

# QUESTMARK®

THE MARK OF EXCELLENCE IN FLOORING SOLUTIONS

QuestMark Flooring , A Division of CentiMark Corporation  
12 Grandview Circle, Canonsburg, PA 15317  
1-800-743-8890 [www.QuestMarkFlooring.com](http://www.QuestMarkFlooring.com)

## Single Source Responsibility

*Polished Concrete*



*Epoxy Coatings*



*In-House Repair Materials*



*Epoxy Resurfacing*



# QUESTMARK®

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## Flooring Capabilities

*Polished Concrete*

*Thin Mil Coatings*

*High Build Coatings*

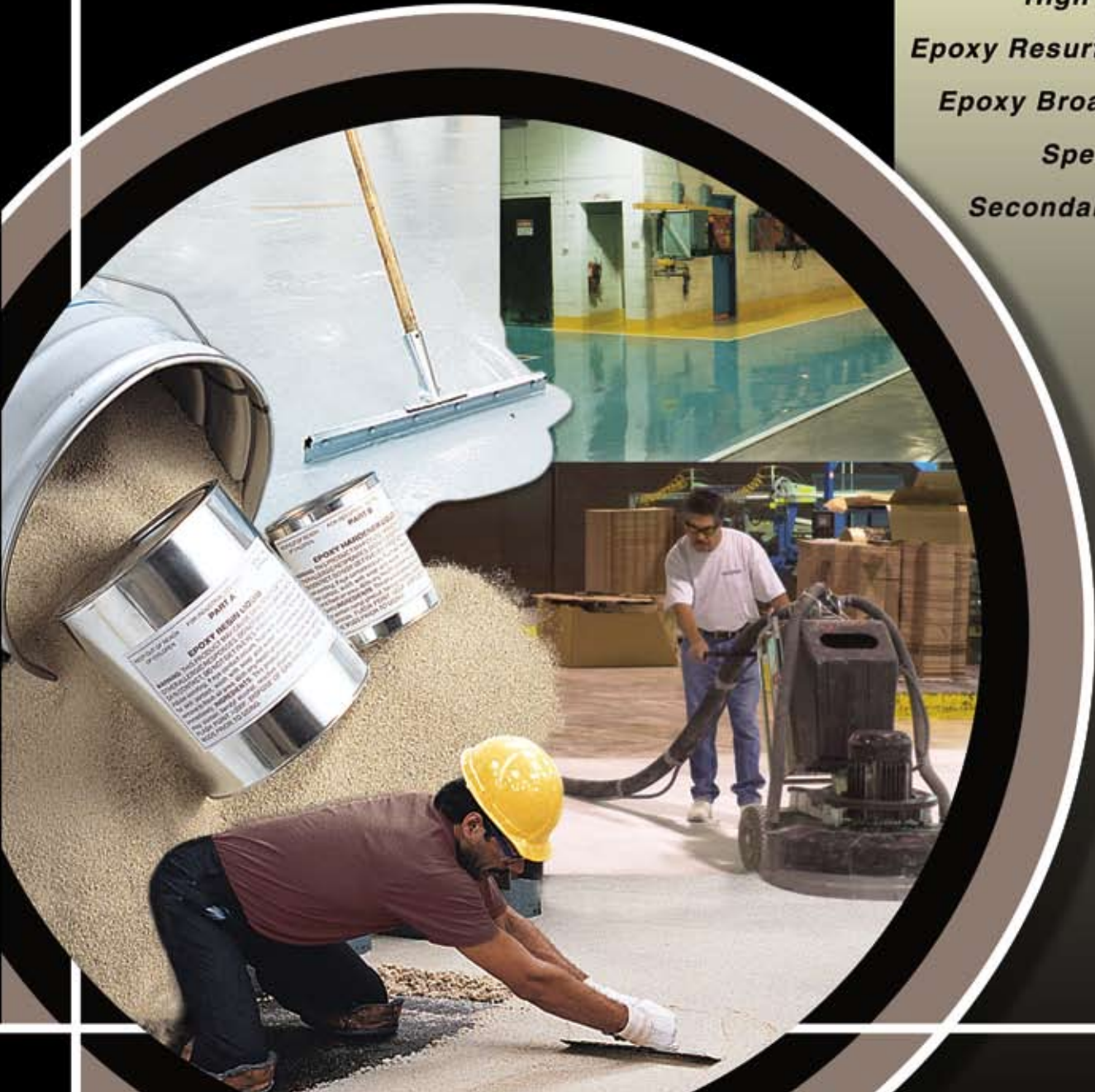
*Epoxy Resurfacing Systems*

*Epoxy Broadcast Systems*

*Specialty Products*

*Secondary Containment*

*ESD Systems*



***What's New at QuestMark?***

***DIAMONDQUEST***®

***The innovative concrete floor polishing system***



Learn more on pages 4 & 5

# Great People, Products and Services

*QuestMark Can Help You With Your Commercial, Industrial and Retail Flooring Needs.*

## **QuestMark Flooring...**

QuestMark Flooring, a division of CentiMark Corporation, is a leading provider of epoxy and polished concrete floor systems to the industrial and commercial markets. QuestMark provides the financial stability of a 5A1 Dun & Bradstreet company based on a strong composite credit rating and a net equity in excess of \$134.2 million.

As an employee-owned (ESOP) company, our associates have an investment in the success of QuestMark. We take ownership of every job – that is our Single Source philosophy.

At QuestMark, our success has been built on a solid foundation. We serve our local customers across North America with a commitment to professionalism. We remain at the forefront of modern flooring technologies. We provide a comprehensive Safety & Risk Program that ensures a safe work environment with on-going training, state-of-the-art equipment and knowledgeable personnel.

## **QuestMark's Commitment...**

We are committed to offering quality workmanship and the best materials available. We are dedicated to serving our customers with a variety of solutions to meet the needs of each flooring issue.



## **QUESTMARK.**

*A Division of CentiMark Corporation*

**12 Grandview Circle  
Canonsburg, PA 15317  
1-800-743-8890**



**QuestMark - The Mark of Excellence in Flooring Solutions**

# Flooring Solutions

## What's damaging your concrete floor?

- Heavy traffic?
- Aggressive chemicals?
- Appearance a priority?
