

EUROfloors

GENERAL TERMS & CONDITIONS & BUILDER'S INSTRUCTIONS

EUROfloors
8529. Cedar Hollow Lane
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COMMUNICATION IS THE KEY TO SUCCESS

The builder should be responsible for relaying all of the following information to the concrete contractor, the concrete finisher and all sub-contractors involved. Communication of these issues to all construction personnel is vital to the success of any acid staining project.

WHO ARE THE PLAYERS?

Remember that the final appearance of any stained floor project will be determined by:

1. Ready-mix concrete company: The type of cement / concrete used
2. Concrete Installer: The quality of the concrete pour & finish of the slab surface
3. Builder: The initial protection of that slab during construction
4. EUROfloors: The installation by our EUROfloors specialists.
5. Builder: The continued protection of the newly installed floor during the remainder of the construction.

DIFFERENT PHASES IN THE PROCESS:

Phase 1: Installing the concrete

Phase 2: Cutting the control joints

Phase 3: Protecting the concrete during curing & construction

Phase 4: EUROfloors estimate & samples

Phase 5: Schedule a production date

Phase 6: Installation

Phase 7: After the project: Keep your investment protected!

Phase 8: Billing

Phase 9: Maintenance

Phase 10: Preventing slip / fall accidents

PHASE 1. INSTALLING THE CONCRETE:

For the optimum result of the interior and/or exterior flatwork make sure that you / your concrete installer:

- Use a five (5) sack mix
- Install a smooth but porous machine trowel finish
- Install a finish that is not too slick or too hard
- Know that swirls from troweling will add uniqueness to the floor
- Make sure to use a standard mixture
- DO NOT USE ANY additives, fillers or curing agents in the mixture
- Remember that texturing (hand-troweling) may be desired for interior design
- Remember that texturing (broom drags) may be desired for exterior slip resistance
- Allow slab to dry for 24 hours before any foot traffic
- DO NOT cover the slab during the first 4 to 6 weeks. The concrete needs to cure.

PHASE 2. CUTTING THE CONTROL JOINTS:

2A: WHY CONTROL JOINTS? Control joints are planned for cracks which allow for movements caused by temperature changes and drying shrinkage. In other words, if the concrete does crack-you want to have an active role in deciding where it will crack and that it will crack in a straight line instead of randomly.

2B: SPACING OF CONTROL JOINTS:

IDEAL SITUATION SPACING: Space joints (in feet) no more than 2-3 times the slab thickness (in inches). A 4" slab should have joints at least 8-12 feet apart.

BUT KEEP THE FUTURE DESIGN OF THE FLOOR IN MIND! Would you like a tile design pattern diagonally? Consider some diagonal control joints instead. Are you looking for a centerpiece design in the room? Hide the control joints as much as possible under the walls. **Ideal is to discuss design of the floor BEFORE you cut the control joints!**

Some tips:

- 1. Place joints under walls or under carpet areas.** Under walls they won't be seen. Under carpet areas the joints won't have a chance to telegraph through vinyl areas.
- 2. Avoid re-entrant corners.** Planning the joint pattern can sometimes eliminate re-entrant corners.
- 3. Most building plans don't have joint spacing marked on them.** This does not mean that they are not important!! DO NOT leave this important part of concrete construction to chance.
- 4. Jointing is often not taken seriously enough** and the "sawcutter" comes to your job and puts the cuts where he feels they belong or where it is convenient for him.
- 5. Be active in deciding where control joints will be placed!**

2C: HOW TO CUT THE CONTROL JOINTS?

- 1. Cut joints deep enough!** Cut joints 25% of the depth of the slab. A 4" thick slab should have joints 1" deep.
- 2. Cut them straight!** Make sure the control joint will be cut STRAIGHT in the slab. Always use a snapline before you cut the joint. A cutting guide is highly recommended. Realize that the walls and the rest of the building should be built perfectly perpendicular or parallel to the control joint.
- 3. Cut them clean!** Grooving tools cut joints in fresh concrete. Saw cutting cuts joints as soon as the concrete is hard enough that the edges abutting the cut don't chip from the saw blade. If the joint is cut too early, the surface of the concrete will chip off, resulting in an ugly control-joint with ragged edges. Many contractors prefer to cut the joint while the concrete is still relatively too wet. The greener the concrete, the easier it is to cut. Thus they save on their diamond blades. It is your job to make sure they cut at a later stage, thus making sure there will be no chipping off the surface.

