

**What Happens Now:** What can you expect now that you've purchased your flooring?

**What to Expect:**

Our arrival times for installations are between 8:00AM and 10:00 AM unless other arrangements have been made between you and your Installation Coordinator. Our installer will give you a quick call once he's on route to your home. When we arrive at your home, ready to begin the installation process, please make sure there's room for us to park with easy access to a main entrance. We will not park on the driveway.

**How does Action Flooring install your new flooring?**

When possible, we'll set up our equipment outside your home (weather permitting) to reduce the amount of dust in your house. Note that in bad weather conditions (ie; Rain, Winter) an area needs to be set aside for the installer to work in, as the installers are unable to work otherwise. A heated garage is suitable for this, or unheated with temporary heat supplied in cold weather. There will be some dust during the installation process. At the end of each workday our installers will clean up and move our equipment out of your way.

When we're done we'll sweep up both the inside and outside of the work area, go over any precautions you have to take, and look over your new flooring with you to make sure it matches up and the quality is satisfactory with what you and your salesperson had agreed upon.

**Installation expectation – plastic should be used to help seal off the work area- there will be sawing, hammering and other noise during installation. Make sure you understand the time frame involved and duration of installation.**

Depending on the type of flooring you've chosen there can be some strong odors from glues and adhesives and, in some cases, the product itself.

**Removal of your existing flooring will cause dust** – We'll do our best to contain the dust into the working area(s) but dust will be created. Action Flooring will not be held responsible for any damage or discomfort caused by the dust created during the removal of your existing flooring or the installation of your new flooring. Also, the cleanup of the dust is not included and is not part of our installation services. Once the installation is complete be sure to change your furnace filter.

**Potential exists for minor scuffing of baseboards and walls.** Repairs to these areas are not the responsibility of Action Flooring.

Newly installed baseboards or trim will need to be painted and dapped by the customer unless noted on the estimate.

**Doors-** Sometimes doors will need to be trimmed after your new flooring is installed. There's always the possibility that the doors, especially closet, basement and bedroom doors, may not clear the new floor and swing free. This is the customer's responsibility unless discussed Action Flooring will perform for an additional charge.

Although we strive to foresee all aspects of the job beforehand, occasionally unforeseen circumstances occur or are present at the beginning such as: damaged subfloor, wet subfloor, pet urine soaked carpet, unlevel or uneven subfloor. Changes to the work order may result in additional costs for material and/or labor. All additional charges must be accepted and signed off by the customer before proceeding with installation.

### What are you responsible for?

**Changing your installation date and time** – We require at least 48 hours' notice, prior to your original agreed on installation date, if a change is needed.

**Getting the space ready** –If our estimate **includes** furniture, appliances, toilets, or a dishwasher we will manipulate these items back and forth during the process of the installation and put them back in their respective place when we are completed however there are a couple things on your end that will be required to make this all work.

If furniture is on your to do list. **Empty the contents of china cabinets, drawers, shelves, closets, etc. Disconnect all electronics. All closet floors must be clean, and the bottom rack of clothing removed.** Pictures, mirrors and any loose items on common walls should be taken down so that the vibrations from installing your new flooring don't cause unnecessary damage to items in adjacent rooms and other areas of your home. IF you have gas appliances a plumber will need to be hired at an additional cost. In some instances when removing toilets and resetting them there will be a need for a plumber to repair a pre-existing condition that is not foreseeable. We can not be responsible for this although very rare.

The building should be completely closed in, with outside windows & doors in place and working. ALL wet trades (drywall, paint, etc) should have completed their work. Your air conditioning, heating, and ventilation systems should be operating with the temperature and relative humidity set at "normal living conditions" – between 60 & 80 degrees (F) and between 30-50 percent humidity.

**Heat, light & power** - The area(s) to receive your new flooring must have appropriate climate control, power, and adequate lighting during and after installation, per the manufacturer's specifications. If you have gas appliances, contact the gas company about safely disconnecting and reconnecting these pieces. Please be ready so that the installation process can go as smooth as possible.

The customer should advise Action Flooring of any previous floor issues such as water leaks, noisy spots or squeaks prior to arrival.

**Children & pets** – children and/or pets must be kept out of the work area. For the health and safety of all involved, if children and/or pets enter into the installation areas our installers will stop work immediately and will not continue until they are removed by the homeowner.

**Baseboards/Trims** – In most situations existing baseboards and moldings need to be removed prior to flooring installation. If this is part of our scope there will still need to be dapped/filled and painted afterward. This is not part of our scope and generally a painter is hired to perform this.