- Safety concerns?



## QuestMark provides solutions to your flooring problems.

QuestMark's flooring professionals will inspect your floors at no cost and provide recommended solutions for a variety of floor problems and needs. QuestMark crews provide fast, professional contracting services with minimal plant downtime.

For the "do-it-yourself" projects, QuestMark has a complete line of floor products that are easy-to-use and easy-to-maintain. The flooring products protect and improve the appearance of your facilities. Furthermore, repairing trip hazards with our patching materials can enhance safety in traffic areas. QuestMark's local field representatives will ensure that your products are delivered where and when you need them. We'll provide technical assistance on product installation and floor cleaning.



QuestMark offers Contracting Services throughout North America. Call 1-800-743-8890

# Q&A - Questions and Answers

## Why QuestMark?

- Commercial and industrial flooring experience since 1968
- Experience and resources to provide solutions for contract projects as well as in-house floor repair maintenance
- In-house trained crews provide professional installation with quality products
- Follow-up inspections after job completion
- Instruction on proper floor cleaning procedures

## Why undertake a flooring project?

- Renovate deteriorated floor surfaces
- Compliance with USDA and FDA regulations
- Improvement in facility aesthetics
- Minimize slip-fall problems on some surfaces
- Control concrete dusting and improve housekeeping
- Reduce damage to lift trucks and finished goods
- Boost employee morale with a clean work environment

## Which products are right for my floor?

- Floor systems are built based on needs, usage and budget
- Different floor systems used for different areas in your facility
- An analysis evaluates heavy or light foot traffic, steel wheel traffic, vehicle traffic, forklifts with heavy loads, chemical exposure or impact from abuse of floor surface
- Consideration of products to be used in selection of primer, build-up product and topcoat

## What's the most important factor in installing a new floor system?

- Preparation of the substrate is key to proper installation
- Condition of substrate reflects present or past traffic as well as environment of floor area
- Use of the proper QuestMark flooring products and proper maintenance follow-up.