2D: WHEN TO CUT JOINTS? In hot weather, concrete might crack if joints are not cut within 6-12 hours after finishing concrete. In this condition, if you don't want to use a grooving tool to cut joints, there are early-entry dry-cut lightweight saws that can be used almost immediately after finishing. These saws cut 1" to 3" deep, depending on the model.

PHASE 3. PROTECTION DURING CURING & CONSTRUCTION:

For the BEST results of your finished stained floor, it is of extreme importance that you:

- DO NOT!!!!!! Use muratic acid, acid washes or acid etch AT ANY TIME.
- DO NOT!!!! Seal the concrete with any type of sealer
- DO NOT nail support studs into the concrete
- DO NOT spill or drip plumber's glue or flux onto the slab
- DO NOT use paint sprays to locate floor plan locations or outlets
- DO NOT use tape to adhere items to the slab
- DO NOT use heavy alkali cleaners on the slab
- DO NOT leaving nails or metal on the slab. They will create rust marks
- DO NOT use silicone based chalk or crayon as removal is nearly impossible
- DO NOT use excessive pencil, chalk line, markers or crayons. NO RED CHALK
- DO NOT drip or spill plastering, texturing materials or paints. Subs need to cover the slab.
- DO NOT spill oils or oilbased products on the concrete.
- DO NOT use any cleaning products other than those suggested by EUROfloors. A complete list of known acceptable cleaners is available from EUROfloors.
- Protect the slab well during the installation of blown insulation (foam and fiber).
- Keep Pest Control products away from the slab as most are petroleum based.
- Cleanliness and protection are mandatory during all steps of the project although
- no covering should occur until after the slab has cured.

PHASE 4: ESTIMATE & SAMPLES

4A. WRITTEN ESTIMATE:

EUROfloors will have an estimator look at your floor before we can give you a firm price. The estimate will be free of charge, without any further obligations. You will receive a written estimate, valid for a limited time only.

4B. WHAT IS NOT INCLUDED IN THE ESTIMATE?

Our standard estimate does not include work other than specified in our estimate.

Our standard pricing / estimate DOES NOT include:

During the installation:

1. Clearing of floors prior to the commencement of work NOT INCLUDED:

Builder is responsible to clear the entire area of building debris prior to commencement of work.

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2. Removal of furniture NOT INCLUDED:

Builder must make sure all furniture has been removed

3. Removal of interior doors NOT INCLUDED

Builder must make sure to remove all interior doors

4. Removal of carpet, subflooring or linoleum NOT INCLUDED

EUROfloors does not remove the existing flooring, unless otherwise specified in our estimate.

5. Sweeping the floor prior to the commencement of the work NOT INCLUDED

Builder is responsible to broom the surface prior to EUROfloors commencement of work.

6. Removal of paint, glues, fiber hairs etc NOT INCLUDED

Our standard pricing does not include removal of paint, glues, fiber hairs etc, unless otherwise specified in our estimate.

After the installation:

7. Baseboard Paint Touch-ups NOT INCLUDED:

We strive to be as careful as possible during our work, but some touch-up painting will be necessary.

8. Interior doors rehanging NOT INCLUDED:

EUROfloors does not return to re-hang doors.

9. Floor covering / protection NOT INCLUDED:

Our standard pricing does not include covering the floor with paper to protect the floors after the project is finished. It is the responsibility of the builder / home-owner to protect their new investment.

10. Extra coat of (Poly) urethane at the end of the construction phase NOT INCLUDED:

After the project has been completed, EUROfloors does not return to install an additional coat of poly-urethane or to re-cleaning the floor at the end of the construction of the building. Of course EUROfloors would be glad to send you an additional estimate if you would like us to recoat or re-clean your floor after construction damage.

