

Wyatt,

This is a final demand for resolution before legal action.

We paid Lotus Concrete Coatings \$3,498.00 for a garage floor coating installation at our newly constructed home. The finished floor is not acceptable, not reasonably usable, and is not consistent with the workmanship and standards represented in your own materials, including your website.

You have stated that the floor is acceptable and/or that this is how a 1/4" flake system is supposed to be. We strongly disagree. The condition of the finished work does not support that position.

This is not a cosmetic complaint, a matter of personal preference or simply not liking the texture. The surface is excessively rough and abrasive, contains sharp protruding flakes, has visible buildup and mounding, and interferes with normal walking, use, and cleaning. The floor has already caused cuts on multiple family members during normal contact. It is not reasonable to require protective footwear in a residential garage to avoid injury from a professionally finished surface.

Although the floor may appear generally passable from a distance or upon a brief first glance, the defects become readily apparent during normal use and closer inspection. Once inside the garage, the rough and abrasive surface, protruding flakes, buildup along ledges and trim, irregular transitions, exposed areas, inconsistent finish, and damaged adjacent surfaces are clear. The fact that some defects require closer inspection does not make them acceptable, especially where the finished surface causes cuts and cannot be cleaned or used normally.

The installation defects are documented in the attached photos and videos and at:

<https://arborparkdrive.com/>

The defects include, but are not limited to:

- Uneven and inconsistent flake distribution
- Mounding and buildup of material across the surface
- Protruding flakes hardened in place, creating sharp points
- Visible lap lines and inconsistent topcoat application
- Many areas with no flake at all and bare concrete exposed underneath
- Epoxy and flake applied onto finished trim and adjacent surfaces
- Irregular and poorly defined edges, transitions, and vertical sections
- Hardened buildup on ledges, trim boards, and adjacent finished surfaces
- Noticeable color inconsistency across the floor, with variation from the front to the back of the garage

In addition to the floor surface itself, epoxy and flake material was carried approximately 1–3 inches up the vertical faces of trim boards throughout the garage and across the tops and edges of ledges. These areas were not properly masked or controlled in any way during installation. The result is hardened buildup, irregular edges, and altered finished surfaces where clean lines previously existed.

The floor is also not reasonably maintainable. Normal cleaning materials, including paper towels, mops, and standard cleaning tools, catch, tear, and shred on the abrasive and uneven surface. This makes

routine cleaning impractical and further demonstrates that the installation is not suitable for normal residential use.

Multiple independent epoxy professionals have reviewed the installation and confirmed in writing that the work was not performed correctly and does not meet professional standards. They have further advised that proper correction would require removal and replacement of the existing coating. A written proposal in the amount of \$4,100 has been obtained to correct and complete the work.

We have also contacted the product manufacturer and provided them with detailed photographs and videos of the installation. We have requested clarification as to whether the condition shown — including the excessive roughness, protruding flakes, and inconsistent finish — is consistent with a properly installed 1/4" flake epoxy system using their product. We are currently awaiting their response.

For transparency, the website referenced above will continue to be used to document the condition of the installation, including photographs, video, timelines, and any third-party assessments we obtain. The purpose of this record is to maintain an accurate, verifiable account of our experience and the condition of the work.

If this matter is resolved, we are open to updating that record to reflect the outcome. Otherwise, we will continue to maintain and supplement this documentation as additional information becomes available.

At the time you first inspected the floor after these issues were raised, you proposed sanding and re-coating the surface as an additional service and requested \$700 to perform that work. You did not provide any assurance that this would resolve the issues or result in an acceptable finish, and you indicated that certain areas — including the stem walls and ledges — would largely remain as they are.

Based on those statements, it was clear that the proposed work would not address the full scope of the defects. The buildup on the ledges, stem walls, and trim boards is substantial and permanently bonded in place. Correcting those areas will require mechanical removal, including grinding, and likely repair or replacement of affected components. These conditions cannot be resolved by a light sanding and additional topcoat.

After receiving our initial demand, you then offered to perform similar work at no additional cost, while maintaining that the installation is acceptable and stating that if we do not accept your proposal, you will consider the project complete. This shift in position further reinforces that the proposed “repair” is not a true correction of the underlying issues.

You suggested that sanding and applying an additional topcoat may improve the feel of the surface. However, you have also stated that the current condition is normal. Those positions are inconsistent. If the installation is correct, there should be nothing to correct.

Your proposed approach also does not address the underlying issues, including flake buildup and mounding, protruding material, improper edge work, lack of masking, and damage to trim boards and ledges. For these reasons, we do not accept your proposed corrective work and will not allow Lotus Concrete Coatings to perform any additional work at the property under any circumstances.

If you continue to maintain that this installation is acceptable, normal, or professionally completed, please respond in writing to the following:

- Do you consider sharp protruding flakes that have already caused cuts during normal contact to be acceptable for a residential garage floor?
- Do you consider it reasonable that protective footwear is required in a residential garage to avoid injury from the finished surface?
- How do you recommend safely walking in and using the garage in its current condition?
- What method do you recommend for cleaning and maintaining the floor, given that standard cleaning materials catch, tear, and shred on the surface?
- Do you consider epoxy and flake buildup on finished trim boards, ledges, edges, and vertical surfaces to be acceptable and professional workmanship?
- Do you consider the visible mounding, protruding material, lap lines, and inconsistent finish shown in the attached photos and video to be consistent with a properly completed installation?
- If you maintain that this installation is acceptable, what specific manufacturer guidance, written standard, or professional installation standard are you relying on?

We also note that during our March 12, 2026 meeting in the garage, we specifically discussed coating the wooden stairway leading from the garage into the home, and I understood from that discussion that it would be included. You later stated that the stairs were not included in the written project scope. While this was part of our initial concern, the demand in this letter is based on the failed condition of the work that was actually performed.

The required resolution is:

1. Full refund of the \$3,498.00 paid to Lotus Concrete Coatings; or
2. Payment sufficient to cover the documented cost of correction by a qualified independent contractor.

If this matter is not resolved within three (3) business days of this notice, we will proceed with filing a claim in small claims court. At that point, in addition to the amount we have paid, we will seek recovery of all allowable damages and costs associated with correcting the installation.

We will also continue to document the condition of the work and our experience through appropriate consumer and industry channels, including leaving accurate reviews supported by photographs, video, and third-party assessments.

Ryan