## What about follow-up services?

- QuestMark will inspect floor after job completion
- Annual floor evaluations suggested for proper maintenance
- Repair kits and products for touch-up available for purchase

## How do you prepare a floor for a new installation?

- Preparation is the most critical part of the installation
- Remove ground in dirt and surface contaminants
- pH tests analyzed
- Edges keyed in, joints cleaned and bad concrete repaired
- Floors cleaned and bond profile developed

## Is timing everything?

- Timing and time restrictions are critical. Installation or repair is generally limited to evenings, weekends, holidays or plant shutdown periods
- Cure times of products dictate the timing of the process
- Once a project begins, typically the area cannot be used until project is complete
- Temperatures and humidity of surrounding environment factor into timing of project. Hot and dry environments accelerate cure times. Adjustments to schedule need to be made in areas with higher than normal temperature

## What about cleaning?

- QuestMark will provide detailed instructions on cleaning techniques for the floor system. Each system requires correct cleaning methods to maintain the integrity of the floor system
- Allow floor time to reach full cure before initial scrubbing



Choosing the Correct System	page 4	page 6	page 8	page 9	page 10	page 12	page 11	page 12
	DiamondQuest	Plastic Mortar Resurfacers	Thin Mill Coatings	High Build Coatings	Broadcast Systems	Concrete Treatment	Secondary Containment	ESD (Electro Static Dissipative)
Industrial Manufacturing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Traffic Aisles	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>			
Loading Docks	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>		
Locker Room/Restroom	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>			
Food Processing		<input type="radio"/>			<input type="radio"/>			
Bottle/Fill Lines		<input type="radio"/>			<input type="radio"/>			
Warehousing	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>		
Plating Lines		<input type="radio"/>					<input type="radio"/>	
Tank Farms							<input type="radio"/>	
Trenches/Pits							<input type="radio"/>	
Chemical Storage		<input type="radio"/>					<input type="radio"/>	<input type="radio"/>
Packaging Areas	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>			
Laboratories	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>			
Airline Hangers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
Waste/Water Treatment		<input type="radio"/>			<input type="radio"/>		<input type="radio"/>	
CIP Storage Areas		<input type="radio"/>					<input type="radio"/>	
Paper Mills	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>		<input type="radio"/>	
Epoxy Recoat			<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Coolers/Refrigeration	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>			
Battery Charging		<input type="radio"/>					<input type="radio"/>	
Electronic Assembly								<input type="radio"/>
Testing Labs	<input type="radio"/>							<input type="radio"/>
Pharmaceutical	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>
General Patching		<input type="radio"/>					<input type="radio"/>	



# DIAMONDQUEST

## Retail

QuestMark's DiamondQuest® System is a revolutionary way of creating a quality sheen and appearance on concrete floor surfaces without the use of coatings. Our extensive experience in polishing concrete floors has made us an industry leader in the retail, industrial and commercial markets.

Our DiamondQuest® System is a multi-step process of progressively finer grinding of concrete floor surfaces through the use of high technology equipment and well-trained QuestMark employees. This process turns an ordinary floor surface into one with a quality sheen and the ability to inhibit water and other contaminants from penetrating the surface.

## Commercial



**Over 55 Million Square Feet**

# DIAMONDQUEST®

## Industrial

## Surface Prep



### DiamondQuest® System Benefits

- High quality floor finish with minimal maintenance requirements
- Unlike coatings, system will not peel, flake, mar or discolor
  - Immediate use of floor upon completion of area - no waiting for curing of materials
  - Allows vapor transmission through slab in areas where hydrostatic pressure is an issue
- Provides for the continued operation of a facility during installation due to a dry, dust controlled process
- Eliminates dusting of concrete floors



of Floors Polished Since 2002



# Plastic Mortar - Heavy Duty Resurfacer



*Our Plastic Mortar floor resurfacer is the leading QuestMark flooring system for industrial and commercial floors. Plastic Mortar is the most frequently installed system and is also the most widely sold product line by QuestMark Flooring.*

## **Heavy Duty Resurfacer stands up to:**

- Fork lift traffic
- Steel wheel traffic
- Chemical and acid spills
- Machine areas
- Cold storage areas
- Plating lines
- Pickling lines
- Anodizing lines
- Secondary containment areas
- Food and dairy industry
- Paper and pulp environments



Heavy Duty Resurfacing is an effective way to smooth over large floor areas, providing a durable, seamless surface that withstands repeated cleaning and resists chemicals and thermal shock.

