

installation tips guide



Thank you for your order!

metro flooring truly appreciates your business

With your purchase from METRO FLOORING we will do everything possible to make your "transition" between floorings a pleasant experience. Getting new flooring installed in your home is a major construction project and this guide is designed to help answer questions and give you guidance on what to expect as your new floors are installed. It is very much like moving, so here are a few tips to prepare you for the day the installers arrive.

Preparing Your Home for Installation



If YOU have agreed to move the furniture, you must remove ALL furniture. A charge will be assessed if we have to move any furniture. If it is impossible to have all the furniture moved completely out of the carpeted areas, please have two people there to move the furniture.

If furniture will be moved by Metro Flooring, remove and box any items on or around the furniture. Remove all hanging objects, breakables, antiques and other small items from in and around the area of installation. Vibrations from the installation may cause damage to these items.

Empty china cabinets, bookcases, desks, dressers (or remove drawers). Disconnect and move any electronics, appliances, computers and televisions. Metro Flooring cannot be held responsible for disconnecting, reconnecting or troubleshooting electronic components such as computers, cables, printers, wifi, stereos, televisions, alarm wires, or any other electronic items. If flooring will be installed in a closet, remove all items on the floor and all low hanging items to a height of at least 4 feet. Any beds, closets, or bookcases will need to be disassembled before the installers arrive as they will only move the furniture pieces.

We do not move pianos, organs, grandfather clocks, waterbeds (which will need to be completely drained), hospital beds, or pool tables. Our installers are bonded and licensed, however, they are professional flooring mechanics, NOT professional movers. If necessary, we will be happy to recommend and coordinate a professional moving service, piano moving company or pool table company to help you move your items.

protect your valuables

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

work environment

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. New construction must have electricity turned on, or other means of electricity must be arranged for, prior to the installers arriving on the job. If we arrive to the job and there is no power, there will be an added charge for lost time.

The interior temperature of the installation area must be at a minimum of 65° F for 48 hours prior to the installation and 48 hours following installation.

preparing 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. Metro Flooring doesn't paint baseboards. On base shoe or quarter round we can paint, but customer needs to supply the paint.

WE TRULY APPRECIATE YOUR BUSINESS AND WE ARE SURE YOU APPRECIATE THE FACT THAT WE ARE A PROFESSIONAL FLOORING COMPANY THAT SPECIALIZES IN THE INSTALLATION OF FLOOR COVERINGS. WE DO NOT SPECIALIZE IN MOVING FURNITURE, PLUMBING, ELECTRICAL AND OR ELECTRONIC EQUIPMENT. WE DO OFFER SOME OF THE BASIC SERVICES, BUT IN NO WAY CAN WE BE HELD RESPONSIBLE FOR PROBLEMS THAT MAY OCCUR UNLESS OUR INSTALLERS WERE CARELESS AND HAD NO REGARD FOR YOUR PERSONAL PROPERTY. WE ARE BONDED AND INSURED AS ARE OUR INSTALLERS.

Flooring Removal

Removal of existing/installed flooring is always a messy procedure. All materials will have some dust and debris, but hard surfaces like tile and glued down hardwood are especially messy. We will remove the debris, but not the dust. Dust will be everywhere in the living space and job site.

Recommendations for the customer:

- Be prepared for loud noise and strong odors during construction. Appropriate arrangements should be made for any persons with respiratory considerations or sensitivity to dust or to urethane solvents.
- Cover any furniture that cannot be removed, kitchen cabinets, and any other items (including drapes) in surrounding areas that are of concern.
- Put towels under doors.
- Turn off air conditioning.
- Plastic off halls and entrances in work areas.

Even after these precautions, when the installation is complete, thorough professionally cleaning of the jobsite will most likely be required, and not be Metro Flooring's responsibility.

Installations start between 8AM to 11AM, unless otherwise notified. This is an estimate. We are not responsible for traffic/travel time, weather, or delays while picking up your materials. We will be there as quickly as possible.

