING JOURNEY OF A LEADING COMMERCIAL CONTRACTOR LEADER

written by. Fiona Wischnewski , FCIA Group



Aaron Martin has spent most of his working career in the flooring industry. From humble beginnings as a flooring apprentice to his current role as Managing Director at Industry Floors, Aaron is still incredibly passionate about giving back and helping make this industry the best it can be.

## Here is his story!

Like most people in this industry, Aaron didn't have a childhood dream of becoming a flooring installer when he grew up. In fact, Aaron wanted to be an electrician when he left school.

Again, like most from this industry, Aaron had a close family friend who worked as a flooring subcontractor, who asked if Aaron wanted to give him a hand over the school holidays putting down smooth edge, underlay and helping with carpet installation.

This experience helped when he commenced year 11 and decided that he would like to become a carpet layer. His mum allowed him to leave school provided he had an apprenticeship to go to. He found a job with

Melbourne Carpets – and so his career began.

He lasted about 6 weeks then needed to find something closer to home given he didn't have a license. He took a job with Lamberts and started his apprenticeship with a subcontractor in 1989. And so, his learning began!

In the early 90's the recession "Australia had to have" hit and Aaron took on a job with Aywon Carpets as a second-year apprentice. He stayed in the commercial side of flooring, continuing to work in high rise buildings, schools and education areas. He completed his flooring apprenticeship and about a year later the business became a subcontractor model business and he was asked if he would become a subcontractor.

He spent 8 years as a subcontractor and in that time did jobs for Melbourne International Airport where he had to hand sew Wilton Carpet correctly, hotels where he pattern matched carpets Ballrooms and Lobbies. Power stretch 30-40mtr runs of carpet in open Office fit outs to being one of the first "licensed installers" of the Roberts Mono spray System which was the first Dual Bond Carpet Installation System. He also started to get more and more into commercial vinyl.

Aywon then asked Aaron if he wanted to take on a role as Project Manager. They needed someone with great people skills and the ability to manage a number of different jobs at the one time. He stayed there for 6 years and during that time him and a colleague managed over 100 jobs! During this time Aaron also took on a role as an Executive member of Australian Carpet Contractors Association. Which later became the Floorcovering Association of Victoria (FAV) which he served two years as elected Vice President and six years as President.

Ardex then approached Aaron about taking on their State Sales Manager role for flooring where he learnt so much about moisture and flooring failures. During his time with Ardex, he worked with the business on a new product and was fortunate enough to work





with their R&D team helping to develop K12. When Ardex bought out WW Henry adhesives Aaron was fortunate enough to be sent to the USA working with chemists to help develop adhesives that would work in the Australian climate.

Aaron was seconded by Polyflor and went to Germany to help Kiesel with the development of screeds and adhesives specifically for the Australian market and its climate. During his time at Polyflor he worked as a Product Manager and in Sales where he would conduct demonstrations to retailers, commercial contractors and installers. He has done over 300 demonstrations around Australia to installers. After about 3 years into this role, he was promoted to National Commercial Sales Manager with a focus to build the commercial side of the business. During his time there, he grew the commercial sales team from 6 to 17 people and helped grow the business substantially, in the 6 years he was there.

Aaron has had roles with, Shaw Contract as Sales Director, FCIA CEO, Asset Flooring Group as General Manager and is now the Managing Director for Industry Floors.

During his time in the flooring industry, he has worked with Standards Australia on re-writing AS1884 and AS2455, had business coaches, learnt about the financial side of business and leadership, travelled to many different countries and met some amazingly talented people from the worksite to the board room.

In 2023, Aaron took on the role as Managing Director of Industry Floors. A role that has culminated from his 35 years of experience in the industry to become an equity partner in one of the largest flooring contractors in the country. He remains passionate about attracting new talent to the industry and lifting the standards of industry best practice through his voluntary Board Director position with the FCIA.