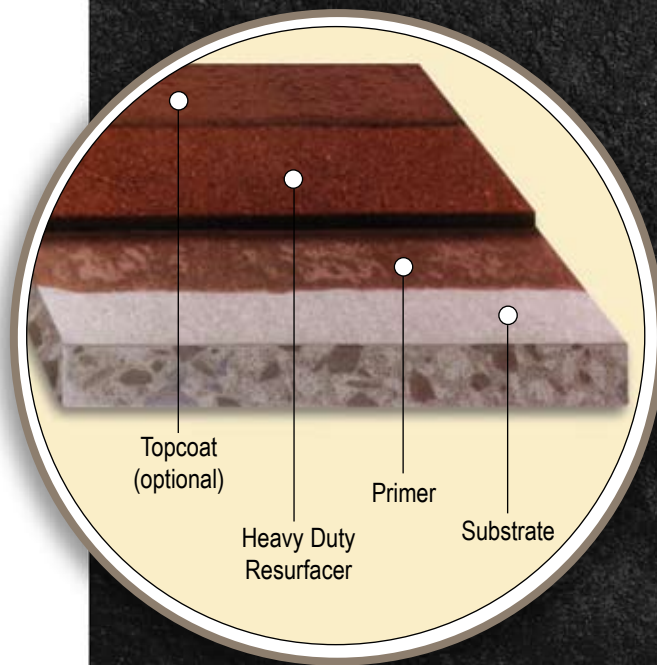


**Plastic Mortar products are USDA accepted for the food industry and meet low odor OSHA safety requirements.**

The materials will adhere to concrete, brick, metal and wood. It may be advantageous to roughen the substrate before resurfacing. Profiling will prepare the floor for a good mechanical bond. Your QuestMark representative will inspect the floor and determine appropriate procedures.

In preparation for the installation of a Plastic Mortar floor, it is imperative that the floor is:

- Clean
- Sound
- Free of oil
- Free of grease
- Free of non-volatile liquid contaminants

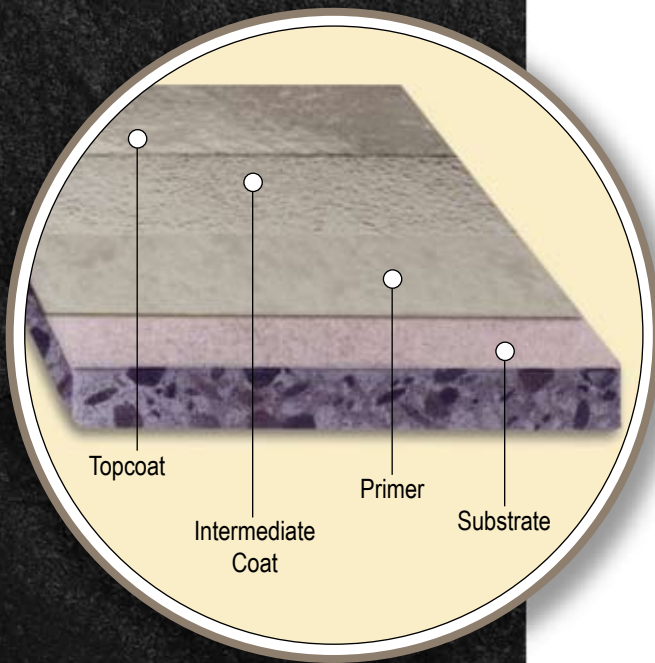


## Heavy Duty Resurfacing System

This 100% epoxy floor topping is the workhorse of our product line.

Resurfacers are used to repair worn or damaged concrete floors. Its tough new surface adds years of service life to problem floors. A topcoat of a sealer or coating can be added to increase chemical resistance, cleanability or light reflectivity.

# Thin Mil Coatings



## Thin Mil Coatings (6-15 mils)

Thin Mil Coatings are roller-applied epoxy and urethane coatings. They are ideal for hundreds of applications and are noted for their attractive appearance and chemical resistance. The products are high performance coatings and offer excellent abrasion resistance and adhesion.

The products are available in clear or pigmented colors and are easy to clean.

