



## FREQUENTLY ASKED QUESTIONS

Sexy Floors are environmentally friendly, seamless, non-toxic, durable, non-slip and affordable. But for us, floor education is much more important than a few catchy sales pitches. These FAQ's will take you a couple of minutes to read, but when you understand our product, you'll understand why we've become a successful franchised business.

### Firstly, you've gotta tell me, what is a sexy floor?

It's not very complicated. A sexy floor is something that evokes interest and desire. But we don't want our customers 'to have what she's having'. Sexy Floors are in the business of creating unique designer floors at affordable prices.



The product we use is called epoxy resin but not just any resin – ours is made exclusively for us and only trained applicators can apply our product. In simple terms, resin is poured on a prepared surface, trowelled or rolled out then is left to cure (set). Because it's broadcast across the floor, it is seamless and bonds direct to the substrate (concrete).

### How long have you been trading for and what are your credentials?



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 ARCHITECTURAL  
 & PROTECTIVE COATINGS

Kelvin Shaw's All About Floors (which still trades today) started in July 2000. After our name change to Sexy Floors in 2004 we've laid hundreds of floors in domestic, commercial and industrial areas.



We're accredited members of the **Queensland Building Services Authority** (QBSA # 622 477), members of the Home Industry Association (HIA) and are endorsed by the Good Environmental Choice Association (GECA).

In 2008 we won **Flooring Magazine's 'Most Innovative Flooring Product of the Year (Aust and NZ)**' and in September 2010, became **finalists in the HIA Greensmart 'Product of the Year' Awards**.



  
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### What type of flooring surfaces can your product be applied to?



Sexy Floors can be laid over any new, old and damaged concrete or tiles. We can even waterproof, cove, ramp and level the floor. In relation to tiles, we use a self-levelling solution that runs through the grout lines, making the surface level and cement like. This is sometimes a good alternative to jack hammering up older tiles.

Unfortunately, our product isn't able to be applied over timber floorboards, however, if cement sheeting is applied over the top, we're able to use our product.

### Where are your Franchises?



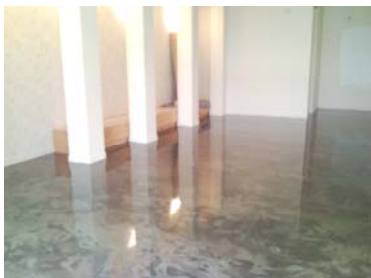
We currently have four Franchises - Brisbane, Newcastle, Gold Coast and Perth. Our fully trained Franchises service a large area but they're willing to come to you if you're outside the area, especially the main capital city areas including Sydney, Melbourne, Adelaide and Hobart.

### How much does a Sexy Floor cost?

All our prices include full installation plus GST and we only charge you for the supply and lay of the product. The design work is free. This means if you change your mind by the time you order, to the week before it's laid, that's fine. Also, each job is priced differently due to the condition of the concrete surface and the type of sexy floor you select. However, as a general rule, the larger the area, the cheaper the square metre rate.



### How long does it take to lay a sexy floor?



Generally allow two to three days for us to lay your floor and depending on the weather, allow another three days for it to cure and settle into its new surroundings. Sometimes work can be carried out a little quicker, so talk to your Franchise owner for more details. We like to be as efficient as possible however some concrete repairs and levelling can take time. We may need that little extra time to get it right the first time.



### If the concrete cracks, will the product crack?

If the concrete slab cracks underneath, it stands to reason that the surface would crack through to the top. However this is the same with a tiled surface. Cracking is an exception and not rule and repairs are very easy for us to carry out.

### Where are your showrooms?

Because all of our floors are laid live on site, Sexy Floors don't have showrooms. However, you can visit commercial shops/showrooms that have our floors and see the finished product. Remember, when you visit these places, you're not looking at the colour (because you can get any colour you want), what you're looking for is the quality and durability of the floor. Contact our office for location details in your area.



### How do you clean the floor?



We recommend you clean your floor as often as you would any other flooring surface. You're able to mop, vacuum or hose your floor. Regular cleaning includes using a mop giving it a wet (with neutral detergent) and dry clean. Periodic cleaning includes using a polish to maintain the integrity of the level of shine you desire. Cost wise, cleaning your epoxy floor is comparable with other flooring surfaces (eg, carpets – the cost of a vacuum cleaner and periodic steam cleaning).

Sexy Floors gives you a maintenance guide upon completion of the job. We recommend a few cleaning products however, you're not obliged to purchase them. As long as the cleaning products you buy have the same properties as what we suggest, you'll be fine.

### I live in an apartment/unit and sound issues are a sensitive subject with Body Corporate. Is movement on epoxy noisy?

The sound quality is similar to a tiled surface however, because epoxy forms part of the concrete surface, sound can travel. If your apartment and the apartment below have false ceilings, this doesn't become an issue.

## You said the design work is free?



Yes. We get enormous pleasure in building our portfolio and brand. If you come to us with a whacky idea, we'll seriously consider it. Just because it hasn't been done before, doesn't mean it can't be done. However, design work can sometimes be overwhelming. Because we've been successfully doing this for over a decade, we have some great ideas ourselves.

## Where did the name come from?



We're very proud that our name didn't come from a wiz-bang marketing team but rather from a customer. After the customer saw their new floor for the first time, they flippantly said, 'this is such a sexy floor'. It was a phrase that stuck and encapsulated everything we are.

## The 'YES' Questions

The following answers are 'Yes' to all the below questions.



1. Are you members of the QBSA? Yes. QBSA #622 477 We're also members of the HIA and GECA.
2. Can you lay a sexy floor over heated floors? Yes.
3. Can I have different colours / types of finishes in different rooms? Yes.
4. Can you waterproof cement? Yes.
5. Can floors really change colour? Yes, you betcha.

## The 'NO' Questions

The following answers are 'No' to all the below questions.

1. Can I use a steam mop to clean my floor? No. However, as mentioned, sexy floors are easy to clean with a mop.
2. Can you go over timber floorboards and/or slate? No. This is because timber boards are unstable and slate is flaky. However, if you install cement sheeting over timber boards, we can apply our product to it.