

What to Expect During Your Flooring Process

Thank you for the opportunity to work on your flooring project. Below is some helpful and important information on what to expect during your flooring project.

Communication: While your call is always welcome, the preferred method of communication is through our company email: answers@candrflooring.com.

The answers@candrflooring.com email is set up to address all questions that you may have about the process and is checked frequently by the management team. Using this email tool helps to keep everyone in the loop and allows for an email communication history that is also vital to the high-quality service we strive to provide our customers.

Contact Information:

Office Phone

781-326-4099

Cheryl Wilcox-V.P. Operations/Scheduling cwilcox@candrflooring.com

| Laura Reilly-Financial/Payments lreilly@candrflooring.com

| Chris Zizza-Owner czizza@candrflooring.com

Cell 508-341-9291

Please don't hesitate to reach out if you have an urgent question. If we do not have an immediate answer, we will do our best to get you the answer in a timely manner.



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Estimate: After your in-house appointment and measure, we will do our best to get you our written estimate as soon as possible and usually within three days.

Scheduling: Upon deciding to move forward with your project, please contact our office to schedule the specific dates for your work and process your deposit.

Crew Arrival: Arrival time for your project will be provided to you a few days prior to your start date.

Installation- In general, our installation crews arrive between 7:00 – 8:30 am unless a different time has been arranged.

Sand and Finish- The nature of scheduling sand and finish work is somewhat of a moving target. Weather and jobsite conditions can alter the schedule during the sand and finish process. We do our best to communicate arrival times during the process. There is no standard arrival time for sand and finishing work as each task between coats has a different timeline.

Working Conditions: We request that you keep the thermostat in your home between 68-72 degrees. Running your air conditioner or heating unit is fine during the sanding process. However, we may require that it be adjusted during the finishing process to prevent debris from circulating in the air.

Access to your floors during the project will be very limited and at times you will not be allowed to walk on the floors at all. We would prefer that you don't walk on the floors after sanding is completed, but if you must, please only wear socks. Following the sanding and after any staining is done, you may not walk on the floors at all until after the first coat has been applied and dried. During the coating process, once the floors are dry and not tacky to the touch, you may walk on the floor in socks, no shoes.



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Estimated drying times are as follows:

Water base urethane	2-4 hours
Stain	4-12 hours
Oil base Dri-fast sealer	4-5 hours (1 st coat)
Oil base urethane	8-12 hours (each coat)

Dustless Evacuation and Portable Containment Systems: Our dustless evacuation systems are extremely reliable. Hanging plastic barriers is not necessary during the sanding process. In a single-family home dwelling, we will need to access either a door or window to run our evacuation hoses out to our truck. In a condo or high rise building we will use our portable containment unit. Please note that the portable containment unit is the most efficient manner for sanding in a high rise. While it's not as powerful as our evacuation process there is still not a large amount of airborne dust. Know that we will perform cleanup when using portable containment.

The carpet removal and the installation processes can generate a certain amount of dust which we will clean up.

Post Project Completion: Furniture may return to the room the very next day however area rugs need to stay off the floor for a period of one week to allow the urethane to properly cure. We always recommend the use of furniture pads on all chairs and table legs. Coasters are recommended for larger furniture. Small area rugs are strongly recommended in all high traffic areas, such as the galley area of a kitchen, by major appliances and in front of passageways that lead to the outdoors. We don't recommend solid rubber backed pads under carpets as this could cause the floor to discolor over time.



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Furniture: Please review our full furniture policy document.

Here are the highlights:

- We do not take furniture apart or reassemble furniture.
- We do not move furniture up or down stairs.
- WE do not move furniture outside of the house or to the garage.
- We do not disconnect or reconnect electronics.



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