**High Performance Urethane Coatings** are the ultimate in long-lasting shine and durability. The products are single and dual component catalyzed aliphatic polyurethane floor coatings. They have unparalleled flexibility, weathering characteristics, UV color stability and resistance to abrasion and chemicals. **Urethane Coatings are ideal topcoats over epoxies to provide a smooth, glossy floor with the best protective properties available.**

**Water-Based Coatings** are used as primers, base coats or topcoats. They are two-component, low odor, high performance epoxy coatings that exhibit characteristics that rival solvent-based products. Water-Based Coatings offer good adhesion and abrasion resistance properties as well as moderate chemical resistance.

**Solvent-Based Coatings** are durable, light reflective, multi-purpose coatings with excellent adhesion and protective qualities.



Coatings can be applied over concrete, metal, masonry and wood. The coatings can withstand mild to aggressive acids, alkalis and aliphatic solvents.



# High Build Coatings

High Build Coatings give new floors an attractive, easy-to-maintain surface. They are used to protect concrete floors, hide minor imperfections in older floors and topcoat QuestMark mortar systems. The products are 100% solids, two-component epoxy coatings.

High Build Coatings offer impact, strength and abrasion resistance while hiding surface imperfections and pitted concrete. The products cure to an extremely hard and durable surface, which can be smooth, textured or made into a non-slip surface. High Builds are a minimal odor product.

## Color Chart

### Standard Colors



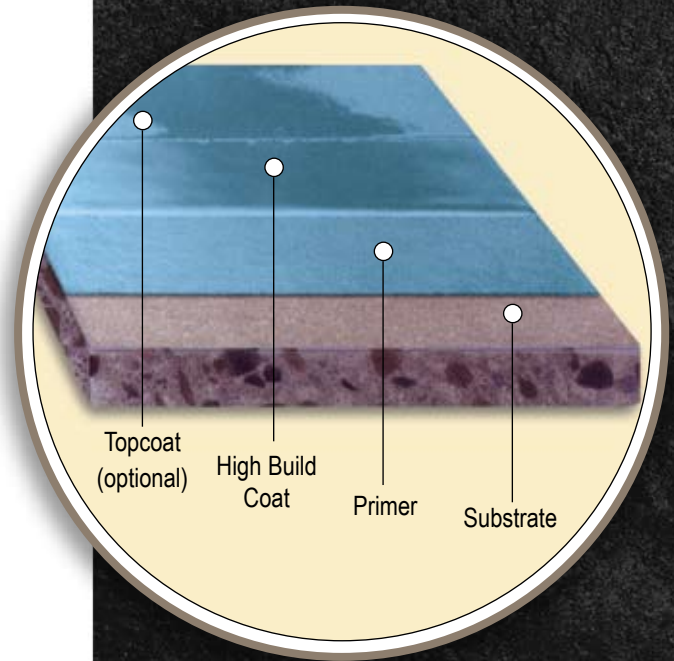
Light Grey    Medium Grey    Dark Grey    Charcoal    Tan    Tile Red

### Special Colors



Light Blue    Blue    Green    Brown    Safety Red    Safety Yellow

Actual colors may vary from colors shown. Special colors available by request.

