



## Client Information Packet

At Schmidt Custom Floors, we want to ensure that you have a pleasant experience and inform you of the flooring process before, during, and after your project! We strive to provide professional craftsmanship and take pride in creating a custom floor just for you. Below you will find industry information specific to the flooring type you have chosen.

Please feel free to check with your office team either by calling (970) 663-7402, texting (970) 825-0188, or coming into our showroom between 9:00am – 5:00pm Monday – Thursday or 9:00am – 4:00pm Friday to confirm scheduling or answer any questions you might have before we get started! We are located at 1264 S. Grant Ave, Loveland, CO 80537.

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# Preparing for Your Hardwood Project

## Before We Arrive:

- Please clear the area of all furniture, cords, and personal items or make arrangements with a moving company.
  - See “Preferred Venders” list for recommendations.
- Draw blinds and lift or remove window treatments off the floor to protect fabric and create a well-lit working environment.
- Items easily knocked off walls, as well as breakables on open surfaces, need to be safely boxed or stored away as we operate the heavy machinery being used in the home.
- If you don’t already have a humidifier in conjunction with a furnace or air conditioning system in your home, we would highly recommend having one installed prior to Schmidt’s arrival. Board’s behavior is similar to a sponge, if you maintain the humidity levels between 30 - 50% it will help minimize the board's movement throughout the ever-changing seasons here in Colorado.
- If the project involves your bathroom, please remove the toilet(s) or arrange for us to do the work. We recommend a professional plumber to reinstall the toilets.
  - See “Preferred Venders” list for recommendations.
- If the project involves your kitchen area, please remove appliances (refrigerator, or range). We recommend hiring a professional to move and replace any kitchen appliances and a plumber to reconnect any water lines. It is best to check this hook-up at least once in the following hour to avoid any water damage to your new floors.
  - See “Preferred Venders” list for recommendations.
- Trim and Baseboards: Now is a great time to spruce up your old baseboards!
  - For flooring installations, and in some refinishing projects, your existing baseboards will need to be removed and then re-installed after project completion. You may self-perform this work or contract SCF to remove, re-install, or even replace existing trim. If contracted to do this work, SCF will strive for the best result.
    - **Please note that existing/old trim can be brittle and may break during installation. SCF is not responsible for material replacement costs.**
    - **If you have contracted SCF to replace your baseboards, you are responsible for supplying the material needed for SCF to install.**
  - Once we have completed your project, you will be responsible for touching up, caulking, and painting your baseboards.
    - **Be cautious of putting tape on your newly finished floor. Chemicals within the adhesive can eat away the finish we apply. Frog tape or Blue tape are advised but still cannot remain stuck to the floor for an extended period of time.**
  - Interested in hiring a professional? See “Preferred Venders” list for recommendations.
- Living arrangements will need to be made for any pets in the home for, not only the length of your project but an additional 3 days after to ensure the finish is cured hard enough to withstand the abrasive nails.
  - **Please note that there is no finish hard enough to be scratch-proof. Active dogs and long nails will scratch the floor.**
- Please notify the office of your home’s access preference during your project. Many customers utilize either a garage code, lock box, or physical presence if possible.
- Your floor's stain color is very important. Please make sure all color selections have been made at least one week in advance.

## Delivery and Acclimation:

- When installing a new hardwood floor, we will deliver your material to the job site for acclimation several days before the start of your project. It is not recommended to store the flooring in your garage basement, attic, or porch. For acclimation, the wood should be placed in the rooms where the wood will be installed. Proper acclimation reduces the amount of natural movement a floor will have throughout the seasons.
  - If drywall services are expected to be performed before your material delivery and project start date, please consult SCF for instructions to prepare for proper material acclimation.
- On average, a 8ft. by 8ft. space will be needed for your wood delivery.
  - Keep in mind that these dimensions are dependent on the size of your project.
- Please ensure that any pets in the home are kept safely away while we load your material into your home.
- Our time of arrival is typically between 8:30am and 12:00pm. You will be contacted when we are en route.
  - **ETA is based on the number of deliveries scheduled for the day. This will affect our arrival time. Please be patient as we ensure your wood's safe delivery.**