It is the customer's responsibility to follow the manufacturer's guidelines for cleaning and maintaining your floor.

**Please make sure your sales person and installer are fully aware of any radiant heating PRIOR to the installation**

**Carpet: What to expect:**

Expect your new carpet to shed. Simply vacuum the loose fibers away. Expect that your new carpet will also sprout or “blossom” (small loops or tufts may become visible after installation). Use scissors to strip the loose fibers to the consistent pile height. Most carpets will continue to release fibers for about 2-4 vacuums. It is the customer’s responsibility to make sure you have the appropriate vacuum for the type of carpet you have purchased. If wrinkles or ripples appear, then it may be necessary to re-stretch your carpet. If this happens please call your salesperson.

Carpet seams are not invisible. It is common and to be expected to notice where these are. Over time they will become less noticeable.

It is necessary to have your carpets professionally steam cleaned annually to uphold any manufacturer’s warranty.

**Carpet and radiant heat:** It is not as common to install carpet over radiant heat since it tends to hold the heat in and the idea behind radiant heating is to allow the heat to flow through the flooring product and up into the air. If the customer still chooses to do carpet over radiant heat, they *must* upgrade their underlay to a pad that is rated over radiant heat. Normal underlay will dry up and won’t be as effective. The 10lb pads we stock are rated as such.

**Stone:**

Stone is a natural product that can vary in color, size, grain, etc. Please be advised, natural products such as natural stone will vary from little to extreme variation and textures. This adds to the character and beauty of the product, make sure you know what to expect with a natural product such as this. If variation isn’t in the customer’s interest, the sales person can help them find an alternate product (laminated, vinyl plank, porcelain, ceramic) that will work for them.

Action Flooring does not warranty exact matches from piece to piece or from piece to sample.

**Vinyl: What to expect:**

The shape and type of your substrate (surface on which the vinyl flooring will be laid) will need to be known in order to apply the appropriate preparation before your vinyl flooring can be installed. Your substrate may require an underlayment and this will add height to your floor and may affect your appliances and counters. Existing baseboards and moldings have to be removed prior to vinyl flooring installation – it is a good idea to discuss if you are going to keep what you have or go with something new.

The subfloor needs to be as clean and level as possible to ensure the new vinyl flooring will be well supported. Be prepared that your existing subfloor may need to be prepared or a new one installed to receive the vinyl flooring.

**Installation methods:**

1. **Full Spread:** the adhesive is troweled over the entire substrate. Do not replace your appliances for a minimum of 24-72 hours after installation. Light foot traffic is allowed after 24 hours.
2. **Perimeter Adhered:** the adhesive is only applied to the outside edges of the flooring and at the seams. Same rules as full spread for appliances and foot traffic.
3. **Floating:** the flooring is not bonded to the substrate by any adhesive. Appliances can be replaced and foot traffic is fine immediately following installation.

**After the Install:** For a minimum of 24 hours after installation do not walk on the seamed areas. Keep the room at 68° F or greater for at least 2 days in order to allow the adhesives to set up properly. Ventilate the area for 48-72 hours.

**Wood flooring – What to expect:**

How do we determine which direction to install new wood flooring? Most homes in this area are built with a plywood subfloor which dictates that we lay the floor perpendicular to the floor joists for strength and stability.

We lay out the floor (called “racking”) and make sure that our board joints are spaced out a minimum of 6 inches and usually 9 inches or more. This provides a nicer appearance to the overall look of the floor and adds structural soundness as well.

We like to set up our saws outside but close to an access point near where your new flooring will be installed. We do this to keep interior dust to a minimum and your home as clean as possible. Living through a major remodeling is tough enough without having to do extra cleaning and we try to be respectful of that fact.

We blind nail the floor down with hardwood flooring cleats. We prefer to use these over staples because studies have shown that, over time, a cleat has more holding power than staples.

We check and document the floors moisture content and the humidity and temperature of the room. We only install the flooring when the wood flooring meets the parameters as set forth by the NWFA: National Wood Flooring Association (no difference greater than 4 percentage points between wood flooring and sub floor).

**Wood: What to Expect:**

Wood is a natural product that can vary in color, size, grain, etc. Please be advised, natural products such as hardwood will vary from little to extreme variation and textures. This adds to the character and beauty of the product, make sure you know what to expect with a natural product such as hardwood. If variation isn't in the customer's interest, the sales person can help them find an alternate product (laminated, vinyl plank, porcelain, ceramic) that will work for them. Action Flooring doesn't warranty exact matches from piece to piece or from piece to sample. Wood floors may have

imperfections in the wood, finish, and/or stain; please note that this is an acceptable characteristic.

