

# SCHEDULING

1) **SCHEDULING** – OUR INSTALLATION SCHEDULE VARIES THROUGHOUT THE YEAR. AT TIMES WE CAN INSTALL YOUR JOB RIGHT AWAY OTHER TIMES REQUIRE A WAIT. (A GOOD INSTALLATION IS WORTH THE WAIT!) PLAN TO ORDER AND SCHEDULE YOUR JOB AS SOON AS POSSIBLE TO AVOID DELAYS.

2) **RESCHEDULING** – DUE TO OUR BUSY INSTALLATION SCHEDULE, PLEASE AVOID LAST MINUTE RESCHEDULING WHENEVER POSSIBLE. RESCHEDULING COULD CAUSE A LONGER DELAY IN YOUR INSTALLATION.

3) **TIME OF ARRIVAL** – WE CAN'T ALWAYS GIVE YOU AN EXACT TIME WHEN THE INSTALLERS WILL ARRIVE, ESPECIALLY IF YOUR JOB IS THE SECOND JOB OF THE DAY. WE WILL GLADLY GIVE YOU A CLOSE APPROXIMATION OF THE TIME.

4) **ENTRY AND ACCESS** – YOU DON'T NEED TO BE HOME WHEN YOUR JOB IS BEING INSTALLED, BUT YOU WILL NEED TO MAKE SURE THE INSTALLERS CAN GET INTO YOUR HOME. IN ADDITION, WE NEED TO KNOW WHERE WE CAN REACH YOU THROUGHOUT THE DAY.

IF WE HAVE MISSED ANY OF YOUR QUESTIONS, PLEASE DON'T HESITATE TO CALL YOUR FLOORING PROFESSIONAL. THERE ARE NO "DUMB" QUESTIONS.

GOOD INSTALLATIONS ARE AS IMPORTANT TO US AS THEY ARE TO YOU. WE HOPE THIS INFORMATION WILL HELP PUT YOU AT EASE AND ENABLE YOUR JOB TO GO AS SMOOTH AS POSSIBLE!



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## BEFORE THE INSTALLER ARRIVES

# CARPET INSTALLATIONS

- 1) **ROOM TEMPERATURES** – THE TEMPERATURE IN THE ROOM NEEDS TO BE AT 65 DEGREES FOR 24 HOURS PRIOR TO AND AFTER THE INSTALLATION. BE SURE THE POWER IS ON FOR THE INSTALLER’S ELECTRICAL TOOLS.
- 2) **CARPET REMOVAL** – EXISTING CARPET, PAD, AND STAPLES NEED TO BE REMOVED BEFORE LAYING THE NEW CARPET. YOU MAY DO THIS YOURSELF OR THE INSTALLERS WILL DO IT FOR A SET LABOR CHARGE. THIS CHARGE ALSO INCLUDES DISPOSAL. PLEASE DO NOT REMOVE THE TACK STRIP AROUND THE PERIMETER OF THE ROOM.
- 3) **FURNITURE MOVING** – UNLESS PREVIOUSLY ARRANGED, WE’LL PLAN FOR YOU TO MOVE YOUR OWN FURNITURE. CHECK WITH YOUR FLOORING PROFESSIONAL ABOUT LABOR CHARGES IF WE MOVE YOUR FURNITURE. SORRY, BUT WE DON’T MOVE; WATER BEDS, FULL CHINA CABINETS, TREASURED ANTIQUES, GRANDFATHER CLOCKS, PIANOS, ORGANS, POOL TABLES, PERSONAL ITEMS, COMPUTERS, ELECTRONIC EQUIPMENT, NIC-NACS. ALL CLOSETS MUST BE CLEAR WITHIN 2 FEET OF THE FLOOR.
- 4) **BASEBOARDS** – BASEBOARDS SHOULD BE INSTALLED BEFORE THE CARPET INSTALLATION. DUE TO THE STIFF BACKING ON MOST CARPETS, SOME SUPERFICIAL SCUFFING IS INEVITABLE, ESPECIALLY IF THEY ARE PAINTED.
- 5) **DOORS** – THE INSTALLERS WILL REMOVE AND REPLACE THE DOORS UNLESS THERE IS A CLEARANCE PROBLEM WITH THE NEW CARPET. WE WILL GLADLY RECOMMEND A CARPENTER TO TRIM YOUR DOORS.
- 6) **CARPET SEAMING** – IF YOUR CARPET NEEDS TO BE SEAMED, EXPECT THE SEAM NOT TO BE INVISIBLE. SOME CARPETS SEAM BETTER THAN OTHERS. IN MOST CASES, AFTER THE CARPET IS EXPOSED TO HUMIDITY, AND RELAXES, THE SEAM WILL BECOME LESS OBVIOUS.
- 7) **LEFTOVER PIECES** – DON’T BE SURPRISED IF YOU HAVE SOME LEFTOVER PIECES OF CARPET. SINCE MOST CARPETS COME IN 12’ WIDTHS, THERE IS WASTE. IN SOME CASES, LARGER PIECES CAN BE BOUND AND USED AS DOOR MATS OR SMALL RUGS. ASK YOUR FLOORING PROFESSIONAL ABOUT BINDING YOUR RUGS.
- 8) **CARPET ODOR** – DURING THE INSTALLATION PROCESS, YOU MAY BE ABLE TO DETECT SOME ODORS. THIS IS NORMAL. AS WITH ANY INDOOR ODOR, THE KEY TO THEIR ELIMINATION IS VENTILATION.

