



## Preparation for Sand and Finish for your Home and/or Office

At Graham's Flooring & Design we want the process to be rewarding. To insure that all goes well, we have compiled some helpful hints that you should read over before your installers arrive. The better prepared you are, the smoother things will go and the sooner you can enjoy your new flooring.

### **Before Installation:**

The Sand and Finish process creates a **significant amount of dust**. It will settle on all flat surfaces of the area, and may even settle on walls and windows. For an additional fee, you can have our installers do some prep work ahead of time by hanging plastic over doorways and other open areas. It is helpful to remove picture frames and things hanging on walls, covering dishes or items sitting on counter tops, covering window coverings, and keeping doors closed in areas of the house not part of the work. We also advise that you hire a cleaning company after the job is complete to wipe down all the surfaces left with dust.

### **Furniture and Appliances:**

Furniture needs to be completely removed for the sand and finish process. Moving it to another level or in a garage would be the easiest. Some customers rent pods or other storage units for furniture. The installers will move furniture for a fee. Our installers will not move anything requiring plumbing (ie. Toilet, sink, refrigerator). It is up to you to decide whether you want those moved out. If so, we would advise you to hire a plumber to reinstall for you.

If our installers are moving furniture, please do the following. Empty closets receiving new floor covering; remove all items from under beds, remove bedcoverings, fragile lamps, knickknacks, glassware from china cabinets, books from bookcases, small furniture you can move (large furniture which is included in estimate sheet will be removed by Installer) and pictures on the wall. Disconnect and move all computers and electronic equipment. Disconnect stereos, TV's, VCR equipment or any electrical equipment. Inform your sales associate of all wires located under flooring, such as alarm wires or systems and radiant heat floors. Check for cable wire connections under existing flooring (cable company may have to remove or disconnect).

NOTE: We do not move antiques, grandfather clocks, gas stoves, aquariums, waterbeds, heavy pool tables, pianos, safes, computers, electronic equipment, and items of sentimental value or objects that are not easily moved by two Installers without an additional cost. Due to EPA regulations regarding asbestos, we do not remove any resilient flooring.

### **Existing Flooring:**

If you are having additional wood installed, your installers will plan to remove any existing flooring. They will haul away all scraps and debris that they brought onto the job site, as well as the old flooring. A disposal fee will be charged to you to dispose of old carpet and pad.

Every effort is made to detect deteriorated subfloor conditions at the time of the measure, but these are not always evident until new floors are ready to be installed. If a problem arises, we will stop work and notify you so that you can have suitable repairs made. Please make us aware of any past problems such as water leaks, etc. that can affect the floor covering installation. If the installer can correct the subfloor work, there will be an additional charge for these services.

**Scheduling:**

In most cases the installers will arrive at your home/ office between 8:30-9:30am, unless other arrangements have been made.

A **trip fee** will be charged if you cancel within 24 hours of the scheduled installation. Please call ahead if you can't make the scheduled installation date.

Hardwood is best installed after being acclimated to its permanent environment for a period of 2 days to a week, depending on the type of wood. Your sales associate will make arrangements to have the wood delivered to get acclimatized.

**At the time of installation the area MUST be heated to 70 degrees.**

**Day of Install/Finish:**

On the day of installation, make sure pets and children are out of the way of work space. Be available for questions by installer.

**Please Note:**

Our installers are very careful not to damage walls or trim as they install. However, it is virtually impossible not to have some marks left that need touch up. **BY THE WAY, CONSTRUCTION CREATES A LOT OF DUST!** If anyone in your household has allergies or asthma, it is a good idea to have them stay away during tear out and install.

**Base Boards:**

If you are only having your existing floor refinished, baseboards do not need to be removed, unless you specifically request this. If we are installing additional wood, baseboards will be removed and replaced. Our installers are very careful, but removing and replacing base boards can cause them to break, depending on how they are installed or in their condition. Our installers are not responsible for broken base boards. If your new flooring is a different height than the previous flooring, you might have need to touch up paint above the baseboards. You also may need to re-caulk above the baseboards. Our installers will not do caulking or touch up of baseboards.

**Door Cutting:**

Installers are not responsible for doors that need to be cut for clearance. However, if the door must be removed for proper installation, the installer will remove and replace.

**Leftover Wood:**

Since wood is sold by the box, there will usually be a few left over pieces. We suggest you save several in case down the road you need to replace any. **We do not have the ability to restock materials.**

**Balance Due:**

Upon completion of the work we will accept your personal check, Visa or MC for the remaining balance.

Please call the office for credit card payments at 970-612-0214 or mail your check to:

Graham's Flooring & Design  
451 N. Denver Avenue  
Loveland, CO 80537

**Graham's Flooring & Design Service Guarantee:**

The installation/finish of your new flooring is **guaranteed for up to one year**. For any problem resulting from the installation, please call and we can set an appointment to look at any flooring problems.

**Cleaning & Maintenance:**

- Never use wax, polish, oils, soaps, detergents, shine enhancers, or varnish on the floor.
- For dry maintenance, we recommend a dust mop or vacuum cleaner with soft bristle brush only.
- For slightly damp maintenance, we recommend a professional wood cleaner which you spray directly and lightly on a duster. Always wipe dry immediately until no more moisture is visible on the floor.
- Do not use any type of cleaning machine such as spray mops, steam cleaners/ mops or power cleaners.
- Wet maintenance is absolutely forbidden. Remove any water immediately.
- Gapping between boards can happen in low humidity environments. The more you can maintain the humidity of your home to at least 20 percent, the less gapping issues you will tend to have.

We look forward to working with you for years to come. The greatest compliment you can give is a referral!

**Thank You! We appreciate your business!**