



MILLIKEN SERVICES, LLC

## **TURNKEY SOLUTIONS**

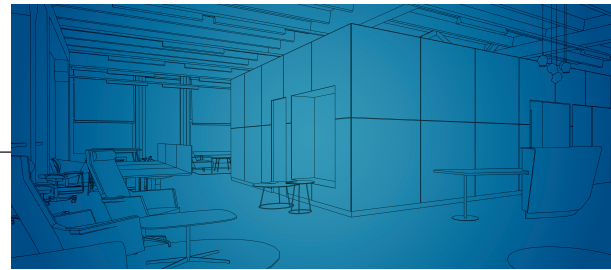
MILLIKEN HAS YOU COVERED

*Milliken*

**Q** ■ Most flooring manufacturers offer turnkey service programs, so why go with Milliken?

**A** ■ To coordinate, supervise, and ensure the quality of multiple overlapping floor-covering projects — on time — can be quite a challenge. Milliken can take the burden off of you. The service we offer, by itself, isn't what makes us unique. But two things do: A customer experience that will set new benchmarks for what to expect from a flooring company, and products that provide benefits other manufacturers simply can't match.

# Turnkey Solutions



## Let's get right to the point.

**We'll steer clear of grandiose claims, and start by listing the range of services Milliken offers as part of turnkey solutions:**

- Coordination of project quantity estimates, site visits, proposals, order processing and delivery
- Responsible for scheduling *all* elements of every project — we will ensure timely delivery and installation
- Visualization — not only can we provide quantities for your projects, but we can supply renderings of your space to show product design and layout
- A keen focus on proactive communication — all project participants will be actively in the loop
- You'll have the peace of mind that comes with knowing every technical and installation procedure will be followed precisely as specified
- Operating under Milliken supervision: a national network of trained professional installation specialists — familiar with Milliken products, skilled in Milliken procedures
- We manage all jobsite scopes of work, including:
  - *Removal and disposal of existing flooring*
  - *Floor preparation*
  - *Installation of new flooring*
  - *Occupied renovations*
  - *Experience in all segments (i.e. retail, corporate, healthcare, education, government, etc.)*
- Milliken is also responsible for all troubleshooting and issue resolution — *we strongly believe these are areas that really separate one company from another*

**We welcome the opportunity to discuss how these services might benefit your team. We'll work with you to create a program that fits your needs and challenges.**

**Jason Richardson**

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At Milliken, we strive to create products and services with a series of layered advantages that, taken together, truly add up to something more than just the sum of their parts.



## WHY SHOULD THIS INTEREST YOU?

**BECAUSE YOUR LIFE WILL BE EASIER.** Letting us handle the items on the left will put time back into your hands, so you can deal with things that merit more of your attention.

**PROJECT MANAGEMENT IS STREAMLINED** — We are the single point of contact: Let our team deal with the coordination of all stakeholders for each of your projects. Plus, there'll only be one purchase order, for materials and labor combined — that's it. We can take full responsibility for your project so there won't be any finger pointing.

Based on your specific needs, processes are standardized and repeatable — all managed by a single Milliken team. Plus, you'll have cost and budget control due to consistent pricing.

**WHAT ABOUT WARRANTIES?** — Which warranties apply to which products and which services? This is a potential quagmire

you don't want to wind up in. Milliken Services gives you a vertically-integrated warranty — Milliken is the warrantor.

**INSTALLATION WILL BE DONE CORRECTLY** — Installing carpet tile and other types of modular flooring does require some skill, along with knowledge about the products being installed. That's why we've assembled a team of experienced installation companies with wide-ranging skills. Because we know just how varied job sites can be — and that the set of challenges you might run into can be just as varied. That's what we bring to the table. It isn't your job to be an expert on floor covering installation scenarios — it's ours.

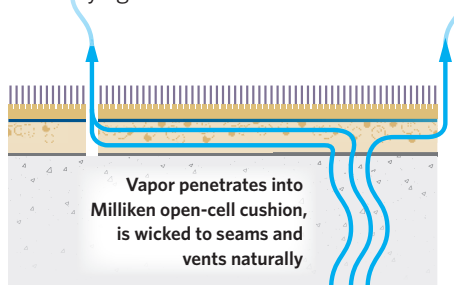
## Why choose Milliken Services? For one thing — you get Milliken products.