General Information During Installation

be at home

All occupied homes must have an adult (18 or over) present throughout the installation unless other arrangements are made. This is to ensure the installers will have a way into your home and be able to get answers to any questions that might arise. If you choose not to be there, you need to be cellular and able to make decisions. There may be a charge if we have to wait to connect and for you to make a decision if you are not home.

variations in color

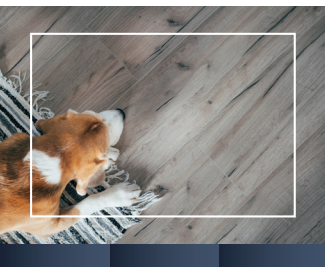
There will be some variation in shade or characteristic between the sample you chose and the product actually installed in your home. However, the difference will be within the manufacturer's tolerance specifications. It is the customer's responsibility to be at the house at time of installation to confirm the correct products are being installed. If we feel there is an issue, Metro Flooring will hire an independent inspector to assess the flooring and then handle it with the mill.

natural products

As a product of nature, no two pieces of wood or stone are ever identical. Delivered products will naturally vary from store samples. These products can be affected by light, both natural and artificial. Some floors will darken over time, while others lighten, and areas covered by rugs, furniture etc. will change at a different rate than areas continuously exposed. Certain visual characteristics such as mineral streaks, small knots, grain and color variations, fissures etc. are typical of natural woods and stone and are not defects.

balances due

The full C.O.D. amount is payable before starting installation. Delivery receipts will need to be signed when the job is completed. If paying the final balance with a credit card, it must be processed at Metro Flooring (not over the phone) the day before the job begins.



pets

If you have pets, they will need to be kept in an area away from the installers. Please do this before the installers arrive. We are not responsible for pets accidentally injured or let loose.

Due to hygiene issues, the floor will need to be vacuumed before the installers arrive to remove any pet hair, pet litter, etc. as best as possible. Some of our installers have allergies, and by cleaning the excess hairs, this will make the installation go smoother.

concealed imperfections and subfloor damages

Should concealed imperfections or damages be revealed during the removal or replacement of your existing floor, additional work will 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.

Metro Flooring is not responsible for sealing concrete slabs or any problems that may arise from, or relating to a wet slab. If installation is delayed to another day because of unforeseen problems, an additional trip charge may be assessed.

plumbing

Advise us in advance if you have a washer, dryer, freezer, ice-maker, refrigerator, toilets or any other appliances that must be moved. We never move dishwashers, normally we install flooring to the kick plate. We never move any built in appliances (Dishwashers, Refrigerators, etc.). Built-in typically have a finish piece to end flooring to. It is the homeowner's responsibility to arrange for a licensed professional to reconnect any gas or water connection.



When installing flooring in bathrooms, it is our recommendation that our client hire a plumber to remove and replace toilets. We CAN remove toilets for an additional cost, but we are not responsible for broken valves, seals, or any other mechanisms relating to toilets. We cannot be held responsible for plumbing issues with toilets washers/dryers and refrigerator ice-makers that may arise before, during, or after installation of your flooring.

WE ARE NOT RESPONSIBLE FOR ANY LEAK THAT MAY OCCUR ON PLUMBING THAT WAS NOT CONNECTED OR DISCONNECT BY OUR INSTALLERS. WE ARE NOT RESPONSIBLE FOR ANY PLUMBING OR 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.

wiring

Communicate to our installers the locations of any security wires in your home so that they do not cut them by accident. Metro Flooring is not responsible for alarm wires or the operability of the alarm after the flooring is installed. Please make sure cables work before installation of any and all flooring. We are not responsible for faulty cables and will not pull the carpet at no charge if the cables are faulty.

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

We are not responsible if cables are put under the carpet and you can feel these cables. If you wish to have the cables installed along the wall all the way around the room, please have enough cable available and laid out along the walls so the carpet installers can put it under the carpet. Note: This is only possible when installing carpet, if we are installing hard surface floors, the gap under the baseboards is for expansion spacing.

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.

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

molding, doors, and baseboards

If your existing floor is laid under quarter round or baseboard, we can remove them, but we cannot be responsible for the breakage of any moldings. If they are not suitable for reinstallation, replacement is advised. We DO NOT remove or replace moldings or baseboards for carpet installation.

