

The Five Rs Retail Project Review

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In the previous issue of *Flooring Magazine*, we described the “Five Rs of Successful Resin Flooring” and explored how these principles played a pivotal part in the successful rollout of Foot Locker stores across Australia and New Zealand.

In this article, we want to jump to the other end of the flooring lifecycle and look at a specific example of another retail floor to demonstrate how using the Five Rs not only ensured excellent long-term performance, but also helped overcome problems that arose at the time of installation.

The Right Specification

As this particular floor was also part of a national rollout of stores, the flooring system was locked in and the first half-dozen installations had already been successfully completed. Therefore, the specification on this project was primarily aimed at ensuring the site conditions and subfloor would be suitable for the flooring system being used.



Above:: Expansion Joint

The initial inspection noted a few key considerations in this regard, including the risk of UV directly on the floor through the large, untinted shopfront windows; several different types of joints and transitions to existing flooring surfaces; and gaps at floor/wall junctions that encouraged seepage of liquids and moisture under the walls.

Additionally, there was a large expansion joint running from the back of the store to the front that was problematic from an aesthetic point of view. Although the temptation was to cover it over, the anticipated structural movement of the concrete slab made it necessary to retain and repairs were made to the damaged edges to make it strong, neat, and tidy.

The Right Flooring System

With the inspection specification completed, it was confirmed that the subfloor could be made suitable for the system that had already been used in other stores of the franchise.

Like the Foot Locker process, this system was the result of many weeks' worth of collaboration between the manufacturer and retail client to meet requirements around design, performance, safety, cleaning, slip resistance and lifespan. The result was once again a thorough specification that would allow installation to be carried out nationally as part of a campaign to refresh their brand.

In the end, the system created was a custom metallic floor in the brand colours of the franchise, consisting of a coloured basecoat, marbled metallic topcoat, and a final clear epoxy topcoat with stir-in non-slip aggregate for better wear and slip resistance.



Above:: Flooring Design

The Right Preparation

As we also discussed in the Foot Locker example, the right preparation is rarely as straightforward as grinding alone. It's more about a holistic approach to preparing the subfloor in order to give the flooring system the best possible chance to perform as well and last as long as expected.



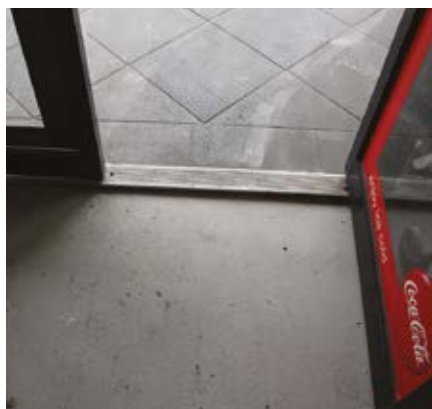
Above:: Subfloor Glue

This retail floor was no exception as it threw up a few challenges that had to be resolved effectively. This included the removal of old glue from the previous floor covering that required specialist grinding equipment, and a saw-cut control joint running right through

the planned serving area that required infilling. While there's always a risk of these joints cracking underneath the resin floor, it was decided to proceed with the repair as it could be re-cut and sealed with flexible caulking sealant if they did start to appear at some stage.

The Right Installation

To refresh, the right installation mainly comes down to getting together the right team of installers to do what the project is asking of them. On this project, the right installer had to have product familiarity and experience at the type of decorative finish being used. They also had to be able to work on their own or with a small crew as it wasn't a big job in terms of area.



Above: Front Transition Strip

Most importantly, however, for the project to be a success they also needed good attention to detail. This meant they could work off a specification and execute the types of repairs, infills and transitions within the timeline given. It also meant they could work in with inspection and testing plans to make sure the stages were signed off and the finished floor was handed over to key site personnel in a clear, structured manner.

Attention to detail requirements also carried through to application. With three separate transitions on this project, the success of the floor largely hinged on how well these common points of failure were addressed.

The Right Process Management

Having a clear process to follow and the ability to record every detail along the way is what we've talked about as being the pillars of good process management and this project was no exception.

Comprehensive installation instructions were provided to allow installers to visualise the techniques and adapt them to the store they were doing. This included a video demonstration of the system being applied in the very first store of the national rollout. They were also equipped with inspection and test

plans to make sure key stages were completed satisfactorily and signed off by the client before progress continued. Finally, all aspects of the project were recorded and archived in the one job folder so that specific details and photos, like the ones shown in this article, could be retrieved to help quickly and effectively resolve issues if they arose.

After almost ten years of daily use, a follow-up inspection of the store painted a very pleasing picture. The floor colour was still modern and there was no sign of wearing, fading or delamination of the epoxy system. The semi-gloss, slip-resistant floor finish showed minimal scuffing across the store and was able to be maintained easily by the staff. Even the expansion joint had held up remarkably well. By sticking to the Five Rs, a beautiful yet extremely functional custom flooring had been delivered and provided exceptional service to the clients over a long period of time. ▲



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