Flooring will indent under high heel traffic (especially heels in disrepair) and the finish that is applied will not prevent the dents. Wood and laminate floors may squeak, pop, have hollow spots or make other noises.

Although your new floor may start tight together, as a natural product it will continue to absorb and release moisture. This natural process will cause the flooring to expand and contract from season to season resulting in cracks between some of the pieces in your floor.

**Wood: what are you responsible for?**

**Hardwood products require a humidifier, which is also necessary for warranty. The building should be completely closed in, with outside windows & doors in place and in proper working order – ALL wet trades (drywall, paint, etc) should have completed their work and be off site. Your air conditioning, heating, and ventilation systems should be operating with the temperature and relative humidity set at “normal living conditions” (between 60 & 80 degrees Fahrenheit and between 30-50 percent humidity) for at least 7-14 days prior to the new wood being delivered. The wood floor should then acclimate to conditions at the jobsite for 3 to 5 days.**

Floating floors require an expansion gap at the perimeter of the room and at any columns. They are required to allow the laminate or floating hardwood to expand and contract as the temperature changes. You must have an expansion gap or the wood could buckle or crack due to the pressure.

After the job is completed, go over the entire job with the installer. Maintenance procedures should be reviewed along with proper protection of furniture (place protection under legs) before it is placed onto the new wood floor. Any items of concern should be addressed with our installer and salesperson.

Remember that wood floors are an investment. The proper maintenance will give you years of beauty and enjoyment.

**Tile: What to Expect:**

Dye lot: because of dye lot variations, the tile you have purchased may vary in appearance from the sample you have viewed. Viewing your new tile before it's installed is MANDATORY. Tile products vary in color, size, grain, etc. Action Flooring does not warranty exact matches from piece to piece or from piece to sample.

**You should be aware that your ceramic floor installation will only be as good as your original floor or sub-floor.** Damaged, incorrectly installed floors and subfloors, inferior sub floors, excessive layers of cushion – or vinyl floors – can cause your new floor to fail. The ideal installation situation for any new ceramic floor is to have a properly installed, high quality plywood sub floor underlayment overtop a plywood floor with a combined thickness of greater than one inch. Allowable industry standard for floors unlevel is ¼" over 10 feet of floor. Any amount over this will require that your floor be levelled to equal or below these figures. Most initial quotes will not include the extra labor required to prepare your floor, especially in instances when we cannot see or measure actual floor levelness (eg. We are pulling up old carpet, lino, etc). Be prepared for additional floor preparation costs if this is the case.

Laying tile is as much of an art as it is a trade. Having realistic expectations for appearance is critical. Industry standards allow for a variation of tile height and grout width so be prepared to discuss any areas of concern with your installer.

Tile can and will crack when excessive deflection (floor movement) occurs. Many homes that have been constructed within building guidelines and installation standards for ceramic tile will still have enough movement in their floors to make tile and grout crack.

This tends to occur in homes with less floor support, large open spaces, heavy islands in the center of rooms, and excessive activity.

**Tile: what are you responsible for?**

Turn off the radiant heat for a minimum of 48 hours before installation and do not turn system on for at least 72 hours after the installation is complete. **Provide a temporary heat source to maintain adequate temperature levels in the working areas and surfaces. Ensure that the temporary heat source is properly ventilated to prevent damage to the work provided or injury to personnel from carbon monoxide emissions.**

Once the entire tile floor has been set in place and left to fully cure for 12 to 24 hours, the grout is then applied. Mortar and grout need 24 hours to cure before walking on the tile. This period ensures that the tiles won't shift or become loose before the thinset has a chance to set.

**Do not turn on heat wires/mats for at least 72 hours while the tile is curing.**

**Ratings and Traffic:**

PEI Class 1 rating (no foot traffic) – recommended for wall use only in residential and commercial applications.

PEI Class 2 rating (light traffic) - recommended for wall use and bathroom floor applications.

PEI Class 3 rating (light to moderate traffic) - recommended for countertops, walls, and floors where normal foot traffic is expected.

PEI Class 4 rating (moderate to heavy traffic) - recommended for all residential applications as well as medium commercial and light institutional.

PEI Class 5 rating (light traffic) - recommended for all residential as well as heavy commercial and institutional applications.