When you look back at Aarons illustrious working career, the things he has learnt, the places he has been to and the people he has met, it is incredible to think it all started by him taking on some holiday work with a flooring installer and falling in love with an industry that has so much to offer and so many varied career paths to sample.



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signaturefloors

HYBRID  
FLOORING



Enjoy the timeless and natural look of timber,  
plus all the benefits of hybrid including:



EXPLORE OUR  
HYBRID RANGES



# 5G™ - THE MOST EFFORTLESS INSTALLATION SYSTEM

written by. Danielle Shum, Signature Floors

5G™ is Välinge's industry-leading floor locking system, making installation faster and easier than ever before. It provides the most effortless installation on the market without the need for glue, nails or any other time-consuming maneuvers. Simply slide the plank in and drop it into place - fast and easy install!

Signature Floors also champions recycling initiatives. With their visionary approach and use of innovative Liteback™ technology pioneered by Välinge, you can be assured that all of Signature's hybrid flooring ranges have a light-weight impact on the planet. Liteback™ features milled channels that can achieve up to 20% weight reduction from the core product, resulting in a sustainably-designed floor that provides superior acoustic benefits to customers and is also an incredibly lightweight flooring solution that's a breeze to handle when installing. The milled material can then be recycled and reused, dramatically curbing the consumption of raw materials, resulting in not only a lighter product overall, but also a lighter cost to the environment.

In an age where sustainability is no longer a mere trend but a necessary ethos, Signature Floors continues

to prioritise eco-friendly design that creates sustainable flooring solutions and promotes a practical circular economy. This forward-thinking approach not only diverts waste from landfills but also fosters the reutilisation of valuable resources, creating a positive ripple effect for a greener future.

Signature's hybrid flooring can be laid over most existing hard surface floor coverings, provided that the existing floor is structurally sound. And in most cases, the hybrid flooring doesn't need to be acclimatised, saving time and logistics planning for installation jobs. Quattro, Dimension and Distinct, the hybrid ranges designed by Signature Floors, offer unmatched performance and ease of installation, all while minimising their ecological footprint.

Combining easy fast installation, in a durable lightweight product that offers significant reduction in noise transfer with innovative sustainable design – Signature Floors hybrid ranges help to create spaces that are visually appealing, functional and comfortable – enriching the lives of the inhabitants.

For further information please contact:  
Danielle Shum  
Marketing Manager – Residential  
[Danielle.shum@signaturefloors.com.au](mailto:Danielle.shum@signaturefloors.com.au)

# JULY'S APPRENTICE WORKSHOP IN FORBES, NSW

written by Fiona Wischnewski, FCIA Group

In late July 2023, a collaborative effort between FCIA and Terry Bros Carpet Court Forbes led to an engaging and productive apprentice workshop in Forbes, New South Wales. Throughout the week-long initiative, a total of eight apprentices hailing from Cowra Carpet Court, Forbes Carpet Court, and Parkes Carpet Court joined forces to undertake a flooring replacement project within the local community.

Overseen by FCIA's adept site supervisor and experienced trainer/assessor, Ryan Van Den Heuvel, the apprentices eagerly tackled the installation tasks.

The plan included the removal of old floor coverings, utilising grinders to refine the surfaces, applying feather finishing techniques, and installing new planks.

The team who attended and completed the project at Forbes NSW



The workshop proved to be an enriching experience, fostering an environment where the apprentices not only absorbed vital skills but also honed their collaborative abilities working together and helping each other.

One of the most valuable aspects of the workshop was the diverse learning opportunities it presented. Apprentices had the chance to experiment with various machinery and learn a variety of installation techniques, thereby broadening their skill sets. Witnessing these young learners work together, pooling their talents, and progressing in their abilities was truly inspiring.

The event's success was due to the support of not only the apprentices that attended but their employers who allowed them to attend; including Cowra Carpet Court, Terry Bros Carpet Court Forbes and Terry Bros Carpet Court Parkes.

