



Preparing For Your New Flooring Installation

Our goal and commitment is to the highest quality workmanship and dedicated attention to meet our customer's expectations. Some cooperation and preparation on your behalf will be required to accomplish this goal. We desire the installation of your new flooring to be an enjoyable and exciting experience.

Commonly Asked Questions

Appliances:

You Do: Remove all appliances or make prior arrangements with your salesperson. If we are to move your appliances, remove everything on top and/or inside them before installers arrive. Vinyl floors remain soft after installation. Appliances should not be moved into the area unless proper care is taken.

We Do: Move appliances for a fee

We Do Not: Disconnect or reconnect gas ranges, ice makers, dishwashers, radiators, laundry tubs, washers, or dryers.

Doors:

You Do: Arrange for a carpenter to trim and re-hang doors that do not fit after floor installation. (Also see Moldings and Baseboards for other carpenter needs.)

We Do: Our installers will removed doors and re-hang them, providing they fit. We can help you find a carpenter to trim and re-hang doors if needed.

We Do Not: Our installers do not trim doors

Dust Protection:

You Do: Dust will be created during installation of your new floor coverings due to cutting, sanding, etc. Cover all items you do not want exposed to dust.

We Do: We do as much cutting outdoors as possible.

Electronic Equipment:

You Do: Disconnect and remove all electronic equipment (i.e. plasma LCD TVs, stereo, VCR, computers)

Furniture:

You Do: Remove all small items and move any larger items not specifically accounted for with your salesperson from the work area. (i.e. grandfather clocks, pictures, wall hangings, antiques, pets, large entertainment centers, computer desks, grand pianos, and pool tables) Drain and remove from the work area any waterbeds and/or aquariums.

We Do: Remove and replace most furniture

We Do Not: Take apart beds, pool tables, and other items so they can be removed from the room.

Gas for Appliances:

You Do: Make arrangements for disconnect/reconnect with your utility company. The gas must be turned off and appliances removed for installation.

We Do: Remind you to make arrangements with your utility company.

We Do Not: Our installers do not handle gas or water lines.

Moldings and Baseboards:

You Do: Quarter round wood and baseboard moldings must be removed in areas that receive vinyl or laminate. Be prepared to touch up paint or stain as needed after installation.

We Do: Recommend you hire a carpenter for removing and replacing existing quarter round moldings and baseboards. We also install new pre-finished quarter round and baseboard for a fee.

We Do Not: Replace quarter round molding or wood trim.

Old Carpet:

You Do: Make arrangements for carpet removal with your salesperson
OR

If you are taking up your old carpet, you must remove all carpet and pad from the floor. Staples must be removed or pounded into the floor. Tack strips may be left in place if new carpet will be stretched in. All old tack strips must be removed when installing vinyl or glued down carpet in the area.

We Do: Our installers will remove and discard your old carpeting for a fee.

Subfloor Preparation:

You Do: When new carpet or vinyl flooring is to be installed over your existing subfloor, it may be necessary to prepare the floor prior to installation. Tell all you know about your subfloor to your salesperson.

We Do: In most cases, a new underlayment or floor leveler is necessary where vinyl is installed. We recommend that new underlayment, if necessary, be provided and installed by our installers – which comes with a complete warranty. Because certain conditions can not be known until the old floor covering is removed, an additional charge may be necessary to prepare the subfloor. The additional charges will be thoroughly explained by our installer and discussed with you beforehand.

We Do Not: We cannot warranty or be responsible for underlayment provided by and/or installed by you or a third party. We also can not be held responsible for any squeaks.

Toilet and Pedestal Sinks

You Do: Remove commodes and pedestal sinks before installation and arrange to have them replaced after installation.

We Do Not: Handle removal or replacement of any items where plumbing is involved.