## The Day We Arrive:

- The crew's arrival time is typically between 8:30am-10:00am. If delays are foreseen, you will be contacted with updated information.
- Make sure pets are in a secure area or off the premises. Please tell us if you would like any cabinets or valuables draped.
  - **There will be an additional hourly charge for this service if requested.**
- When installing a new floor, we will set up our equipment outside (weather permitting) to reduce the amount of mess in your home. With hardwood, there will be some dust during the installation process. At the end of the workday, we will clean up and move our equipment out of your way. It is not necessary to move out of your home during installation unless the project includes the majority of your living area.
  - **In case of poor weather conditions, please reserve a space in your garage or a protected external or internal space for the crew to work in.**
- To operate our sanding machines, we will need access to 220 power, so we often need to utilize an oven or dryer outlet in your home.

## Working on your Project:

- Schmidt Custom Floors uses the best Dust Containment equipment available for remodeling projects. However, even the best equipment will not be 100% dust free. Our system contains 95% of the airborne dust created while sanding your floors. During the sand process, you will most likely accumulate up to 4-6 weeks of normal household dust – a very reasonable and easy cleanup. It is advisable to drape china cabinets or dark furnishings with plastic or a sheet.
- It is advised that furnaces and air conditioning be turned off at the time of staining and finishing your floors to prevent debris from settling into the final product. We do not perform HVAC services that vacuum and clean out your air ducts. We advise these services to be performed after your project is completed.
- Your floor's stain color is very important. Your physical presence may be requested on the day we apply your stain color to ensure you are fully satisfied before we coat your entire floor.
- If we are sanding your wood floors, (often a multi-day project) you will receive the stain and finish of your choice. You have several different options to choose from in our showroom and each will affect the timeline of your project. The finishing process will take 1-3 days depending on your selection and job size.

During this time, you will be required to stay off the floors in order for them to dry. Please finalize these options and plan accordingly before your project start date.

- As you are selecting your stain color for your floors, be advised that the darker the color, the more dirt, scratches, and sun bleaching you will see over the lifetime of your floors.

## The Completion of your Project and Maintenance:

- You will be able to walk on your newly finished floor with socks only, about 6 to 8 hours after your final coat is applied. Please be gentle on your floors as they are still curing.
- Heavy furnishings and appliances will be able to come back into the home 3 days after the final coat is applied.
  - If you are not hiring a professional to remove and replace your appliances, this blog will be able to assist you in performing this service yourself.
    - <https://www.schmidtcustomfloors.com/blog/articles/quick-guide-to-appliance-removal>
- Pets will be able to gently walk on the floors 3 days after the final coat is applied. Pets have abrasive nails that can scratch the floor more easily while the finish is still curing. Keeping your pets calm with nails well-kept, will assist in your floor's long-term maintenance.
- Rugs can be laid back down 2 weeks after your final coat is applied. Rugs prevent air circulation to the floor which assists in the 2-week curing process.
- You can clean your floors with a water-diluted concentrate 2 weeks after the final coat is applied. Moisture prevents the floor from fully curing during the 2-week curing process.
- Once your project is completed, it is normal that some light dustings be needed on open surfaces.

