

Florscreed Quality Guarantee



Customer satisfaction and Product Quality – our top priority

Quality of our product and customer satisfaction at all times in everything we do, is ingrained in our culture at Hanlon Concrete Products Limited and has been like that for over 40 years. We are a family run business and as such know how important doing a great job for our customers is year after year. Our quality system is fully ISO9000 compliant and is audited internally and externally regularly to ensure these standards are maintained at all times. Our management team is very focused on delivering fantastic service and is always close to the operational performance of the company to ensure these high standards are delivered each and every day.

Quality of our blending and batching process

All our products are batched and mixed using our fully computer controlled recipe system. The composition of sand/binding agent, water and other ingredients, going into every type of floor screed product have been specified and tested in our labs to ensure they deliver all the features and strength characteristics quoted with a high degree of margin. When an order is placed and floor screed called out, this generates a unique computer controlled work order for the batching/blending plant. Regular Quality control samples are taken from our process and tested in our onsite labs to ensure perfect quality. Unique paperwork is generated with each order stating customer details, order details and financial information and all this is tracked on our IT system for full traceability.

Quality control and ongoing monitoring of our product

We have our own Quality control Labs on site with fully trained Quality control technician. Regular samples of all our products are taken and tested for form fit and function and data logged and traceable to ISO9000 standards. If any quality issues are identified they are dealt with internally immediately.

Pre and post sales support quality commitment

Our technical sales support team will work with you to give advice and help on how to prepare your site and any linked questions you make have. We will come on site and measure your job and clarify any questions on your project. We are also available for any help and support after your liquid floor screed has been laid. Our management team are highly customer aware and will respond immediately to any customer help requests of inputs raised.

