

2009
SystemOne™
Program
& Warranty

SystemOne™



takes **time and risk**
out of
flooring installations





ARDEX and HENRY – Creating the Flooring Industry's Best Installation System: Architects and Specifiers rank flooring installation as one of the most challenging aspects of any project. Stepping up to meet this challenge are two of the top companies in the industry: ARDEX Engineered Cements, the industry leader in subfloor preparation, and The W.W. Henry Company, the number one brand in flooring adhesives. Together, they have teamed up to create **SystemOne™**, a flooring installation system designed to eliminate risk and deliver successful projects to the architect, specifier, and ultimately, the end user. *Don't leave your flooring installation to chance!* Oversimplifying the specification by defaulting to the “manufacturer’s recommendations” leaves critical steps out of the installation process. By specifying the **ARDEX and HENRY SystemOne Flooring Installation System**, you will be assured of products that are formulated to work together, taking time, cost and risk out of the installation process.

SystemOne Specifications: Fast and Easy! SystemOne is a combination of the right products and the right installation methods driven by the industry leading technology of ARDEX Engineered Cements and The W.W. Henry Company. The table at the right provides information on product combinations applicable to every type of flooring project. *Substrate preparation may require a trowel-grade patching compound or a self-leveling underlayment (or both!).* Selecting the right flooring adhesive, formulated specifically for the type of flooring being installed and the substrate it’s going over, is critical for any flooring project. It is imperative to make sure that the combination of products selected, as well as the installation methods, will deliver the best possible flooring installation solution. Every job is different, so SystemOne provides an easy way to create a specification for your particular project. Simply go to www.systemonesolutions.com and either download a CSI formatted specification, or follow our easy selection process to create a specification for your exact flooring structure and project. These quick and painless steps allow you to determine the right ARDEX underlayment and the best HENRY flooring adhesive to ensure that the correct installation system is specified every time.

The SystemOne Warranty – The longest and most comprehensive in the Flooring Industry: SystemOne installations are backed by *The ARDEX/HENRY SystemOne 10-Year Limited Flooring Installation Warranty*. From the flooring to the installation products to **100 percent** of the labor, nothing is left to chance. By industry comparison, this warranty program is the longest and most comprehensive, and provides the best assurance of the right flooring installation choice.



ARDEX Substrate Preparation Selection Guide

	Portland Cement-Based Self-Leveling Underlayment	Portland Cement-Based Self-Drying Finishing Underlayment	Portland Cement-Based Self-Drying, Fast Setting Concrete Underlayment Patch
	ARDEX K 15®	ARDEX FEATHER FINISH®	ARDEX SD-P®
Pumpable	YES	NO	NO
Trowelable	NO	YES	YES
Over Concrete	YES	YES	YES
Over Wooden Floors	YES	YES	NO
Over Cutback Adhesive Residue	YES	YES	NO
Over Ceramic Tile, Terrazzo	YES	YES	YES
Maximum Installation Thickness w/o Aggregate	1½”	any – in well defined areas	1”
Maximum Installation Thickness With Aggregate	5”*	N/A	3”*
Curing Time Before Installation of Flooring	16 hrs	when hard (½ hr)	when hard (1 hr)
Compressive Strength psi (ASTM C109/mod. – Air Cure Only)	4100	4200	4200
Portland Cement-Based	YES	YES	YES
Water Resistant	YES	YES	YES

*For additional information, please refer to the product technical brochure or visit www.ardex.com



SystemOne – Not just products and warranties, but service before, during and after the flooring installation! SystemOne installation systems are not only backed by the best warranty in the business, but also by the ARDEX and HENRY Architectural Team and more than 80 Technical Service and Sales Professionals throughout North America. Before your project even begins, the SystemOne team is there to assist you with technical consultation and training to make sure you find the right products to fit your needs. *SystemOne can also offer access to a large network of trained contractors and installers, and provides a 24-hour technical response commitment and on-site support throughout the installation process by an ARDEX Sales Professional.* To finish things off once the job is complete, your work is backed by the 10-year SystemOne warranty at no additional charge.

