



Lic. # 288491

Preparing Your Home for Installation

Protect Your Valuables

If furniture will be moved, remove and box any items on or around the furniture.

Remove all hanging objects from the walls directly in and around the area of installation. Vibrations from the installation may cause damage to these items.

Disconnect and move any electronics, appliances, and computers.

If flooring will be installed in a closet, remove all items on the floor and all low hanging items.

Our installers are not responsible for damage to valuables that have not been removed from within or around the installation area.

Prepare Your Baseboards

In some cases, the new flooring may not be as thick as your existing floor. As a result, some of the old paint lines on your walls may show after installation. You may have to re-paint any painted baseboards after installation if the new floor covering is not as thick as your existing floor.

Be At Home During Installation

All occupied homes must have an adult present throughout the installation unless other arrangements are made.

Our installers will need access to an area where they can store and cut flooring materials during the course of the installation. Make sure that you have cleared an area – typically in the garage or porch – for this purpose.

Our installers will need access to electrical power in the installation and storage areas.

We would like to be able to review the installation checklist at the beginning of the installation and walk you through the finished job to be sure we've met your expectations.

Concealed Imperfections and Subfloor Damages

Should concealed imperfections or damages be revealed during the removal or replacement of your existing floor, additional work may be required. Subfloor damage and imperfections can only be determined after we remove the existing flooring. Any imperfections found in the subfloor, and requiring correction, are the sole responsibility of the customer.

Wiring

Our installers will not install any cable or wiring underneath the flooring. Doing so can damage the wires and may also void the manufacturer warranty of your flooring.

Communicate to our installers the locations of any security wires in your home so that they do not cut them by accident.

Pre-Existing Structural Conditions

We are not responsible for any problems that may arise due to pre-existing structural conditions such as asbestos, mold, or building code violations. For example, if a nail driven into the floor strikes a water pipe that is closer to the floor than permitted by the building code, the pipe leak will not be our responsibility.

Pattern and Color Matching

There will be some variations in shade or characteristic between the sample you chose and product actually installed in your home. However, the difference will be within the manufacturer's tolerance specifications.

In most homes the walls are not square, making it impossible for the pattern of the flooring materials to be parallel to every wall.

For material with a pattern, it is the homeowner's responsibility to communicate to the installers which wall they would like to have the pattern run parallel to. Otherwise, the installers will use their best judgment.

Moldings

If your existing floor is laid under quarter round, we cannot be responsible for the breakage of any moldings when the existing floor is removed or a new floor is installed

over the existing floor.

Squeaky Floors

It is not the responsibility of our installers to fix squeaky subfloors or wall structures. If this condition impedes the installation process, it is your responsibility to have the necessary repairs performed.

Doors and Baseboards

If necessary, our installers will remove doors and set them back in place. However, they will not be able to shave doors if the new floor is higher than the existing floor. Your sales professional may be able to provide you with a referral for a qualified carpenter.

We are not responsible for excessive gaps under baseboards or door jams if the new floor is thinner/lower than the existing floor.

Unavoidable Circumstances

Vibrations from the installation may cause cracks in wall moldings and popping of some loose drywall nails. We are not responsible for such damage since it is an unavoidable part of the installation procedure.

Post-Installation Inspection

After installation, be sure to thoroughly examine the job with your installer to ensure your satisfaction before they leave your home.

Complete the "Installation Completion Form" provided by the installer.

Touch Ups

Due to the stiff nature of certain flooring materials, even with our installer's best efforts, it is possible that walls or baseboards could be scratched during installation. Any retouching or repainting will be the responsibility of the customer.

Clean Up

After installation, the installers will remove all waste from flooring and any other installation related trash on the site

The removal of your existing floor and installation of your new floor covering will create some dust that cannot be avoided. We recommend a thorough cleaning after the installation is completed.

Proper Ventilation

New flooring and installation materials can often affect indoor air quality. Ventilate your home both during and for 72 hours following installation. If practical, we recommend you open all the windows and utilize the fan in your cooling and heating system.

Carpet

Color and Pattern Matching

If you have a preference for the direction of the pattern on the carpet, please discuss it with your sales professional at the time of the sale.

Stairs

In some instances we may not be able to match the pattern of the carpet on the stairs with the area next to it, or may require extra carpet to do so. Please ask your sales professional to discuss alternative options with you.