Many thanks to Signature Floors and Ardex, alongside Terry Bros Carpet Court Forbes, for affording this invaluable workshop opportunity.



Apprentices remove old floor coverings at Forbes NSW



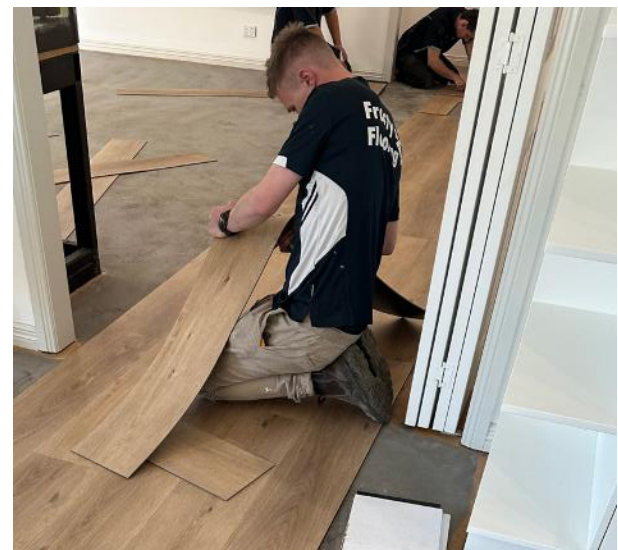
Apprentice removes floor coverings on stairs in Forbes NSW



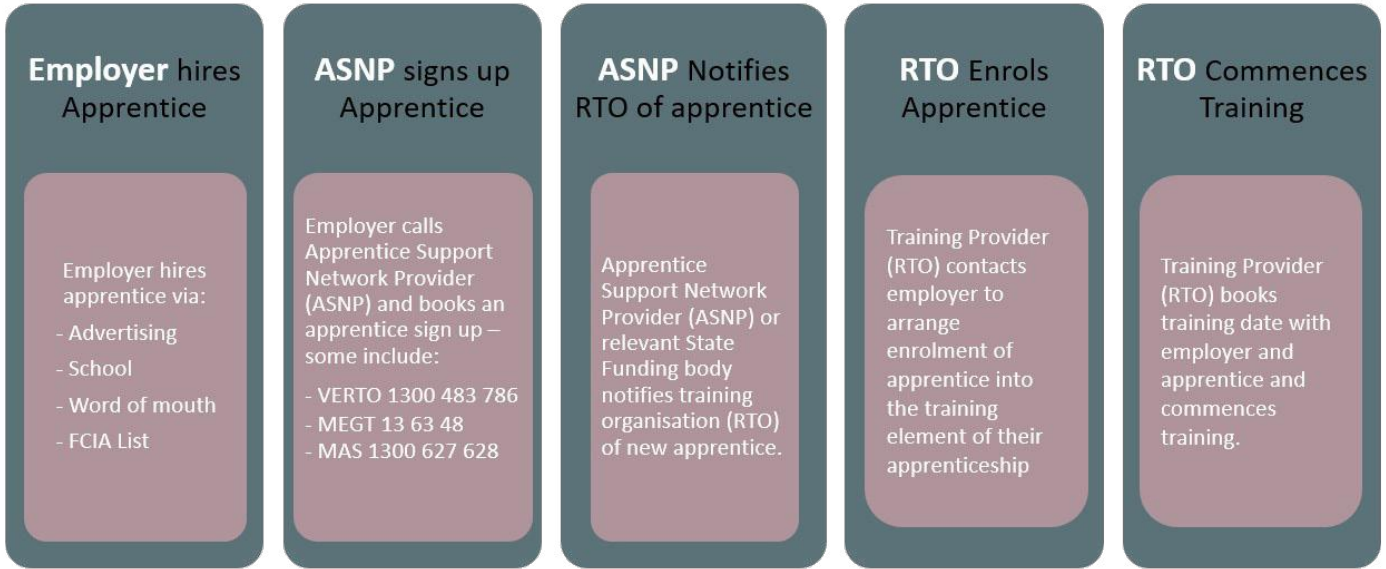
The newly installed flooring on the stairs at Forbes NSW workshop