**We think you'll like the way we do business.**

And our products deliver performance benefits you simply won't find anywhere else.

**UNEQUALED MOISTURE MANAGEMENT** — This is a complex topic, but here's the real bottom line: *Milliken cushion-backed modular carpet drops the probability of a moisture-based failure to essentially zero.*

Ask other manufacturers if they stand behind their products with a lifetime warranty against adhesive breakdown



due to moisture vapor emissions. We do. Every one of our cushion-backed modular carpet products carries precisely such a warranty. If the flooring in any of your facilities has ever had a worst-case moisture failure, you'll understand why this is so important — scenarios of that kind can be very expensive to resolve.

**A FEW MORE QUICK POINTS** — Superb moisture management allows our carpet to handle higher relative humidities. Milliken carpet tile can be installed on newly poured slabs sooner than most other products. In most cases, we have no pH or RH limits and do not require moisture testing. Customers save time *and* money.



MILLIKEN IS ONE OF ONLY 12 COMPANIES to have received this award every year since it was first given by the Ethisphere Institute in 2007. Awards are always gratifying, but we take particular pride in this one. We believe our long-standing commitment to ethical behavior is a main reason why so many companies have enjoyed working with us over the years.

# Turnkey Solutions

**MORE INFORMATION ABOUT MILLIKEN PERFORMANCE BENEFITS:** Floor covering performance characteristics can affect a range of issues. Many of them are not at all obvious, and many also have cost implications, often hidden ones. For example:

## 1 Why has moisture become such an issue now?

**Because current trends favor modular carpet over broadloom.** Broadloom handled retained moisture in concrete similarly to how Milliken cushion backing does — vapor passes through and evaporates. Modular carpet requires a more stable backing than broadloom in order to maintain its integrity. While Milliken cushion backing allows moisture vapor to evaporate naturally, most hardback products don't — water vapor gets trapped underneath. Condensation can occur, which leads to the formation of liquid water. Trapped water between floor coverings and subfloors is where worst-case-scenario effects (adhesive failure, mold, mildew, etc.) get started. Our moisture management technology is so good that we've eliminated the need for moisture testing on all of our cushion-backed products.

## 2 But isn't the concrete dry in most renovation projects?

**Let's look at some moisture-related issues to watch for in renovations, especially on-grade:** Is there an existing vapor barrier? If the answer is no, or you're not sure — there's potential for moisture issues. When installers lift up the old carpet what will they find? Occasionally the answer isn't pretty. Even though the old carpet may have been excellent at handling moisture, what about the new carpet? Will the new flooring/adhesive combination handle moisture properly when used together? Which leads to this question: In case of a failure, whose warranty covers the repair — flooring manufacturer or adhesive manufacturer? Situations like these are a big reason why using Turnkey Services can be such an advantage.

## 3 I keep hearing about floor compatibility.

**Milliken cushion backing is chemically non-reactive.** Many manufacturers have concerns about a reaction between their carpet backing and old adhesives still on the floor. Backings containing PVC are the primary issue. A manufacturer may require removal of existing adhesives to preclude the possibility of plasticizer migration, which essentially causes adhesives to fail. Adhesive removal, of course, adds time and money to any project. That's why cost per sq. yd. isn't always the best way to know what your expenses will turn out to be. Milliken guarantees no such reaction will occur, ever. We back that up with a lifetime warranty.

## 4 A short primer about alkalinity and pH:

**This is another topic that often gets overlooked.** Most carpet adhesives are rated for pHs of around 9 and everything works well as long as no liquid water is present. However, elevated pH becomes a major concern once liquid water enters the equation because water activates Alkaline salts. All cement contains these salts, which will increase pH levels at the surface of a concrete slab. Why does this matter? This is why: Flooring failures occur when adhesives are exposed to sustained, moist, high pH environments. Check your warranty: Look specifically for language that voids coverage at higher pHs — it isn't uncommon. Milliken cushion-backed modular carpet manages moisture so well that the probability for liquid water to form is near zero. Our backing technology allows us to eliminate any requirement for pH testing or limits.