Seams

Seams are inevitable. Our installers will do the best they can, but you may still be able to see some of the seams, depending upon the placement of the seam and the type of carpet.

If you prefer a seam placement in any particular area of the room, please discuss this with your sales professional. Otherwise, we will determine the best area for seam placement.

Leftover Carpet

Carpet is manufactured in standard widths and must all be installed in the same direction, which can lead to leftover pieces. If desired, we will leave smaller remnants for your use.

Hardwood

Direction of Wood

We can run floating hardwood floors and glue down wood floors in any direction. Please notify your sales professional if you have a preference.

Nail-down hardwood floors must be run perpendicular to your floor joists.

Hardwood Grades

No two hardwood boards look alike. Each hardwood board, however, is assigned a “grade” by a professional lumber grader at the mill. This grade organizes hardwood boards around common characteristics listed below:

- Clear grade contains more uniform coloring and characteristics.
- Select grade contains slightly more natural wood characteristics and color variation.
- #1 Common grade contains prominent color variations and varying characteristics.
- Natural grade contains pronounced variations in natural wood coloring from deep to light brown. All natural tones of this wood are accepted, including mineral streaks, secure knots, and honeycombs.

Hardwood Installations

Despite what many people say, putting top nails in the floor is necessary. This is done to nail down the hardwood in an area where the regular nail gun cannot operate, or to improve a board’s stability in the middle of the floor.

During installation, some boards may splinter or crack. If this occurs, we will remedy the situation by either filling the void or replacing the board.

Transitions

The transitions will not match the grain and color of the hardwood 100%. The portion of the tree used for transitions may be different from the one used for the hardwood board. This difference is more pronounced in stair nosing.

Our sales professionals use their best judgment for determining what transitions are required. However, if you have any preferences, discuss them with your sales consultant at the time of the sale.

Small Imperfections

Filler is used to mask small imperfections in the manufacturing of the floor. It is standard procedure to fill in areas such as nail holes, gaps, or chips that are smaller than the width of a penny. Very rarely does a board need to be replaced.

Leftover Hardwood

The typical waste factor for hardwood floors is 7% or higher, depending upon the shape of the room and the material being used. Let the installers know if you would like to keep any of the opened cartons of leftovers for future repairs, etc.

Post-Installation of Hardwood

For best results, minimize walking on any glue down hardwood for a period of 24 hours.

Humidity and Temperature

Since wood is a product of nature, it is very common for wood flooring to expand and contract as the seasons change.

Flooring material should be acclimated in its intended environment before installation. Refer to product recommendations for specifications.

You should maintain proper climate controls at your home to prevent excessive gaps from appearing in your hardwood floor. A temperature of 70 degrees F (21 degrees C) And relative humidity of 35% to 50% are ideal.

In colder climates, we recommend the use of a humidifier during winter months when the humidity drops. This is most important in the first year following a hardwood installation.

Vinyl

Post-Installation of Vinyl

Do not drag any heavy objects on the vinyl, especially in the first 48 hours after installation.

Avoid stepping on the seam sealer for 24 hours after installation.

Ceramic Tile

Color and Pattern Matching Tiles

The color of the grout may vary between the sample and the actual product.

Shade variation of ceramic or porcelain tile is a natural aspect of the tile. We will do our best to mix the tiles throughout your floor, but keep in mind that the tiles will not all be the same.

Leftover Tiles

Ceramic floor or wall tiles may scratch or break under certain types of impact. Please take special care and be sure to keep a few extra tiles in case future repairs are needed.

Laminate

Color and Pattern Matching

We can install your laminate flooring in any direction, because it is a floating floor. Notify your sales professional if you have a preference for direction.

Laminate floors may be separated at doorways with the use of a T-molding. Discuss this with your sales professional if you have any questions.

Flooring material should be acclimated in its intended environment before installation. Refer to product recommendations for specifications.

Plumbing

It is the homeowner's responsibility to arrange for a licensed professional to disconnect and reconnect any gas or water connection.

We are not responsible for any leak that may occur on plumbing that was not connected or disconnected by our installers.

We are not responsible for any plumbing fixture issues resulting from daily wear and tear or existing damages.

If you desire, we can make arrangements to contact a licensed plumbing contractor or give you a referral.