

III. HOW DO I DETERMINE WHICH PRODUCT TO USE?

- A. USE ITW RESIN TECHNOLOGIES TECHNICAL SUPPORT!
 - 1. CALL ITW RESIN TECHNOLOGIES TECHNICAL SALES
 - 2. CONTACT REGIONAL MANAGERS
- B. BUDGET
 - 1. WILLING TO PAY FOR HIGH PERFORMANCE SYSTEM?
 - 2. WILLING TO PAY FOR PROPER PREPARATION?
- C. EXISTING CONDITIONS
 - 1. CONTAMINATION
 - 2. EXISTING COATINGS OR SEALERS
 - 3. PHYSICAL CONDITION
 - 4. MOISTURE PROBLEMS
- D. CHEMICAL RESISTANCE
 - 1. WHAT CHEMICALS AND CONCENTRATIONS?
 - 2. WHAT TYPE OF SERVICE (IMMERSION, SPLASH,...etc.)?
 - 3. TEMPERATURE OF CHEMICALS AND ENVIRONMENT?
- E. ABRASION RESISTANCE
 - 1. TYPE OF TRAFFIC (FOOT, FORKLIFT,...etc.)?
 - 2. INTENSITY OR LEVEL OF TRAFFIC?
 - 3. ABRASIVE COMPOUNDS IN AREA (CHIPS, SHAVING, etc...)?
- F. FINISH
 - 1. SMOOTH?
 - 2. ANTI-SLIP?
 - 3. NON-SKID?
- G. ABILITIES OF APPLICATOR
 - 1. PREPARATION EQUIPMENT?
 - 2. COMFORT LEVEL WITH PRODUCTS?
 - 3. MANPOWER?
- H. TIME CONSTRAINTS
 - 1. AMOUNT OF DOWNTIME?

IV. WHAT ELSE DO I NEED TO KNOW?

- A. ASSISTANCE FROM ITW RESIN TECHNOLOGIES
 - 1. TEST SAMPLES AT CUSTOMER'S FACILITY
 - 2. SPECIFICATIONS FOR CUSTOMER
 - 3. PRICING FOR PROJECT
 - 4. TRAINING FOR CONTRACTOR OR END USER
 - 5. WHAT WE CAN'T DO
- B. DISTRIBUTORS RESPONSIBILITIES
 - 1. CUSTOMER NEEDS TO BE CLEAR ON EXPECTATIONS
 - 2. DO HOMEWORK
 - 3. STAY ON TOP OF PROJECT
 - 4. DON'T HESITATE TO USE OUR HELP
- C. SALES AIDS
 - 1. CURED SAMPLES TO EXHIBIT
 - 2. LITERATURE
 - 3. PRODUCT SAMPLES TO APPLY
 - 4. TRAINING PRESENTATIONS
- D. COMPETITION
 - 1. OTHER PRODUCTS OR COMPANIES INVOLVED
 - 2. STRENGTHS OR WEAKNESS OF THE COMPETITION
- E. PRICING
 - 1. COMPETITORS PRICING OF EQUIVALENT SYSTEM
 - 2. PRICING SHOULD BE BY THE SQUARE FOOT
- F. CHOOSING THE RIGHT INSTALLER
 - 1. MOST IMPORTANT PART OF PROJECT
 - 2. ABILITY AND WILLINGNESS TO DO THE JOB RIGHT
- G. MAINTENANCE
 - 1. PROCEDURES TO INSURE LONGEVITY
 - 2. PRODUCTS THAT WORK EFFECTIVELY
- H. HOW AND WHERE TO ORDER PRODUCT
 - 1. CALL ITW RESIN TECHNOLOGIES FOR AVAILABILITY

Date

07/2006

General: Every reasonable effort is made to insure the technical information and recommendations on these data pages are true and accurate to the best of our knowledge at the date of issuance. However, this information is subject to change without notice. Prior versions of this publication are invalid with the release of this version. Products and information are intended for use by qualified applicators that have the required background, technical knowledge, and equipment to perform said tasks in a satisfactory manner. Consult your local distributor for product availability, additional product information, and technical support.

Warranty: ITW Polymer Technologies, a division of Illinois Tool Works Inc., warrants that its products meet their printed specifications. This is the sole warranty. This warranty expires one year after product shipment.

Warranty Claims: If any product fails to meet the above, ITW Polymer Technologies will, at its option, either replace the product or refund the purchase price. ITW Polymer Technologies will have no other liability for breach of warranty, negligence, or otherwise. All warranty claims must be made in writing within one year of the date of shipment. No other claims will be considered.

Disclaimer: ITW Polymer Technologies makes no other warranty, expressed or implied, and specifically disclaims any warranty of merchantability or fitness for a particular purpose.

Suggestions concerning the use of products are not warranties. The purchaser assumes the responsibility for determining suitability of products and appropriate use. ITW Polymer Technologies' sole liability, for breach of warranty, negligence or otherwise, shall be the replacement of product or refund of the purchase price, at ITW Polymer Technologies' election. Under no circumstances shall ITW Polymer Technologies be liable for any indirect, incidental or consequential damages.

Modification of Warranty: No distributor or sales representative has the authority to change the above provisions. No change in the above provisions will be valid unless in writing and signed by an officer or the Technical Director of ITW Polymer Technologies. No term of any purchase order shall serve to modify any provision of this document.

Mediation and Arbitration: If any dispute arises relating to products or product warranties, either the purchaser or ITW Polymer Technologies may a) initiate mediation under the then current Center for Public Resources (CPR) Model Procedure for Mediation of Business Disputes, or b) initiate a non-binding arbitration under the rules of the American Arbitration Association for the resolution of commercial disputes.