



BETCO NEWS

August 9, 2004

Volume 3, Number 3

In This Edition:

E-mail notification regarding shipping confirmation is now available.

Four awarded for over 25 years of service

Moisturizers are important for healthy skin.

Why are my wood floors peeling?

Upcoming Training:

Equipment Service School
October 4-6

Betco University-Selling to the Industrial Market
October 18-20

For more information contact Kandy Warner (ext. 3616)

Automated Shipment Confirmation

Jan Ducey, Customer Service Manager

Finding ways to save you time and resources is always in the forefront at Betco. We have recently launched a new service for our Gold distributors, allowing you to receive an automatic email to let you know your order has shipped along with the details of your shipment. You no longer have to spend your valuable time calling your Betco Customer Service team for this information.

In order for you to participate in this service, all we need is the name and email address of the person or persons who place your orders. Once we have that information, whoever's name appears on your purchase order will receive the email each time an order ships from Betco.

If you would like to verify that we have your correct information, please email it to customerservice@betco.com.

Betco Awards Four for Over 25 Years of Service

Joanna Hunter, Manager, Communications and Branding

Congratulations to four outstanding individuals who have dedicated over 25 years of service to Betco. Dan Williamson, Manufacturing, Terri Harper, Applications Manager, Chris Lawless, Information Technology were each recognized for their 25 years of service and Paul Betz, CEO was awarded for 30 years of service. Founders, Carl and Ann Betz were among the many individuals applauding them for their years of hard work and commitment to the company. "Betco is a great



**Chemicals
Equipment
Programs
Process**



**©2004 Betco
Corporation
1001 Brown Ave
Toledo, OH 43607-0127
Phone: 800-GO-BETCO
Fax: 485-555-0122
email@betco.com
<http://www.betco.com/>**

place to work because I am surrounded by people that truly have a passion for their work and to growing this company year after year", declared Paul during the event.

Betco provides a challenging and rewarding career for over 200 team members. Its no wonder customers and guests continually comment about the enthusiasm and diligences represented by Betco's people and why people like Dan, Terri, Chris and Paul choose to stay for over quarter of a century.

Introducing Winning Hands® Moisturizer

Amy Thomas, Skin Care Product Manager

Betco is pleased to announce the addition of a new moisturizing skin cream to our Winning Hands® Skincare line of products. Winning Hands® Moisturizer is formulated with allantoin and lanolin to soothe and condition hands. It absorbs quickly and leaves behind a smooth after feel. A moisturizing cream is ideal for employees who continually need to wash their hands such as in schools, hospitals, day care centers and industrial facilities. Moisturizers are an important step in hand care to avoid dry and irritated skin. Winning Hands® Moisturizer allows you to offer your customers a complete line of skincare products from Betco.

Winning Hands® Moisturizer is available in a case of 12 – 8 oz Tubes. Item #77167-00.

Frequently Asked Questions about Wood Floors

Chris Keene Floor Care Category Manager

It's that time of year again, school will be starting soon and many facilities are in that mad rush mode to get their gym floors ready this month. We thought it would be helpful to share our most FAQ's about wood floors.

Q. When using a 2-part gym floor finish like HP CenterCourt®, what is the most effective way to mix it without creating excessive foam?

A. The catalyst should be slowly added to the finish container per label directions. Stick stirring is sufficient for 2-part products. Also, HP CenterCourt® is formulated to minimize any foaming.

Q. Why is my wood floor peeling?

A. Peeling can occur if the floor is not properly prepared before applying

finish. Two common causes are that the floor was not abraded sufficiently or that all residues were not completely removed. Always thoroughly abrade existing wood floor finishes prior to applying new layers to ensure proper adhesion. This is usually done using a standard floor machine and sand screens, 100-grit is recommended. Always screen with the grain of the wood. After this process it is important to remove all dust residue from the floor. First vacuum as much as possible and then use a wood floor cleaner solution to "tack mop" the floor thoroughly until no residue is present.

Q. Why is my finish separating over painted floor markings?

A. After lines have been applied and are dry they must be lightly screened, vacuumed and tacked ragged prior to coating or separation can occur. Finish and paint compatibility should also be tested prior to application.

Q. How do I handle extreme temperature conditions such as humidity, heat or rain?

A. Rain and humidity will not allow the finish to dry or cure properly. Wait until evening when it is cooler or when the weather clears.

Q. What type of ventilation is okay when recoating?

A. For the best results we recommend that air conditioning and ventilation systems are turned off prior to recoating to prevent the finish from drying too fast. After recoating is complete and the finish has started to dry it is okay to utilize the ventilation system to help speed the drying process.

For more FAQ's and details on Betco's complete wood floor care program visit our web site at <http://www.betco.com/Frameset.asp?pageid=26>.

This information is offered for the confidential use of Betco authorized distributors. It is presented based on our research which we believe to be correct and objective. No guarantee is expressed or implied. Please provide your own evaluation prior to drawing any conclusions.