HENRY Flooring Adhesives Selection Guide

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BuyLine 7288



MULTI-PURPOSE	MULTI-PURPOSE PRESSURE SENSITIVE	CARPET			SEAM SEALER	RESILIENT			LINOLEUM	WOOD FLOORING	
356C	630	351	391	451	248	422	430	640	482	971	1171N
MultiPro™	PeachPro™	FastPro™	The Sticker™	MasterPro™	SeamPro™	Premium	ClearPro™	VinylLock™	LinoPro™	PlankPro™	SureLock™

CARPET											
Backing Types											
Jute			✓	✓	✓	✓					
ActionBac® (polypropylene)			✓	✓	✓	✓					
Urethane Foam			✓	✓	✓	✓					
Nonbacked Needle-punched			✓	✓	✓	✓					
Latex Foam			✓	✓	✓	✓					
Unitary			✓	✓	✓	✓					
Unitary ActionBac®			✓	✓	✓	✓					
Hot Melt			✓	✓	✓	✓					
Woven			✓	✓	✓	✓					
Urethane Laminate			✓	✓	✓	✓					
Vinyl						✓	✓				
Vinyl-Back Carpet Tile											
Releasable Installation		✓									
Permanent Installation		✓							✓		
RESILIENT TILE											
VCT (Vinyl Composition Tile)								✓			
Solid Vinyl Tile and Plank						✓		✓			
Linoleum									✓		
RESILIENT SHEET											
Residential Felt-Back	✓										
Vinyl-Back and Homogeneous						✓		✓			
Linoleum Sheet	✓								✓		
WOOD											
Parquet										✓	✓
Engineered Wood										✓	✓
Solid Wood Plank										✓	✓

*Indoor use only under SystemOne™ 10-Year Warranty.

Information Is Just A Click Away: Information about SystemOne products and support are just a mouse-click away via the SystemOne website, www.systemonesolutions.com. This easy-to-use site provides fast access to useful news, as well as:

- Formatted Specifications
- The SystemOne Installation Planner & Product Calculator
- Substrate Prep Guidelines
- Recommended SystemOne Installers
- Technical Data Sheets and MSDS

For more information on SystemOne, please call 888-512-7339, visit www.systemonesolutions.com or e-mail sweets@ardex.com





10-YEAR LIMITED FLOORING INSTALLATION WARRANTY

We warrant that ARDEX K 15® Self-Leveling Underlayment Concrete, ARDEX FEATHER FINISH® Self-Drying, Cement-Based Finishing Underlayment and ARDEX SD-P® Self-Drying, Fast Setting Concrete Underlayment, when used with HENRY's Best Adhesives for carpet, wood and resilient flooring (HENRY 356C, 422, 630, 351, 391, 451, 248, 430, 640, 482, 971 or 1171N), will not break down or lose their strength due to a manufacturing or formulation defect for 10 years from the date of purchase.

If this should occur, ARDEX Engineered Cements will pay material and reasonable labor costs to either repair or replace (at our option) the area of the floor affected by the defective ARDEX or HENRY product, provided that ARDEX Engineered Cements is notified within the 10-year warranty period AND the floor was installed in accordance with the manufacturer's instructions and industry standard practices.

This Limited Warranty is effective February 15, 2005.

Please visit www.systemonesolutions.com for complete warranty details, or call 888-512-7339.

SystemOne and the ARDEX Proper Prep™ Program – Starting every job off right: As an additional component of our extensive service program, SystemOne is supported by the new ARDEX Proper Prep™ initiative, where ARDEX Engineered Cements takes its 30-year commitment to jobsite success to the next level. It's no secret that all substrates are different, and that jobsite conditions vary tremendously. *Given that more than 85 percent of flooring failures are the direct result of some aspect of substrate preparation, understanding the individual needs of each installation is essential.* The ARDEX Proper Prep™ Program is a giant leap forward and the next step in ARDEX' ongoing goal to provide the best job-specific product choices and recommendations. Adhesive residues, old patching compounds, curing compounds, sealers and even solidly bonded floor finishes are all addressed under ARDEX' Proper Prep™ initiative. For SystemOne, the best just got better.

ARDEX ENGINEERED CEMENTS develops, manufactures and distributes specialty cements used by flooring installation professionals for substrate preparation, flooring installation, concrete repair and resurfacing. ARDEX Americas is headquartered in Aliquippa, Pennsylvania, near Pittsburgh. For more information, please call 888-512-7339, or visit www.ardex.com.

Flooring adhesive industry leader, The W.W. Henry Company, is proud to be known as The Professional's Formula for Success™. The W.W. Henry Company offers an extensive line of products fully backed by a team of Technical Support Personnel and Sales Professionals whose primary goal is taking time and risk out of the flooring installation process. For more information, please call 800-232-4832, or visit www.wwhenry.com.

For more information about other ARDEX products, including the ARDEX Tile & Stone Installation System, or to find out more about SystemOne™, HENRY Flooring Adhesives or training programs please visit our web sites:

www.ardex.com

www.designerfloors.com

www.systemonesolutions.com

www.wwhenry.com

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