4C. SAMPLE INSTALLATION:

Acid stain floors offer a natural mottled look with no two areas alike in appearance or color even within a slab. Wide color variations, mottling and various depths of color is normal and usually desired. No exact preview of the final color(s) can be totally achieved; however, EUROfloors encourages sample installation and the use of the "Water Test" during testing and the final staining step to obtain the colors nearest to those desired by the customer. (See also the document "About your samples") The EUROfloors estimator will install a minimum of 4 different color samples on your concrete surface. Color samples are necessary, because each concrete surface reacts differently to the chemical (acid) process. We can only guarantee to match your floor to the color samples previously installed by the estimator. EUROfloors ALWAYS perform a test on the slab that is to be stained prior to doing the entire project. Testing needs to be done at an obscure, out-of-the-way area to test (closet, under cabinets) as all slabs will be different.

4D. NOTE ABOUT COLORS:

Although we will do our utmost to achieve a certain color, EUROfloors can only guarantee your floor will look as the color samples installed on your surface. Each concrete surface is made up of a different mixture of cement, sand and water. Acid staining is a chemical process. The different minerals in the concrete determine the final color. In general: We can make the colors darker, but we cannot make them lighter after they have been installed. Additionally, there is an upper limit as to the color intensity of the floor, depending on the reactivity of the concrete.

4E. ESTIMATE CHANGES:

Please be aware that surfaces covered at the time of the estimate may require additional work that may not have been apparent to our estimator. Your final invoice will be adjusted accordingly. EUROfloors will bill hourly plus materials and disposal for any such work. Estimate changes may be caused by:

- Exact size of project (square foot).
- Removal of adhesive residue and / or paint.
- Removal of concrete fiber hairs

PHASE 5: SCHEDULE A PRODUCTION DATE:

5A. SECURING A DATE:

Your project is important to us. In order to secure a production date on our production schedule, EUROfloors needs from you the following:

- A minimum of two week lead time to schedule a job
- A 25% down-payment by check or money order
- A signed Purchase Order Form & Estimate
- Initial each page of our General Terms & Conditions

5B. LATE START / POSTPONING A PRODUCTION DATE:

We rarely postpone a start-date. However, EUROfloors cannot guarantee against unforeseen circumstances, which may force us to postpone. We will give you sufficient notice on such occasions.

5C. WEATHER DELAYS:

Outdoor or non-heated projects could be delayed due to weather & temperature.

5D. PRODUCTION TIME:

We will provide customer with a fairly accurate completion date. However, EUROfloors cannot be held liable if a project takes longer than the initial estimated duration.

PHASE 6: INSTALLATION:

6A. BEST PROJECT TIME?

WHEN should EUROfloors get started?

Staining can occur at any time; however, there are many construction hazards that can have an adverse affect on the final outcome of the finished floor.

A new concrete slab must have cured for six (6) weeks. The optimum time to stain in a new home is after all construction (taping, bedding, texturing, and first coat of painting) is completed and just

prior to the base boards being affixed. We recommend that you protect your new slab during the construction phase with plastic, paper, cardboard, plywood, or sheet rock covering as the initial cleaning step will be much easier, thus LESS EXPENSIVE FOR YOU. All laborers should be advised that the slab will be the finished floor.

6B. ACCESS TO THE JOBSITE:

In order to avoid costly and time-consuming delays, we will need to make clear arrangements regarding access to the jobsite. For indoor projects, please make sure to provide us with a key to the area.

6C. CUSTOMER ACCESS:

EUROfloors requires a phone number where you can be reached during the day time. If you plan to be out of town, please tell us how we may contact you.

6D. POWER & WATER SOURCE:

Our equipment requires 110-volt power on a 15 amp (minimum) circuit. If there is no 110-volt power readily available, please notify us in advance. Additionally we require access to a (cold) water source in proximity to the work site.

6E. ADDITIONAL WORK:

NO additional work will be performed without the customer's (or sub-contractor's) written approval.

6F. EXCLUSIVE ACCESS:

We require exclusive access to the work areas throughout the process. This will ensure that EUROfloors is solely accountable for keeping the finished floor contaminant-free.