The newly installed floors after the Forbes NSW workshop



Flooring apprentice prepares flooring before installation



For further information on ASNP's, training providers or apprenticeships please contact FCIA on **0421 887 047** or [info@fcia.org.au](mailto:info@fcia.org.au)

## MEET THE FCIA TRAINING ACADEMY BOARD

FCIA Training Academy Board consists of 5 members. The group of people at this board table are very passionate about training within the flooring industry. This directorship is done for no payment, each director donates their time to support training within flooring.



Adam Enno - Chair  
Managing Director, Flooring Xtra



Richard Beaumont - Board Member  
Managing Director, Floorworld  
Devonport



Gregg Zeegars - Board Member  
Operations Manager NSW/ACT, Carpet  
Court Australia



Jim Creswell - Board Member  
National Resilient Product Manager,  
Mapei Australia



Brendan Macdonald - Board Member  
Director, Macdonald Floorcovering Group




Garry Thomas - Board Member  
Company Secretary, FCIA & FCIA Training  
Academy





## GTI MAX CONNECT

With a unique interlocking system, GTI MAX Connect offers a modular tile flooring solution ideal for heavy traffic applications in retail, industrial and warehousing environments.

6mm thickness.  
Made out of 80% recycled PVC and reinforced with a double fibre-glass grid.

 Fast and easy installation

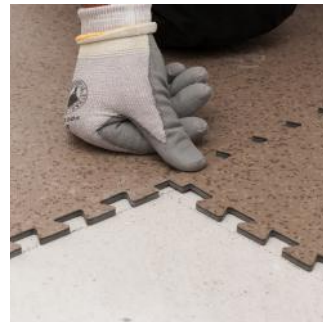
 Can be installed over existing floor

 Resistant to rolling loads and traffic

Easy to cut and handle



Minimal installation downtimes



Seamless finishes



**ELEVATE YOUR FLOORING STANDARDS WITH  
GTI MAX CONNECT**

**Gerflor**

gerflor.com.au

# BEAUTIFUL FLOORING

## HOW INSTALLATION AFFECTS CLEANING

written by Colin Saddington, Premrest

Good commercial floor installation and floor cleaning go hand in hand. Think about it: you've just finished laying down a top-notch floor, but the real proof of your workmanship shows in how that floor holds up over time. The way a floor handles daily foot traffic, and periodical cleaning reflects directly on the quality of the install. By understanding the cleaning side of things, contractors can make sure floors not only look great after installation but stay looking great for years to come.

One of the best career moves for a floor cleaner is to first spend four years as a commercial floor installer. This is the path I took. After four years as an installer, I devoted the next decade to commercial floor cleaning. This solid foundation helped my transition into management roles in both floor installation and cleaning. Fast forward another two decades, and I now serve as a director and cleaning manager at Premrest.

Currently, a major part of my role is to inspect new commercial carpet installations to establish maintenance programs. With about three years of the COVID pandemic, as you are all aware, many commercial buildings in Melbourne's CBD shut down. Many businesses smartly used this hiatus to refurbish their tenancies, leading to a significant uptick in flooring installations.

During my inspections of these newly refurbished sites in Melbourne and Sydney CBD's, I've seen a few concerning patterns. Primarily, there are two significant issues related to carpet tile installations:

1. Significant gapping between tiles.
2. Improper use of adhesive, such as carpet tiles being set in wet adhesive or an overuse of adhesive.