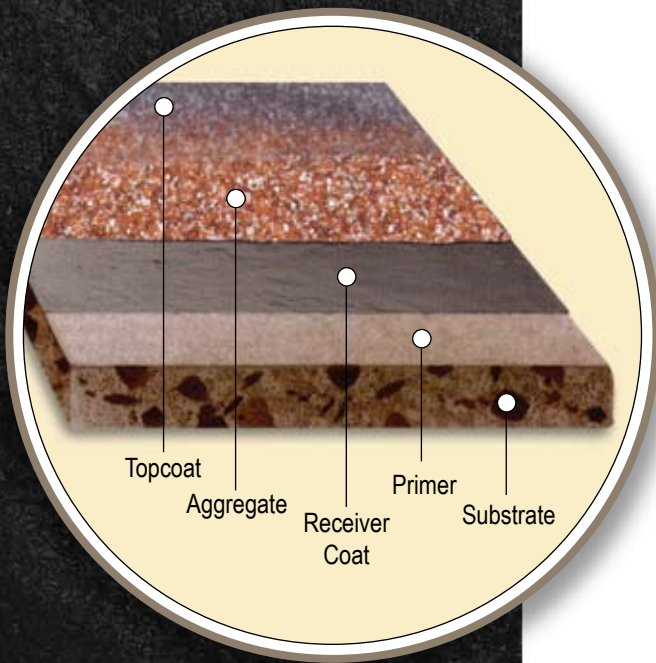


## High Build Coatings

**(10-20 mils)**

This system is a 100% aggregate-free epoxy coating that is perfect for floors that are too rough for thin mil systems but not damaged enough for the Heavy Duty Resurfacer. The system is applied at a heavy mil thickness and cures to an extremely durable surface. Topcoats are optional and can be applied depending on floor usage and other special requirements.

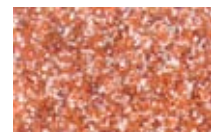
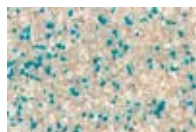
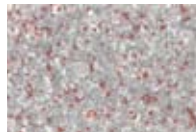
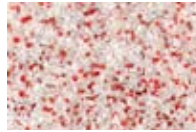
# Broadcast Systems



## Broadcast System (60-125 mils)

This is a monolithic epoxy resurfacer designed to restore moderately worn or pitted concrete floors. The system is installed with a serrated applicator, flowing into low spots on the floor leaving a smooth, gloss finish. The advantages to the system are high wear and chemical resistance. The system is the ideal choice between a heavy duty resurfacing system and a high build coating system.

**Broadcast Systems are used for decorative purposes** in light and medium duty traffic aisleways, locker rooms, bathrooms, schools, cafeterias, clean rooms, packaging areas, manufacturing areas and laboratories. **The products give an overall shine to the floor and utilize a slight texture to minimize slips.** The systems are available in a mild texture to a smooth finish and incorporate colored quartz aggregates or color flakes/chips.



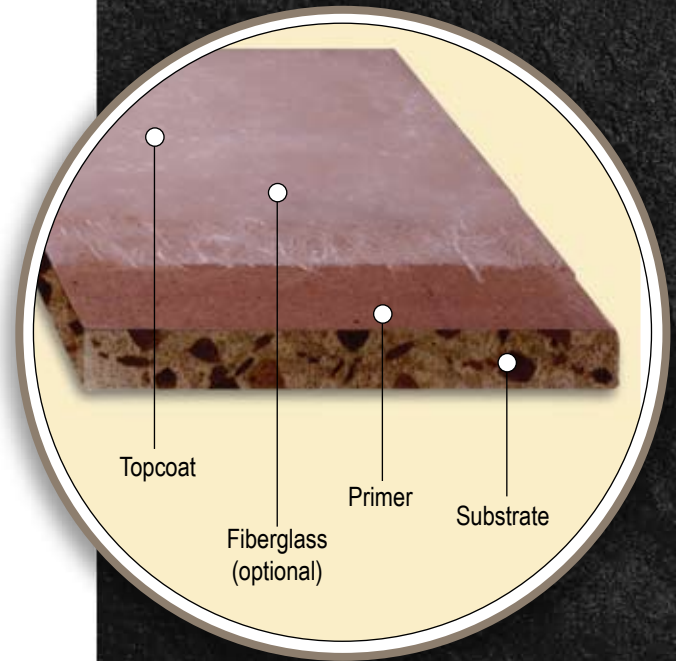
**Solid or  
custom  
blends available**

# Secondary Containment

Secondary Containment products are the next generation family of chemical resistant epoxies and epoxy/novolacs that enable mid-range to high performance chemical resistance with the ability to contain high concentrations of acids and even some chlorinated solvents. Certain products are reinforced with glass



fibers or glass mat as needed. Secondary Containment systems are designed to meet local, state and federal regulations for secondary containment systems. **QuestMark offers site inspections, recommendations, chemical analysis, superb-quality product line, professional installation by in-house crews and thorough follow-up inspections.**

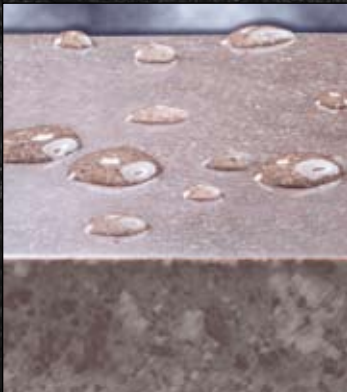


## Secondary Containment

This is a protective lining and coating system which is used in storage areas, trenches, pits and tank farms that may come in contact with chemicals or hazardous materials in the event of an accident, leak or spill. When the primary containment system fails, the secondary containment system becomes the first line of defense against contamination of the surrounding groundwater by the chemicals that are stored, manufactured or processed.

