Moore Floors
Hardwood ▪ Carpet ▪ Tile

305 Murray Hill Road, Southern Pines, NC 28387
#910-692-7744 - customerservice@moorefloorsinc.com

Getting Ready for Your Installation

Preparation is important for a successful installation. Here are steps you can take to help the process go smoothly.

1. **The area where your new flooring is going to be installed will need to be empty unless you have prior arrangements for Moore Floors to move only heavy furniture pieces.**
2. **If any furniture needs to be moved, be sure to empty all drawers, move any personal items from dressers, coffee tables, TV stands, china cabinet, etc. (pictures, lamps, décor, valuables, breakables). Client is responsible for disconnecting any audio, computers, cable boxes, televisions, sleep number/tempurpedic beds or electronics. Moore Floors installers WILL NOT disconnect or connect any electronics, they will only move those items if prior arrangements have been made.**
3. **Closets need to be cleared from the waist down, dresses, hanging items, shoes, etc. must be off the floor. Moore Floors employees WILL NOT MOVE any personal belongings such as clothes, toys, décor, boxes, shoes, clothes, trash cans, area rugs, laundry baskets, plants, items setting/left on the floor, etc. (ABSOLUTELY NO EXCEPTIONS).**
4. **Unhook gas lines in the installation area. Whomever disconnects the lines (the customer or a professional) will need to reconnect them.**

Sand/Finish Jobs After your sand/finish job there will be some touch up painting needed on your quarter round/shoe molding, baseboards, stair risers, etc.

During Installation

An adult member of your household should be present to greet the installation crew when they arrive or if you have prior arrangements with Moore Floors staff to gain entry via dropping off a key, lock box, hidden key, etc. This person needs to be at least 18 years old and should be able to direct the installers to the job site. To ensure everyone's safety and to help the job go smoothly, keep small children and pets away from the work area until all work is complete.

After Your Installation

Carpet: Your new carpet may "shed" a bit, but frequent vacuuming in the first few days will help. Regular and thorough vacuuming at least once a week, and more often in heavy traffic areas will remove soil and dirt particles before they become embedded into the pile of carpet. Use scissors to trim any loose fibers and begin to enjoy your new flooring! Carpet manufacturers recommend hot water extraction or steam cleaning (professional) - every 18 months or more depending on the traffic in your home. Hot water extraction will remove oils and particulates that accelerate soiling and staining.

Hardwood: Giving your floors a good dusting with a microfiber mop or cloth will be your best daily defense against scratches and surface damage. Microfiber cleaning pads often use static electricity to trap dirt, particles, and other household allergens. Avoid putting excess liquid on your floor. Lightly misting your floor with a hardwood floor cleaner will be enough to give it a great clean. We recommend Bona Hardwood Cleaner or Armstrong Once N' Done.

Luxury Vinyl Flooring: When cleaning vinyl floors, use a soft bristle broom to remove loose dirt and do not use a vacuum with a rotating beater bar. Vacuums without beater bars and Roombas are safe to use on Luxury Vinyl flooring. Damp-mop as needed with clean water and/or nonabrasive floor cleaner. Avoid using harsh chemical cleaners that contain ammonia, mop-and-shine products that leave a film, liquid or paste wax, such products will take multiple deep cleanings to remove the layer of film. We recommend using Bona's Stone, Tile and Laminate floor cleaner.

PLEASE NOTE: When HVAC systems are not being used or completely shut off for an extended period of time, the conditions necessary for the performance of the flooring will be compromised. Controlling the atmosphere before, during, and after the installation of the flooring is critical to avoid issues caused by inconsistency in humidity levels. Under these circumstances all labor and manufacturers' warranties are null and void.