These problems aren't always immediately evident during handovers or final inspections. It often takes months of regular foot traffic for the issues to manifest. Over time, the carpet tiles press against the subfloor, causing any excessive adhesive to seep into the gaps between tiles, eventually reaching the carpet surface. Once on the surface, the adhesive can spread further as people inadvertently track it with their shoes. The appearance of the adhesive starts as a clear, light green or other colour in the carpet which can be difficult to see. During the next several months of regular traffic flow, these adhesive marks become darker in colour until they're black in appearance. This is due to the fresh soils and oils tracking through on

the shoes. The fresh soils and oils will adhere to the adhesive creating that dark colour. These stains cannot be vacuumed out and specialist carpet cleaning is required to remove the marks.

If such issues surface within the first year, the onus to address them falls on the project and installation companies. There is a remedy for this, but it's both time-consuming and expensive - a path few would willingly choose as, on occasion, it results in the need for full replacement.

It's imperative that we prioritise proper training for our installation teams, ensuring we adhere to manufacturer guidelines and instructions. I realise that once installers finish a project, they quickly move on to the next, often remaining unaware of potential long-term issues. However, proper training and correct installation practices can prevent such complications, ensuring the longevity and aesthetics of our carpet installations.

No installer is perfect, mistakes are sometimes made. If you are in a sticky situation with a defect like adhesive staining or similar, don't hesitate to get in touch. We can work with you to resolve it, to avoid costly disputes with builders and ultimately their clients.



Colin Saddington inspecting adhesive stains



# WHY FLOORING TRAINING COULD BE RIGHT FOR YOU

written by Niranjan Peter, FCIA Group

One of the fundamental roles of our association to date has been to facilitate the growth of the flooring apprentices. We have understood that without significant increase in the uptake of flooring apprentices we are facing a dire skills shortage which will cause serious issues to the flooring industry as a whole.

Following on from our recent success in securing funding to provide training in South Australia we have been on the hunt for new flooring professionals who are interested in becoming trainers.

We took the time to interview some of the Flooring Trainers from our training partner's to understand why they chose to educate the future flooring workforce.

**Meet Andrew Cartledge from TFIA who has been a trainer and assessor at the TFIA for the last 11 years. The TFIA is one of the leading flooring RTO's in Victoria and the Northern Territory. TFIA has been delivering the the flooring apprenticeship program to over 450 apprentices since 1999.**

**Tell us about your Flooring Career before you become a trainer? Why did you choose flooring and what did you like about flooring?**

*I started as an apprentice, and then became a contractor employing my own apprentices. My family then started an independent flooring store in Ballarat, installing domestic and commercial flooring. All together I have been in the flooring industry as an installer for 44 years.*

**What are some of the issues you see in the flooring industry?**

*The issues facing the flooring industry are a lack of qualified installers and employers who take advantage of apprentices. I also have come across products from manufacturers that are not up to Australian standards which is causing issues at our frontline. The industry also lacks qualified trainers and assessors, who can relate to the youth of today.*

**Why did you decide to become a flooring trainer?**

*I became a trainer and assessor, because of the lack of quality trainers that I saw training our apprentices in our store. At that stage my body was also starting to let me down, so having a week off my knee's every month was very appealing. Mentoring these young people has given me a better understanding of how to train an apprentice.*



Andrew Cartledge, TFIA

**What have been some of the highlights of being a flooring trainer?**

*Being a trainer for 11 years, I have been privileged to watch a lot of my apprentices grow up, get married and have children. I know that the friendships I have made will last a life time. Completing residential workshops is also very rewarding.*

**What advice would you give to other Flooring professionals who are interested in being a trainer?**

*Becoming a trainer and assessor should not be about the money. I have a passion for the flooring industry and giving back to an industry that has been so rewarding to me is something that gives me joy. Passing on the knowledge I have gained over the past 44 years is the least that I can do.*

If you are based in Victoria and NT and would like more information on the TFIA and their flooring training, please visit [www.tfi flooringtechnology.com](http://www.tfi flooringtechnology.com).