# Concrete Treatment

QuestMark's water repellent densifier is a single component, water-based, sodium methyl silicate solution designed to impart water repellancy to a wide variety of surfaces. The silicate reacts with



moisture and carbon dioxide in the air to form an insoluble water resistant resin.

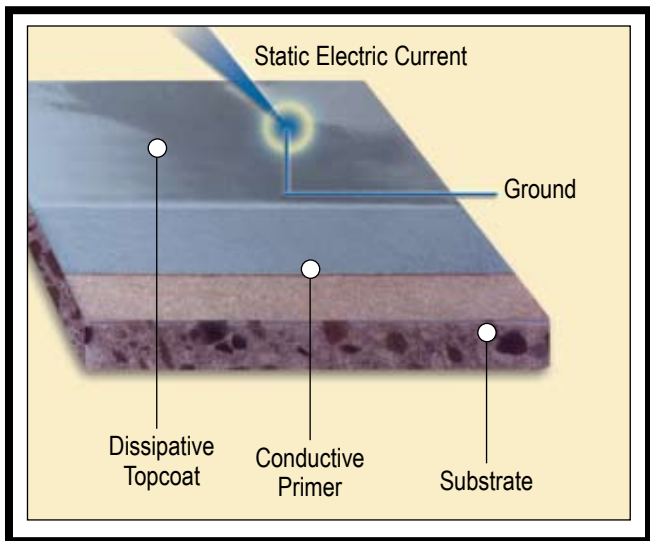
- Virtually dust proofs concrete
- Hardens, protects and fortifies concrete as it seals against moisture damage increasing the life of the concrete.



# ESD Systems

Electro Static Dissipative Systems (ESD) are used in industries such as electronics and high-technology where static electricity would pose a problem. Unlike a conductive wax finish, which can lose electrical properties shortly after application, an ESD floor will be dissipative for many years.

ESD floors consist of multiple layers. A sealant is applied to the existing concrete or tile floor to create a strong base for the other layers of the system. The conductive primer is applied to the sealant to absorb and transport the current to the ground. Lastly, a dissipative topcoat is applied as the final finish coat.



# Products: Do-it-Yourself Materials

QuestMark Flooring offers a wide range of flooring products for commercial and industrial floor applications. QuestMark offers full service contract installations or technical assistance for do-it-yourself product application.

**QuestMark floor products are packaged in pre-measured containers, ready to mix and install. Our network of local field representatives will make sure that your products are delivered where and when you need them.**

***QuestMark floor products can help with all your do-it-yourself projects for touch-ups, patching and repair. Our extensive product line includes:***

- Plastic Mortar Heavy Duty Resurfacers
- Joint/Crack Repairs
- High Build Coatings
- Urethane Coatings
- Epoxy Coatings
- Water-based Coatings
- Chemical Resistant Systems



# Products: Cleaning & Maintenance

Providing our customers complete flooring solutions not only requires proper floor systems, but it requires providing them with knowledge and materials to maintain them. We are committed to providing total solutions to flooring needs including maintenance guidelines and the proper cleaning products.

**Cleaner & Conditioner** and **Easy Clean** are specially formulated cleaning solutions designed to properly clean polished concrete floor surfaces and epoxy finishes while minimizing residue buildup.

**Max Life™ Brushes** appropriate for automated scrubbing machines not only clean polished concrete, but also continue polishing the surface with specialized impregnated materials in the bristles.

**Diamond Impregnated Burnishing Pads** can provide fast refurbishing or maintenance of polished concrete, terrazzo, marble and other natural stone finishes when used in conjunction with Cleaner and Conditioner.

**GREEN ♦ DIAMOND™**

For QuestMark material sales and product questions, please call:

**1-800-743-8890**