6G. MINIMIZE AIRBORNE DUST:

We will hang plastic in door openings adjacent to the work area and vacuum all horizontal surfaces in the work area. We encourage our customers to take added precautions with dust-sensitive items, such as computers, other electronic equipment, dishes and glassware, art objects and other items that could be damaged by dust. Whenever possible, such items should be removed far from the work area. EUROfloors will mask off or disable all smoke alarms in the work area, as the fine sanding dust can cause false alarms. Similarly, we will mask all heating and cooling vents. Despite our best efforts, customers should plan on about 4 hours of light dust-related cleaning for average-size jobs as a result of the scoring process. EUROfloors makes no guarantees relating to dust containment and cannot be liable for any dust-related damages.

6H: INSTALLATION SEQUENCE:

For your information, please find below the installation sequence:

STEP 1: DRY CLEANING:

EUROfloors brooms entire area.

STEP 2: DESIGN:

The design will be drafted on the floor with chalk

STEP 3: DESIGN:

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The design will be made "permanent" with pencils

STEP 4: SCORING:

The slab will be scored up to 1/8" deep, standard blade width.
Greater depths are not recommended as they collect dirt and dust.

STEP 5: DEEP SCRUB & CLEAN: The final result of the floor depends greatly on the cleanliness during acid application. With proprietary chemicals and equipment, EUROfloors will bring the original slab back to its original luster. The slab will be as clean as on the day it was poured.

STEP 6: STAINING:

A proprietary four-step process will be followed for optimum results.

STEP 7: CLEANING:

The residue following the chemical reaction needs to be removed & the floor will be neutralized.

STEP 8: SEALING

The concrete will be sealed with either:

- solvent-based urethane
- water-based urethane
- epoxy
- aliphatic urethane

What is best for your floor depends on final function of the surface. (Interior, exterior, hardness, chemical resistance, odor levels etc.) Builder and EUROfloors need to discuss sealing capability, slipperiness, skid-resistance, scratch resistance, gloss level etc.

In preparation of the installation of any of these sealers, it is of utmost importance that we pay attention to:

A. MINIMIZE DIRT & DUST:

It is of utmost importance that we keep your floor clean during this part of the process. We require that any dust- and dirt-producing activities be halted before we begin the sealing process.

B. TEMPERATURE:

For indoor applications: We may need to control the temperature of the work area to facilitate the proper drying of our finishes. For outdoor applications: At temperatures lower than 50 degrees Fahrenheit, EUROfloors will have to postpone the sealing / finishing process until temperatures improve. Additionally rain or snow can slow down the process.

C. ADEQUATE VENTILATION REQUIRED:

EUROfloors requires adequate ventilation in the work area.

D. RESPIRATORY PROTECTION REQUIRED:

During the acid and sealer application phase, no person shall enter the work area without adequate respiratory protection.

E. RISK OF SOLVENT BASED SEALERS: EUROfloors highly recommends to use a solvent-based sealer for all outdoor and industrial applications.

However, EUROfloors highly recommends to use a water-based sealer or epoxy for all residential indoor applications. Waterbased sealers are more environmental friendly and create less odor problems. **The use of any solvent based products such as sealers is not recommended around small babies or pregnant mothers**, and have been known to cause cancer by the State of California. By signing our Purchase Order Form, Buyer acknowledges the risks associated with the use of solvent based products and waives any rights to sue relating this issue.

STEP 9: FLOOR FINISH / TOP COAT:

If so desired, interior surfaces can get an additional three (3) layers of protection by the application of a (water-based) poly-urethane reinforced topcoat / floor finish. This "sacrificial layer" protects the floor and is easy to repair and remove over time. Average durability: 2,000 people per day for 3 months. After the final coat of finish is applied, light to normal foot traffic may resume in 24 hours (lighter is better for the first few days). We recommend waiting 48 hours before replacing furniture or area rugs.

STEP 10: FINAL INSPECTION

EUROfloors does its final inspection during application of the final coat of floor finish. We will send you the invoice shortly after the final coat has been applied.

I. NOTE ON REMODELLING PROJECTS:

In general: The cleaner the floor, the less expensive the project.

Removal of old flooring will be estimated on a case-by-case basis. Please contact EUROfloors for an on-site estimate.

Even after the old flooring has been removed, there is generally a considerable amount of preparation work. There might be several different contaminants on the surface. Here are several we have encountered:

Carpet Glue: Carpet glue comes in all different chemical compositions and types of application. From trowel on application to spot application.

