

## Infinity Decorative Pour High-Traffic Floor System (Poly Rapid V2)

### Frequently Asked Questions (F.A.Q.)

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#### 1. I've installed my floor but I can see bubbles or what looks like delamination under the surface – why?

This is caused by **incorrect or incomplete use of the Infinity Universal Pour System Primer**, which is **mandatory for floors and porous substrates**.

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#### Cause:

- Substrate not properly sealed before pouring
  - Primer not applied in the correct system build
  - Pour applied without a **tacky bonding layer**
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#### Correct Method (Critical for Floors):

1. Apply a **thick flood/sealing coat** of Pour System Primer
    - Spread using a **squeegee or trowel**
  2. Allow this coat to **fully cure**
  3. Apply a **second thin coat** by roller
  4. Allow this coat to become **tacky**
  5. Pour your **Poly Rapid V2 system onto the tacky surface**
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👉 Skipping or incorrectly applying this process will result in:

- Air release from the substrate
  - Poor intercoat adhesion
  - Bubbling or delamination
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#### 2. I am getting what looks like cracks in my floor – how did this happen?



This is usually caused by **impact, substrate movement, or insufficient reinforcement.**

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**Common Causes:**

- Pour applied **too thick**, resulting in a softer surface
  - **Heavy loads or impacts** (machinery, vehicles, tools)
  - No reinforcement in high-stress areas
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**Solution / Prevention:**

- In high traffic or heavy-use environments (e.g. garages, commercial floors):
    - Install **Infinity Reinforcement Mesh** into the system
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**Correct Placement:**

- Apply mesh after the **primer flood coat**
  - This increases flexibility and helps prevent:
    - Cracking
    - Puncture damage
    - Reflective stress fractures
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**3. My floor is chipping at doorways or where I stopped at a taped edge – why?**

This occurs because **termination points are structural weak spots.**

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**Cause:**

- Coating stopped at a hard edge (e.g. tape line or doorway)
  - No mechanical break or protection
  - Impact at exposed edges
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**Solution / Best Practice:**



- Create a **defined termination point** by cutting a:
    - **Stihl saw expansion joint (approx. 1–2 inches deep)**
  - Feather the coating into this joint
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**Benefits:**

- Prevents edge chipping
  - Reduces impact damage at transitions
  - Minimises surface moisture travelling under the coating
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**4. My finished floor scratches easily after applying DiamondCoat – why?**

This is due to the **high-gloss finish**, which makes surface scratches more visible.

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**Solutions:**

- Apply an additional protective layer:
    - **ArmourGuard Clear (Gloss, Satin, or Matt)**
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**Alternative Option:**

- Once fully cured:
  - **Wet sand the surface**
  - **Buff and polish** back to the desired finish

👉 This improves both **durability and visual appearance**.

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**5. My decorative design is staining or getting damaged – why?**

This occurs when the **decorative layer is left exposed and not fully sealed**.

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**Cause:**

- Pigments, inks, or design elements remain on the surface
  - No protective seal locking the design in
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**Solution / Best Practice:**

- Apply a **clear sealing coat over DiamondCoat**
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**Alternative Option:**

- Seal using **ArmourGuard Clear (Gloss, Satin, or Matt)**

👉 This protects against:

- Staining
  - Wear
  - Surface damage
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**6. What thickness should I pour Poly Rapid V2 at for floors?**

Poly Rapid V2 behaves differently to epoxy systems.

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**Key Principle:**

👉 *The thinner the pour, the harder the finish*

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**Recommended Thickness:**

- **2–3mm** for optimal hardness
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**Important Notes:**

- Thicker pours (6mm+) are possible
  - However, they will result in a **softer, more flexible (LVT-like) feel**
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**To increase hardness on thicker pours:**



- Apply **ArmourGuard Clear (Gloss, Satin, or Matt)** as a topcoat
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### 7. My floor is peeling or cracking at edges, corners, or transitions – why?

This is caused by **moisture ingress or unprotected edge detailing**.

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#### Cause:

- Edges or joints left unsealed
  - Water or moisture penetrating behind the system
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#### Solution / Prevention:

- After installation:
    - Seal all edges, joints, and transitions using:
      - **Flexible silicone**
      - Or **suitable caulk**
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👉 This is essential for long-term system performance.

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### 8. How should I treat the floor after installation (heat & general use)?

This is a **high-performance system**, but correct usage is still required.

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#### Best Practice:

- Treat similarly to **high-end resin or vinyl flooring**
  - Avoid direct contact with:
    - Excessive heat sources
    - Heavy point loads without protection
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#### Recommendations:



- Use **protective mats** under:
  - Machinery
  - Heavy furniture
- Use **heat-resistant mats** where required

👉 This prevents:

- Surface stress
- Heat damage
- Premature wear

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#### ⚠️ **Critical System Guidelines**

- Always use **Infinity Universal Pour System Primer (mandatory)**
- Fully **seal porous substrates before pouring**
- Only pour when primer is **tacky**
- Follow correct **pour thickness guidelines**
- Protect and reinforce **high traffic areas**
- Seal all **edges, joints, and terminations**
- Carry out **test patches where required**

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#### ⚠️ **Failure to follow correct procedures can result in:**

- Delamination / bubbling
- Cracking or puncturing
- Soft or inconsistent finishes
- Surface scratching or staining
- Edge failure
- Moisture ingress
- Voided warranties