Andrew Cartledge, TFIA with one of the apprentices who participated in the workshop



**Needed!!  
Floor Covering  
Trainers and Assessors**

Share skills and knowledge

Teach the next generation of tradespeople

Ideal for retiring installers or those who need to get off the tools

Have experience in all aspects of flooring installation

Part-time options available

Email us at [info@fcia.org.au](mailto:info@fcia.org.au) to hear more about the roles



# FLOOR PREPARATION – THE ‘UNSEEN’ HERO OF A BEAUTIFUL FLOOR

written by Andrew Neal, Ardex, Photos by Cotter Floors (Victoria)

There is little more in the world our customers get emotionally invested in than the look of their home or business. Business owners invest considerable expense in renovating and fitting their offices to create a work environment that makes their staff and visitors feel welcome. At the same time, homeowners want to walk through the door feeling like they've added something to their home that makes them instantly feel proud of their ownership.

Make no mistake: Flooring is a significant investment. In fact, it is one of the most significant investments in the home or office renovation. Like paint, flooring aesthetically ties together all the other elements, but it also serves a critical function for the area intended, whether it is an office fit-out, commercial kitchen, hospital corridor, bedroom, or a myriad of other areas.

As well as ensuring you have chosen the right floor

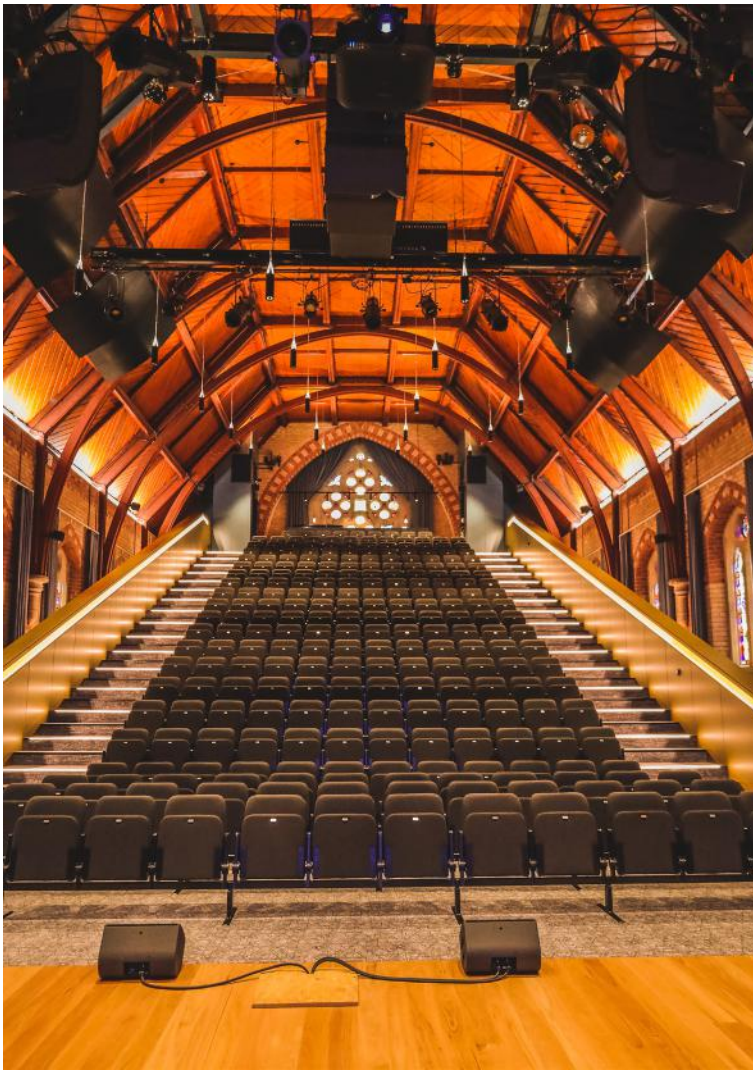
covering for your intended area, the preparation of the substrate is equally important to a beautiful floor covering that looks good for many years.