# Hardwood Care Tips

## Preventive Maintenance / Cleaning Tips:

- Although the finishes we offer are durable and the best available within Colorado guidelines, keep in mind that if anything is pulled or pushed across your floor such as chairs, couches, boxes etc., you will begin to see surface scratches in your finish.
    - Felt pads are encouraged for all furnishings to assist in scratch prevention. Clean the pads periodically so grit does not get caught on them – replace occasionally as needed.
      - Felt pads are easily purchased at Home Depot, Amazon, Walmart, etc.
    - Rugs are encouraged for kitchen tables and areas with more traffic and activity.
      - Rug Pad USA offers safe rug pad options for your hardwood floors.
    - Barrel-type roller casters are better than ball casters which could cause damage. Avoid any type of plastic caster.
      - SCF recommends soft rubber casters available at [www.castercity.com](http://www.castercity.com)
  - To assist in the prevention of sun bleaching on your floors, keep the windows draped during the points of the day when your home may receive direct sunlight.
  - Every 2 to 3 years it is advised that your floors be buffed and recoated to restrengthen your floor's durability to traffic in the home. This will fill in small surface scratches and bring back the sheen to help your floors look great and last longer.
  - Use mats at all exterior doors to help prevent dirt, grit, and sand from getting inside your floors. Throw rugs or small area rugs just inside the entrances are also helpful.
  - Keep high heels in good repair. For heels that have worn down or lost protective caps, exposing the steel support rod in the heel will dent most floor surfaces.
  - Vacuum regularly with a soft brush attachment. DO NOT use a beater brush, it will scratch your finish. Dust mopping also works well, but DO NOT use a household dust treatment on your mop as this may cause your floor to become slick or dull the finish. It will also leave a film that can impair the bonding of future recoats.
    - **Products to avoid are wax, Endust, Pledge, Orange Glow, Vinegar, etc. on the floors.**
    - **For proper cleaning product suggestions please consult your sales manager.**
- Steam mops are also NOT safe to use on your floor. It will dull the sheen and weaken the strength of the floor finish.
- Hardwood is like a sponge, if moisture is introduced to the boards for an extended period of time, you will begin to see movement in your boards resulting in cupping or crowning. Clean up water spills as quickly as possible when cleaning your floors. Do not use an excessive amount of water and dry them well.
  - When leaving your home for an extended period of time, refrain from turning off your home's humidity and temperature controls. Your boards were acclimated and installed to your everyday living conditions. If those living conditions change, so will your boards.

# Hardwood Product Expectations

## Variation in Wood:

- Natural hardwood is full of character and variation. Since it is milled from a tree, and not fabricated, the color and grain vary from piece to piece. Fine wood furniture and cabinetry are constructed in a factory under almost ideal conditions and contain 1-10 different pieces of wood. Wood floors are put together in your home and can be made up of a few hundred to thousands of different pieces of wood. This creates a unique and beautiful floor. There are many different species and grades to choose from. Our installers will make sure that your floor meets the national guidelines of the species and grade you choose.
- Wood is a natural product filled with different color variations and knots depending on the grade of wood selected. When installed you will see dark and light board colors, woven together to create a custom and beautiful wood floor. Some boards may stand out to you more than others, but that only enhances the floor's unique beauty and character.

## Expansion and Contraction:

- At installation, your floor will have very few cracks, but please keep in mind that wood is a natural product and will continue to absorb and release moisture. This natural process will cause the flooring to expand and contract from season to season resulting in small cracks between some of the pieces in your floor. According to the National Wood Flooring Association, up to a dime size crack is acceptable. Expansion and contraction can be minimized greatly by controlling your environment and properly acclimating the wood prior to installation. Furnaces equipped with humidifiers help to minimize seasonal changes.

## The Finish Process:

- We install prefinished and site-finished hardwood floors. In the case of site-finished floors, each piece of flooring sands differently depending on how it was sawn (plain or quarter-sawn) making it virtually impossible for a “table-top” surface. Rest assured, we will sand your floors as smoothly and evenly as possible. Your job site is not a sterile environment, so keep in mind that some particles may fall into the freshly applied top finish. Typically, these particles are not noticeable.

## Durability:

- In spite of the term “hardwood”, high-heel traffic and falling objects will dent the floor. Scratches will also occur when heavy items are slid on the surface. Applying felt pads on the legs of furniture will help minimize scratches and keep your floor looking good. Wood floors are for living on, so enjoy the character and warmth and realize that no floor will remain scratch and dent-free. A regular maintenance program will enhance the durability of the urethane finishes we use and give you a floor that will last a lifetime.
- When sanding and refinishing floors with an oil polyurethane finish or a prefinished product, we will be removing the finish, stain, and fine layer of wood from the floor. In doing so, we will be removing a more durable finish. The water base finishes you may be receiving, although it is still durable, will tend to show scratches a little faster than you may already be used to.