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

On many installations a client may choose to have new moldings put on, in this case we will remove the moldings and install new moldings if contracted to do so. We can paint quarter round, but do not offer painting services on baseboard. Many consumers have a painter paint the baseboard while we are installing the floor so that we can install and finish them properly.

squeaky floors

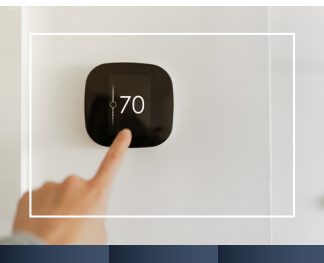
It is not the responsibility of our installers to fix squeaky subfloors or wall structures. If this condition impedes the installation process, It is your responsibility to have the necessary repairs performed.

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.

relative humidity and temperature adverse effects on flooring

Your flooring has been manufactured to the highest quality. It is imperative that your new floor lives in a healthy environment. It is the customer's responsibility to maintain proper climate controls at your home. A temperature of 70° F (21° C) and relative humidity of 35% to 55% are ideal. Metro Flooring is not responsible for atmospheric changes or issues out of our control.



Most of these issues are specifically based on hardwood and products made with wood including laminate and vinyl tile floors, but all flooring should be kept in these conditions.

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

Should the Relative Humidity fall below 30%, hardwood may shrink resulting in; unsightly gaps at seams, checks

and checking, cracks and/or splitting in face grain, cupping and/or crowning, and in severe cases may cause separation or delamination. To prevent the Relative Humidity from falling below 30%, moisture needs to be added to the air preferably with a humidifier.

Should the Relative Humidity go above 60%, hardwood may expand, resulting in; floor lifting and buckling, cupping and/or crowning, and edge rushing. To prevent the Relative Humidity from going above 60% moisture needs to be removed from the air preferably with a dehumidifier.

After Installation

post-installation inspection

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

extra material

All flooring will be figured with waste. Floors are manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5% to allow for visual defects and natural blemishes. When our flooring is ordered, typically 5-10% is added to actual square feet needed to allow for material issues and loss of material during installation.

In some instances, there will be very little left over, and sometimes depending on job layout or room dimensions there will appear to be extra material. Please notify the installers if you would like to keep any opened cartons of leftovers for future repairs, etc. If you have unopened cartons of material, it can be returned.

Carpet is manufactured in standard widths and must all be installed in the same direction, which can lead to leftover pieces. If you desire, we will leave smaller remnants for your use. If you would like, you can choose to have it finished like an area rug, at an extra cost.

touch ups

Due to the stiff nature of certain flooring materials, even with our installers' 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, unless there is an excessive amount of damage.

clean up

After installation, the installers will remove all waste from flooring and any other installation related trash on the site. You will be responsible for cleaning or vacuuming to remove any loose fibers, dirt or dust that may remain.

The removal of your existing floor and installation of your new floor covering will create some dust that cannot be avoided. Cover all items you do not want exposed to the dust. 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.

Once your new floorings have been installed, you should

- Change your air filters.
- Make sure all doors work properly. If your new flooring is substantially thicker than the old flooring, your doors may no longer swing freely. You may need to hire a carpenter to trim them or install replacements.
- Immediately begin proper care and maintenance. Always follow the manufacturers' recommendations to maintain your warranty and keep your new flooring looking at its best!
- Metro Flooring will make every effort to perform our work in a responsible and conscientious manner while in your home. It will be necessary for our crews to handle and move many of your possessions and furnishings. If any items or surfaces are damaged through our carelessness or negligence, we will make every effort to repair or replace them up to a maximum liability of \$1000.00.
- If you have chosen a natural stone product, such as travertine or tumbled stone it will have to be sealed as well. Unless sealing is to be done by Metro Flooring, apply the first coat of sealant 24 hours after the installation is complete. Repeat this process after 30 days.
- Do not drag any heavy objects on all flooring, especially in the first 48 hours after installation.

preventing damage

Follow these tips to keep your flooring looking their best!

- No flooring is scratch proof. All floors will show damage if they are not maintained properly.