***‘Start with imperfect floor preparation, finish with an imperfect floor’.***

## **Smooth Surfaces**

There are so many different flooring types these days: carpets, sheet vinyl, luxury vinyl tile, carpet tiles, and hybrid planks, and more, but the one thing that hasn't changed is the preparation to make them go from looking good to looking great and maintaining their performance over the life of the product.

Substrates, whether concrete, timber or other building material, are just that. Substrates. Quite often, they lack the quality of finish to accept floor



coverings directly. While they look flat and smooth to the eye when there are no floor coverings, once sheet vinyl or Luxury Vinyl Tiles have been installed, nearly all imperfections will reflect through the surface of the vinyl. It's not only the cosmetics, but it can also create undesirable results with other floor coverings, such as breaking locking systems on floating floors, issues with adhesive transfer onto direct stick timber, causing gapping within carpet tiles, or just being able to feel the imperfection under foot as you are walking.

With the use of ARDEX levelling and smoothing compounds, you can ensure your substrates are smooth, level and free from imperfections, resulting in not only a great-looking floor, but also full compliance with the relevant Australian Standards and manufacturers' requirements.

### Moisture Mitigation

Don't let moisture barriers and waterproof membranes get confused. So what is the difference?

A **moisture barrier** is typically a film that bonds to the top of your concrete and stops moisture from rising into your flooring. In contrast, a **waterproof membrane** controls the passage of water to a drainage point, such as the shower in a bathroom. For this article, we will discuss the former.

High moisture in substrates can come from several

different sources. It could be a damaged vapour barrier under the concrete slab allowing ground moisture to rise into the building or residual construction moisture that has not yet had the time to evaporate to a point safe for your new floor covering.

No matter the source of moisture, nearly all will have a detrimental effect on the entire flooring system being installed. Without correct mitigation, moisture can cause the cement-based levelling, patch and smoothing compound to break down, adhesives to fail, and even start the floor covering to decompose, creating mould growth issues.

While moisture mitigation is not always necessary, the only way to test is by following the testing requirement in the relevant flooring standard.

ARDEX have a range of moisture mitigation systems that have been used on thousands of projects, ensuring that rapid construction projects can proceed and that renovations can progress with peace of mind that moisture will not be a contributing factor to shortening the life of the floorcoverings.

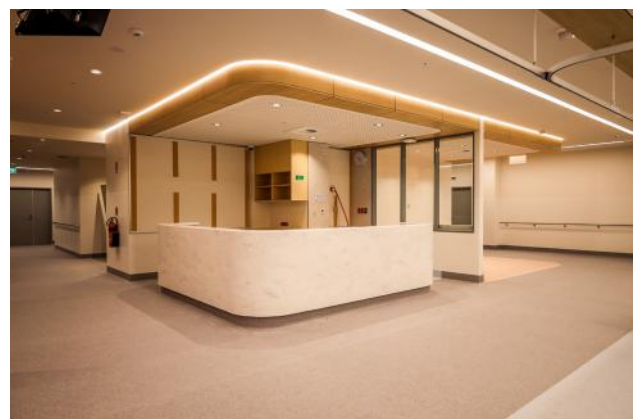
### The best solution

With more than 50 years of local manufacturing experience in the Australian flooring market, ARDEX Australia has developed a range of specialty floor preparation products that provide a complete system from substrate preparation to fixing the floorcovering.

ARDEX products are formulated by our local Research and Development team based in our Sydney head office, ensuring their performance withstands Australian conditions and market requirements. In addition, we have a dedicated technical service team that provides expert advice and system recommendations. This team is further supported by a local state-based technical sales team who can assist with onsite technical assistance and recommendations.

Over the past five years, ARDEX has also broadened its capability with the local acquisition and joint venture partnerships with Nexus Adhesives and DTA tools.

To find out more about ARDEX Australia or to contact them for your next project, reach out to us at our website here.



# SICK OF HARDBOARD? TRY ARDEX K 65

## THE SEAMLESS UNDERLAY



SCAN ME