## Construction Environment/Moving In:

- Please ensure that the home's living conditions (temperature and humidity levels) are maintained during the wood acclimation and throughout the life of the installed boards. Windows, doors, furnaces, and air conditioning units all need to be installed and working at least 3 days before the wood's delivery for the project's start date.
- We will take extra care when installing/sanding your floors to minimize touch-ups that occur during the conduction project. However, touch-ups will likely be necessary on drywall, painted walls, and baseboards.
  - This will be the homeowners' responsibility.
- At an additional cost, we can cover the floors to assist in their protection as work or heavy movement is done in the home.
  - Please consult your sales manager for more information.

## Buff and Recoat:

- A buff and recoat will give you added protection, revitalize the sheen on your floor, and fill small surface scratches. It will not remove gouges, dents, deep scratches, or heel dents. A complete sand and refinish is recommended if your existing wood floor has deep dents and scratches.

# Your Luxury Vinyl/Laminate Project

## Before we Arrive:

- Please clear the area of all furniture, cords, and personal items.
  - You can make arrangements with a moving company.
    - See “Preferred Venders” list for recommendations.
  - Or you can contract SCF.
    - Before we arrive, you will need to remove all breakable items, such as vases, lamps, wall hangings, collectibles, and dishes. As well as clear desktops, tabletops, closet floors, and bookshelves.
    - Detach wiring from TVs, VCRs, stereos, and computers.
    - The removal of furniture is limited to items that two men can easily handle. Cumbersome items, including pianos, pool tables, aquariums, and oversized furniture will need to be moved prior to our arrival.
    - Sheets, blankets, pillows, and spreads should be removed from beds.
- Draw blinds and lift or remove window treatments off the floor to protect the fabric and create a well-lit working environment.
- Remove the existing flooring in preparation for the new installation.
  - You can do it yourself.
    - Carpet tack strips will need to be removed.
    - All nails will need to be pulled, the floor cleared of debris, and vacuumed.
    - There will be an added cost if you would like SCF to haul away old material.
      - Please consult your sales manager.
  - Or you can contract SCF.
    - We will remove any existing flooring and haul it away.
    - We will also prepare the floor for the new installation.
- Trim and Baseboards: Now is a great time to spruce up your old baseboards!
  - For flooring installations, and in some refinishing projects, your existing baseboards will need to be removed and then re-installed after project completion. You may self-perform this work or contract SCF to remove, re-install, or even replace existing trim. If contracted to do this work, SCF will strive for the best result.
    - **Please note that existing/old trim can be brittle and may break during installation. SCF is not responsible for material replacement costs.**
    - **If you have contracted SCF to replace your baseboards, you are responsible for supplying the material needed for SCF to install.**
  - Once we have completed your project, you will be responsible for touching up, caulking, and painting your baseboards.
  - Interested in hiring a professional? See “Preferred Venders” list for recommendations.
- Installers provide the know-how, the equipment, and the muscle; you provide the power. Installers will need to use your power for their electrical tools.
- Please notify the office of your home access preference during your project. Many customers utilize either a garage code, lock box or physical presence if possible.



## Working on your Project:

- Crews arrive typically between 8:30am-10:00am. Some projects may be scheduled for a later start time, in which case you will be contacted in advance.
- All floor coverings need to be installed over a structurally sound and properly installed subfloor. Any wood that has been damaged by insects, water, or other factors should be repaired prior to vinyl/laminate installation.
  - If damage is found, SCF can be contracted for repair at an additional cost.
    - Please contact your sales manager for further assistance.
  - Delays may occur in these unforeseen circumstances.

## The Completion of your Project:

- You may walk on your new floors immediately after installation.
- During and immediately following the installation of your new floors there may be a slight odor, which may result from the removal of your old floors or from the new vinyl/laminate installed. Ventilation with fresh air is recommended. Ideally, windows and doors should be opened, and the HVAC system should be operated at maximum capacity for 48 to 72 hours. The new vinyl/laminate smell will clear very quickly, usually in less than 72 hours.
- Although vinyl/laminate are scratch resistant, you can still damage your flooring if you push extremely heavy furnishing or appliances across it. Felt pads are highly recommended for your furnishings to prevent future scratches.
- Vinyl is waterproof but Laminate is water resistant for 24 hours. Be mindful of heavy water spills or leaks to prevent permanent damage.

