

Case Study: Ensuring Flooring Stability in a Retail Chain



Introduction

A national retail chain faced significant flooring failures in multiple store locations due to improper acclimation and environmental fluctuations. Their flooring expanded and contracted excessively, causing visible gaps, buckling, and loss of structural integrity. The retailer needed a solution to ensure long-lasting, stable flooring across all their stores, regardless of geographic location.



Customer's pain points

The retailer experienced repeated flooring failures despite using high-quality resilient flooring materials. Upon investigation, it was discovered that their stores frequently shut down HVAC systems during non-business hours to save on energy costs.

Additionally, some store locations relied on temporary heating or cooling solutions that introduced excess moisture into the environment. These fluctuations caused the flooring to expand in high temperatures and contract when cooling systems were restored, leading to significant structural damage.



Taylor's solution

Taylor's technical support team collaborated with the retailer to develop a site-specific approach for each store location. First, Taylor suggested implementing an environmental monitoring system to track temperature and humidity levels before, during, and after flooring installation. The monitoring system provided real-time data that helped pinpoint problem areas and allowed for proactive corrections.

Next, Taylor recommended a temperature-stable adhesive that maintained its bonding strength despite fluctuations in humidity and temperature. Additionally, they provided training for the retailer's facility managers on proper HVAC usage, ensuring that permanent climate control systems remained operational to prevent flooring instability.

Taylor also advised the client on sunlight exposure management, recommending the installation of window treatments such as blinds or tinting to minimize excessive heat gain, which could lead to superheating of the flooring.



Conclusion

By working closely with Taylor Flooring Divisions experienced technical team, and implementing the recommended environmental monitoring solutions, stable adhesives, and climate control protocols, the retailer successfully mitigated flooring failures across multiple locations. This proactive approach extended the lifespan of their flooring investments, reduced costly repairs, and improved the overall shopping experience for their customers. With proper education on maintenance best practices, the retailer's facility teams were equipped to maintain flooring integrity in the long run.