Adhesives: Adhesives used during construction, tar etc.

Paint: Wall paint, over spray, spills

In general: Each contaminant has its own best solution. Generally we work with water-borne strippers / liquefiers such as soy-bean products that attack the enzymes in the contaminants. Additionally we use citrus based products or petroleum-based products such as Xylene, Lacquer Thinner and Mineral Spirits.

PLEASE NOTE: Chemical Removal of glue / mastic / sealer: RESULTS MAY VARY, depending on age, type of glue and condition of the concrete.

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Tack Strips: If carpet tack strips are present, extreme care must be taken in removal. EUROfloors has its own inhouse removal method that creates the least amount of concrete damage.

Please note that concrete repairs made with a different type of (resurfacing) concrete are VERY LIKELY TO STAIN DIFFERENTLY.

SYNTHETIC PATCH MATERIALS should NOT BE USED. We need a Portland Cementitious material in order to create color.

THE CLEANER YOUR FLOOR, THE LOWER YOUR FINAL BILL.

PHASE 7: AFTER THE PROJECT

Protection during remainder of the building process: **The builder is responsible to protect the final product during the remainder of the building process.** EUROfloors DOES NOT assume responsibility for the floor once it has been installed. We highly recommend to cover the floor with: Red Rosin paper, felt, drop cloths, cardboard or regular construction paper. A combination of two would be the best. Do not cover with plastic, since the floor needs to breathe.

DO NOT USE ANY TAPE ON THE FLOOR!!!! Do not tape any paper or other materials to the floor. The tensil strength of the sealer is not achieved untill several weeks after the process. Tape will damage the floor finish / sealer. We are not responsible for any damage after the installation has been completed.

NOTE TO SUBS: Repair Damages: Any damages to the floor's surface which are caused by other construction activities will result in added repair charges of \$75 per man, per hour, plus travel time and materials. Superficial scratches can often be eliminated by an additional coat of polymer finish, but deeper scratches or gouges often require re-staining the floor. EUROfloors disclaims liability for damages caused by other contractors and non-EUROfloors employees.

PHASE 8: BILLING

8A. ONE FINAL INVOICE:

Upon completion of the project you will receive ONE final invoice from EUROfloors: 100% (MINUS the received deposit).

8B. DUE DATE:

Any and all invoices are due upon receipt.

8C. PAST DUE ACCOUNTS:

After a period of 30 days, delinquent accounts are subject to a flat \$25 late fee, plus monthly interest at the highest rate allowed by law, without exception. Please note: By law EUROfloors is entitled to place a lien on any property for any (part of) any outstanding balance.

8D. PAYMENTS:

Make all checks payable to EUROfloors, 8529. Cedarhollow Ln., NC28078 Huntersville

EUROfloors, the Concrete Stain SpecialistsSM (your initials _____)



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PHASE 9: MAINTENANCE:

Please contact us for a copy of the "Maintenance Recommendations" for your new floor.

PHASE 10: PREVENTING SLIP / FALL ACCIDENTS:

EUROfloors does not assume any responsibility in case of any slip / fall accidents.

EUROfloors uses standard industry recognized installation methods and materials.

The sealers and poly-urethanes used are tested by the individual manufacturers as to slip resistance according to ASTM methods.

ANTI-SLIP AGENTS RECOMMENDED: For outdoor projects or garages: EUROfloors highly recommends the use of anti-slip agents in the final coat of the sealer.

The customer assumes all risks associated with slip/fall for both interior as well as exterior projects. Both the property owner as well as the injured person can be held to varying degrees of responsibility for an injury. The property owner has a responsibility to keep property safe. Each person has a duty to watch where they are going, as well as realize that there are things that fall or spill onto walking surfaces.

EUROfloors highly recommends you to learn more regarding Prevention of Slip / Fall accidents. Please have a look at the document: "*Preventing Injuries from slips, trips and falls*" from the University of Florida. In case of a slip/fall emergency, make sure to consult a professional slip/fall specialist.

By signing our Order Form, you, the customer, waives all rights to sue for damages due to a slip / fall accident.