## **Luxury Vinyl/Laminate Care Tips**

### Preventive Maintenance/Cleaning Tips:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Damp mop with the recommended Routine Cleaner (dilute as applicable). Do not use household cleaners, bleach, or dish detergent on the floor for general cleaning unless they are specified for floors as they can often leave an oily residue which could make the floor slippery and lead to potential hazards.
- Mop up spills as soon as possible to prevent spots from becoming stains. Stubborn stains may be removed by spot cleaning with the recommended Routine Cleaner.
- Use quality, non-rubber-backed entrance mats to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.

## **Luxury Vinyl/Laminate Product Expectations**

### Your Safety:

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use.
- Nonslip pads are highly recommended for all rugs in the home to prevent slipping out from under your feet.
  - Rug Pad USA has some safe options we recommend on your floors.

### Durability:

- Vinyl and Laminate are scratch resistant not scratch proof. Sliding or dragging furniture across the floor can result in permanent damage. Use load-bearing casters to protect against indentations from heavy items.

### Pads & Coverings:

- As with all resilient floor coverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discoloration of the floor can occur as a result.
- It is highly recommended to apply felt pads to all heavy furnishings and chairs to protect the floors from scratching over the life of the floor.

# Preparing for Your New Carpet Installation

## Before we Arrive:

- Please clear the area of all furniture, cords, and personal items.
  - You can make arrangements with a moving company.
    - See “Preferred Venders” list for recommendations.
  - Or you can contract SCF.
    - Before we arrive, you will need to remove all breakable items, such as vases, lamps, wall hangings, collectibles, and dishes. As well as clear desktops, tabletops, closet floors, and bookshelves.
    - Detach wiring from TVs, VCRs, stereos, and computers.
    - The removal of furniture is limited to items that two men can easily handle. Cumbersome items, including pianos, pool tables, aquariums, and oversized furniture will need to be moved prior to our arrival.
    - Sheets, blankets, pillows, and spreads should be removed from beds.
- Draw blinds and lift or remove window treatments off the floor to protect the fabric and create a well-lit working environment.
- Remove the existing flooring in preparation for the new installation.
  - You can do it yourself.
    - Don’t pull out the tack strips if you are laying in more carpet. We will evaluate if a tack strip is no longer fit to use and replace them as needed.
    - All nails will need to be pulled, the floor cleared of debris, and vacuumed.
    - There will be an added cost if you would like SCF to haul away old material.
      - Please consult your sales manager.
  - Or you can contract SCF.
    - We will remove any existing flooring and haul it away.
    - We will also prepare the floor for the new installation.
- Trim and Baseboards: Now is a great time to spruce up your old baseboards!
  - For flooring installations, and in some refinishing projects, your existing baseboards will need to be removed and then re-installed after project completion. You may self-perform this work or contract SCF to remove, re-install, or even replace existing trim. If contracted to do this work, SCF will strive for the best end result.
    - **Please note that existing/old trim can be brittle and may break during installation. SCF is not responsible for material replacement costs.**
    - **If you have contracted SCF to replace your baseboards, you are responsible for supplying the material needed for SCF to install.**
  - Once we have completed your project, you will be responsible for touching up, caulking, and painting your baseboards.
  - Interested in hiring a professional? See “Preferred Venders” list for recommendations.
- Installers provide the know-how, the equipment, and the muscle; you provide the power. Installers will need to use your power for their electrical tools, and they will typically use such areas as porches, patios, or driveways to store equipment and make cuts depending on weather conditions.
  - In case of poor weather, please have a protected space, such as the garage, for SCF to work in.
- Please notify the office of your home’s access preference during your project. Many customers utilize either a garage code, lock box, or physical presence if possible.

