



## FLOORING INSTALLATION PREPARATION/EXPECTATION

Congratulations on your new wood, laminate, resilient (vinyl), or tile purchase. Please read the following tips carefully and request clarification when needed. These tips will help you be prepared for your new flooring installation. We look forward to a successful installation that will leave you completely satisfied with your new flooring.

### *Prepare Your Home:*

- Determine who will remove and dispose of existing flooring. If you are removing old carpet; please remove all carpet, padding and staples. Leave tack strips and wall molding in place. If you are removing any glue down product, please remove/scrape all adhesive from floor.
- Determine who will remove/replace kitchen appliances/utilities. Dishwashers typically stay in place while all other appliances need to be removed/replaced.
- Remove all breakables items such as: vases, lamps, collectables, dishes, framed pictures, etc.
- China cabinets, hutches, and bookcases need to be emptied.
- Make separate arrangements to move pool tables, water beds, grandfather clocks and aquariums. Pianos can be moved by contractor with a separate agreement.
- Detach wiring from TV's computers, and all other electronics. Move all small electronics from work area.
- Closets do not need to be emptied; however, all items need to be removed from closet floor and any items hanging within approx. 3ft of closet floor need to be removed.
- Remove any other hanging items which could obstruct floor installation such as drapes.
- Please make sure the installer has access to heat, power, light, and ventilation.
- If you are having flooring installed in a bedroom, all bed linens should be removed from bed.
- Additional charges may apply if preparations are not completed prior to our arrival for installation.

### *Characteristics of Wood, Laminate, Vinyl Tile, Vinyl Plank, Ceramic Tile, Porcelain Tile, and Natural Stone Tiles:*

- Wood, wood-look products, and all tile products have different shades and varying grains/marbling in each box that add to the natural effect and beauty. These variations are quite normal and add to the beauty of floors. Specific shading or graining/marbling cannot be selected.

### *Day of Installation:*

- It is impractical to give you an exact amount of time the install will take since every job is unique.

- Check your new floor to insure the style and color are correct before the installation. Please note there may be a slight and normal shade variance between store samples and installed product due to production dye lots.
- When there is removal of existing flooring and/or cutting of door jams, there will be dust. We will do our best to contain dust but please realize that additional cleaning may be necessary.
- The new flooring products and adhesive (if applicable) may emit temporary odors and dust. This is normal and will typically dissipate within a short time frame.
- Color filler is required in all installations for minor gaps or inconsistencies in the natural characteristic of hardwood or milled products.
- The installer will gladly remove hinged doors and replace them after the installation. The customer is responsible for trimming doors and raising/lowering baseboard moldings due to any increase/decrease in the finished carpet height. This includes adjustments to any sliding or bi-fold closet doors. In addition, if new floor is not as thick as the removed floor, there may be slight gaps between door jams and new floor.
- Scuffing of baseboards, wall paint, and wall paper may occur during a normal installation. Installers will use the utmost caution, however there may need to be minor touch completed by the customer once installation is complete.
- Most installations will have left over material. Please make sure you save some of this product in the event a repair is ever needed at a later date.
- The contract price excludes any unforeseen floor surface defects not apparent during the initial measure. The most common example of this is subfloor with water damage. Additional charges may be incurred as flooring installation proceeds and unforeseen challenges arrive.

*Protecting Your Investment and Expectations:*

- Please read and understand your dealer supplied manufacturer's warranty. A copy of your warranty can also be found on the Manufacturer's website.
- Avoid tracking dirt onto your new flooring by using a walk-off mat at all entrances. Clean mats weekly.
- With wood, laminate, and all vinyl products, care must be given to prevent scratching and denting. Furniture must be lifted and moved, not slid and this includes items on rollers such as entertainment centers, refrigerators, and pianos. We recommend that to protect your new floor you place felt pads under furniture and chair legs.
- Many woods (specifically exotic species) will darken over time. Upon opening a box, wood could appear lighter than expected color and will gradually darken to its full color. This darkening occurs fairly quickly and is accelerated by light.
- Cleaning your new wood, laminate, or vinyl product floor is simple. Do not use a vacuum with a beater bar. We suggest a suitable flooring attachment. Vacuum these floors regularly since dirt and sand are abrasive and can harm your floors over time.
- Wood and laminate products do not react well with water. Never soak or wet your floors and never pour cleaner directly on your floor. Extended exposure to water can permanently damage wood, laminate, and other natural products. Do not use oils or waxes to clean. Only use manufacturer's recommended hard surface cleaners.
- Prevent contact with household chemicals. Many household chemicals may permanently stain or remove color from your flooring. These are not covered under any type of warranty. These substances

include, but are not limited to: bleach, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, dyes, feces, vomit, acids, and oil-based substances.

-Keep pets' nails trimmed, paws clean and free of dirt, gravel, grease, oil, and stains.

-Remove shoes with spiked or heels before walking on floor.

-The installation site must always be kept at a constant temperature of 65F-75F degrees with a humidity level of 30%-55%.