# HARD SURFACE (VINYL,WOOD,CERAMIC,LAMINATE,ETC.)

- 1) **ROOM TEMPERATURES** – THE ROOM TEMPERATURE NEEDS TO BE AT LEAST 65 DEGREES FOR 24 HOURS PRIOR TO INSTALLATION AND FOR AT LEAST 2 WEEKS AFTER THE INSTALLATION IS COMPLETED.
- 2) **MOVING APPLIANCES** – ALTHOUGH THERE IS AN EXTRA LABOR CHARGE FOR MOVING APPLIANCES, WE ENCOURAGE YOU TO LET THE INSTALLERS REMOVE AND REPLACE THEM FOR YOU. SOME HARD SURFACE FLOORS CAN BE EASILY DAMAGED BY IMPROPER MOVING OF HEAVY EQUIPMENT. SORRY, BUT WE DO NOT RE-HOOK GAS OR WATER LINES. WE WOULD BE HAPPY TO ARRANGE A PROFESSIONAL TO CONNECT THE FOR YOU.
- 3) **BATHROOM STOOLS** – IF WE ARE INSTALLING A HARD SURFACE IN YOUR BATH AREA, THE STOOL WILL NEED TO BE REMOVED AND REPLACED. YOU MAY HIRE YOUR OWN PLUMBER OR WE WILL GLADLY ARRANGE ONE FOR YOU.
- 4) **SINKS** – IF WE INSTALL NEW COUNTERS IN YOUR KITCHEN OR BATH, THE SINK WILL NEED TO BE REMOVED AND REPLACED. YOU MAY HIRE YOUR OWN PLUMBER OR WE WILL GLADLY ARRANGE ONE FOR YOU.
- 5) **SHOE MOLDING** – EVERY NEW HARD SURFACE INSTALLATION WILL REQUIRE EITHER SHOE MOLDING OR BASEBOARDS (OR BOTH) TO COVER THE EDGES. IF YOU ALREADY HAVE SHOE MOLDING DOWN, THE INSTALLERS CAN REMOVE IT AND REPLACE IT FOR AN EXTRA CHARGE. IF YOU DECIDE TO REMOVE IT YOURSELF, YOU WILL WANT TO MAKE SURE YOU RE-INSTALL IT WHEN THE INSTALLATION IS COMPLETED. IF YOU NEED NEW SHOE MOLD WE WILL GLADLY RECOMMEND A CARPENTER TO YOU.
- 6) **DOORS** – THE INSTALLERS WILL REMOVE AND REPLACE YOUR DOORS UNLESS THERE IS A CLEARANCE PROBLEM WITH YOUR NEW HARD SURFACE FLOOR. WE WILL GLADLY RECOMMEND A CARPENTER TO TRIM YOUR DOORS.
- 7) **DUST** – SINCE HARD SURFACE INSTALLATIONS USUALLY INVOLVE SOME CUTTING, SAWING, AND/OR SANDING, EXPECT A FAIR AMOUNT OF DUST.
- 8) **BUBBLES IN VINYL** – SOME INTERFLEX VINYL FLOORS MAY DEVELOP SMALL BUBBLES SHORTLY AFTER INSTALLATION. THIS IS NORMAL. THE BUBBLES WILL USUALLY DISAPPEAR BY THEMSELVES WITHIN A COUPLE OF WEEKS.
- 9) **VINYL SEAMS** – VINYL SEAMS LIKE CARPET SEAMS WILL NOT BE INVISIBLE. IF YOUR VINYL IS SEAMED, PLEASE DON’T WALK ON THE SEAM FOR 24 HOURS.