## Working on your Project:

- Crews arrive typically between 9:00am-11:00am. Some projects may be scheduled for a later start time, in which case you will be contacted in advance.
- If it is raining or snowing, please ensure there is garage space available for the crew to cut the carpet, as needed.
- All floor coverings need to be installed over a structurally sound and properly installed subfloor. Any wood that has been damaged by insects, water, or other factors should be repaired prior to carpet installation.
  - If damage is found, SCF can be contracted for repair at an additional cost.
    - Please contact your sales manager for further assistance.
  - Delays may occur in these unforeseen circumstances.
- Some doors may need trimming to accommodate the thickness of your new flooring. Doors that don't open/close properly due to the new floor may be removed during installation and it will be up to you to have the doors cut and re-hung.

## The Completion of your Project:

- You may walk on your new carpet immediately. Vacuuming will remove loose fibers, and it is common to have fiber loss for the first 6 months.
- During and immediately following the installation of your new carpet, there may be a slight odor, which may result from the removal of your old carpet and pad or from the new carpet, pad, adhesives, or seaming tape. Ventilation with fresh air is recommended. Ideally, windows and doors should be opened, and the HVAC system should be operated at maximum capacity for 48 to 72 hours. The new carpet smell will clear very quickly, usually in less than 72 hours.
- If any long fibers are found. You can simply cut them to the proper length, don't pull on them.

## Carpet Care Tips

### Preventive Maintenance/Cleaning Tips:

- The Quick Clean – Vacuum
  - Vacuuming removes dirt that dulls the appearance
  - Select a vacuum with good suction and strong beater bars, which brush the carpet and loosen dirt
  - Change vacuum bags and filters regularly
  - Please note that the Dyson Vacuums will void the carpet's warranty.
    - **Look to your carpet's manufacturer for more detailed instructions for care and maintenance to maintain its warranty.**
- Have your carpets professionally cleaned at least every 12 to 18 months, even if you clean them yourself in between.
  - Professional cleaning methods include steam cleaning (known as hot water extraction), absorbent pad or bonnet cleaning, rotary shampoo, and dry foam powder.
  - Lighter shade carpet may require cleaning more often.
  - See "Preferred Vendors" list for recommendations.
- Clean spots and spills quickly with products that do not damage carpet
  - Blot up liquids with a white paper towel or absorbent cloth; scoop up solids with a spoon
  - Treat the spot according to manufacturer recommendations
    - Apply spot removal agent (type depends on the nature of stain) to a clean towel or cloth, not directly to the spot. Use small quantities and always work inwards from the edge. Do not rub as this may cause the spot to spread or distort the pile. Do not overwet the carpet pile. Blot as dry as possible with a clean towel.
- Remember to stop dirt at the door:
  - Use mats – outdoor and indoor mats or runners with underlayment pads can reduce the amount of dirt that enters the house.
  - Take off your shoes – You can save wear and tear on the carpet by asking everyone to take off his or her shoes before entering your home.
  - Change your air filters – Change air filters in your heating and air-conditioning systems as recommended by manufacturer's directions. The more dust and particles removed by the filter, the less that fall on the carpet.
- Carpet stretching over the lifetime of your floors is to be expected. If puckering is noticed, it is easily repaired with a professional carpet stretch.

## Carpet Product Expectations

In the months following installation, you may notice some shedding or sprouting. This is normal and will not affect the carpet's life or beauty. Here's what to do:

- Shedding – Shedding of loose fibers is normal and should subside with regular vacuuming.
- Sprouting – If a single tuft extends beyond the carpet's surface, simply clip it off. Do not pull it out.
- Pile reversal or shading – This seeming color change may occur in various parts of the carpet, caused by light being reflected in different ways as pile fibers are in different directions. This is not a defect but a characteristic of plush carpets.
- Wrinkling – If ripples occur, it may be necessary to professionally re-stretch the carpet.

### Depressions and indentations:

- The weight of heavy pieces of furniture can cause indentations in the carpet. Some depressions may be permanent. Use furniture glides or cups under the legs of heavy pieces or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place.
- To remedy depressions, work the carpet pile back into place with your fingertips or the edge of a spoon, then dampen the area and use a hair dryer on a cool setting, working the fibers with your fingers or a spoon.