- Place rugs at all doors and on high traffic paths. Keep in mind that a rug placed on a new floor could alter the way a floor ages and depending on the backing could damage the floor it's placed on top of.
- House-train pets and trim their nails regularly.
- Do not allow dirty or muddy shoes on the floor.
- Never wet mop laminate floors.
- Do not use sharp objects like wheels, high heels (especially damaged ones) or silverware on your laminate floors.
- Keep colored liquids and markers away from the floor.
- Vacuum, dust and remove spots and spills regularly to enhance the beauty and life of your new floor.
- Only use the manufacturer's recommended maintenance procedure for your new floor.

Carpet

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. In most homes, the walls are not square, and if not specified, the installers will use their best judgement. For material with a pattern, it is the homeowner's responsibility to communicate to the installer which wall they would like to have the pattern run parallel to. Otherwise, the installers will use their best judgment.

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, but not invisible. Our intention is to minimize seams in the layout of your job, and our installers will do the best they can, but you may still be able to see some 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. Seams may be visible. Seam placement will be at Metro Flooring's discretion unless specifically indicated on the signed contract. Patterned carpets are not guaranteed to match.



carpet maintenance

Manufacturers that have stain warranties require that you have your carpet steam cleaned by a certified professional every 12 to 18 months. You must retain your cleaning receipts so that they can be submitted to the manufacturer in the event of a claim. Exceptions are wool and sisal carpets (which do not have stain warranties), they should be professionally dry cleaned when needed.

Any carpet can show the appearance of footprints or vacuum tracks. A carpet installed can buckle due to various reasons: High humidity (many times caused by improper AC levels), dragging furniture across the carpet and improper cleaning are some of the main reasons. Traffic areas like the walkway into a bedroom, in front of dresser, areas in front of a sofa, etc. will show signs of wear pattern I the new "breaking in" period of use. This is typical and normal. More frequent vacuuming helps reduce but does not eliminate this situation. Any carpet with loops is prone to snagging. High heels, unprotected furniture legs, pets, toys and anything that has sharp edges can snag looped carpet. Pulled loops are not considered a manufacturer defect. Vacuuming on a regular basis is required to maintain your carpeting. Some vacuum cleaners do not operate properly with certain carpets. Please check with the manufacturer of your new carpet and they can advise you on the proper type of vacuum.

Hardwood - Vinyl Tile - Laminate Flooring transitions

The transition pieces will not match the flooring 100%. They are often made in different factories to be similar to the floor, but they still vary. This difference is more pronounced in stair nosing. Our sales professionals use their best judgment for determining what transitions are required. Laminate floors may need to be separated at doorways and floating floors need moldings when they transition to any other floor or metal molding. Discuss this with your sales professional if you have any questions.



small imperfections

Use of stain, wax, filler or putty stick 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.

Things to Know

- Moisture is a natural enemy of hardwood and most floors.
- Maintain a normal range of 35% - 55% relative humidity. This is controlled by your AC.
- Promptly wipe up and remove liquid spills, including pet urine.
- Other problem sources of moisture include grade issues, sprinklers, gutters cracked foundations, broken plumbing, excessive moisture in concrete slab (mostly in new construction), leaks from appliances and hydrostatic pressure (pressure that forces water up through a below-grade slab).

preventative maintenance

- All flooring can be scratched or dented. Protect when moving furniture. Avoid spiked heels, metal or hard plastic caster wheels, etc. Keep animal nails trimmed.
- Use walk-off doormats at exterior entrances and felt floor protectors under furniture and chair legs. Plastic mats trap moisture; do not place on top of ANY wood, laminate or vinyl floor.
- Do not use vacuum with rotating beater bar.
- Never use abrasive substances or cleaners, or any type of buffing machine or device.
- Avoid prolonged exposure to direct sunlight.

routine maintenance

- Sweep or vacuum regularly, using only the wand or hardwood attachment on your vacuum cleaner.
- Remove spills promptly using a clean, white paper towel or soft cloth.
- Use a microfiber pad dampened with water or a residue-free cleaner to keep the floor clean and dust-free.
- Do not wash or wet-mop hardwood or laminate with any liquid cleaning material, which can cause swelling, warping, de-lamination and/or joint separation.
- Unless specifically recommended, avoid mop and shine products, oil-based waxes or polishes of any type.
- Check with the manufacturer of your flooring for more detailed maintenance information.





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