### Stain-resistant carpet:

- Almost all carpet manufactured today is made to be more stain and soil-resistant, but no carpet is entirely stain-proof. It still requires care. Remove spots and spills promptly. If spills or soils are allowed to remain, they may become permanent. Call the phone number normally found on the carpet warranty to obtain specific information about cleaning the carpet per manufacturer recommendations.

## Your Tile/Stone Project:

### Before We Arrive:

- All tile, grout, and caulk color/styles selections must be chosen and signed off on before installation.
- Please clear the area of installation of all personal items.
  - If installing tile floors, please have all furnishings removed from the area.
    - Draw blinds and lift or remove window treatments off the floor to protect the fabric and create a well-lit working environment.
    - If the project involves your bathroom, please remove the toilet(s) or arrange for us to do the work. We recommend a professional plumber to reinstall the toilets.
      - See “Preferred Venders” list for recommendations.
- Material for your project will be delivered either a few days before or on the start date of your project.
- Due to tile projects being so intricate and complex, it is difficult to give a definitive start date and end date for the product's installation. We will give you a tentative idea of what we expect but we may need less or even more time.

### The Day We Arrive:

- Make sure pets are in a secure area or off the premises to ensure the installer's safety as they move in and out of the house.
- When installing, we will set up our equipment outside (weather permitting) to reduce the amount of mess in your home. At the end of the workday, we will clean up and move our equipment out of your way. It is not necessary to move out of your home during installation unless the project includes the majority of your living area.
  - **In case of poor weather conditions, please reserve a space in your garage or a protected external or internal space for the crew to work in.**

### Working on Your Project:

- Crews arrive typically between 8:30am-10:00am. Some projects may be scheduled for a later start time, in which case you will be contacted in advance.
- While working with grout, tile, and caulk the process can be messy. Please know that at the completion of your project, we will have everything cleaned up and presentable.
- Installers provide the know-how, the equipment, and the muscle; you provide the power. Installers will need to use your power for their electrical tools, and they will typically use such areas as porches, patios, or driveways to store equipment and make cuts depending on weather conditions.
  - In case of poor weather, please have a protected space, such as the garage, for SCF to work in.

### The Completion of Your Project:

- After grouting is complete, please allow 8 hours before walking on the surface.
- Please allow at least 72 hours after installation to allow new ceramic tile and grout to dry before damp mopping.

## **Tile/Stone Care Tips**

### Preventive Maintenance/Cleaning Tips:

- Damp mop weekly – Wipe down your ceramic floor with a damp mop at least once a week (or more often for heavy traffic areas), make certain that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout. Never use a detergent or soap, because it can dull the surface or promote the growth of mildew. Routine cleaners should never contain acids, vinegar, chlorines, or ammonia, as these chemicals can damage and discolor the grout or the surface of the stone/tile.
- Use protective mats – Good quality entry and exit mats will help protect your ceramic tile from premature wear. They trap dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that would otherwise be tracked onto your floor. Mats are also suggested at heavy pivot locations. Such as in front of your kitchen sink or stove. Protect your tile by affixing felt or similar pads to the legs of any metal, iron, wood, or plastic furniture that will be placed on it. Exterior metal furniture, which rests on tile floors or patios, may rust and cause staining.

## **Tile/Stone Product Expectations**

### Variation in Tile/Stone:

- Tile & Stone offers the distinction of nature itself. Variations in size, color, texture, and pattern should be expected and enjoyed. This distinguishing characteristic of tiles is a source of their natural beauty.

### Material Orders:

- Tiles are special orders. They may be ordered in full boxes only and may not be returnable.
- Most Tile & Stone flooring product is labeled for shade and color variation with one of the following ratings:
  - V-1 Low: Low shade and texture variations within each carton.
  - V-2 Moderate: Distinguishable differences in texture and pattern within each carton.
  - V-3 High: High shade and texture variation within each carton.
  - Random: Random variations of shade and texture within each carton.