

## Client Information Packet- Tile/Stone/LVT

At **Park Flooring Inc.**, 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 our office team at **970-577-9855** to confirm scheduling or answer any questions you might have before we get started!

### ***PREPARING For Your Tile/Stone/LVT project:***

#### **Before We Arrive:**

- Please clear the area of all **furniture** and personal items or arrange to do the work
- Draw blinds and lift or remove **window treatments** off the floor to protect fabric and create a well-lit working environment.
- If project involves your bathroom, please remove **toilet(s)** or arrange for us to do the work. We recommend a professional plumber to reinstall toilets.
- When installing a new vinyl floor...we will deliver the 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 or porch. The area for acclimation should be in the area that we will be installing your floor. Proper acclimation reduces the amount of natural movement a floor will have throughout the seasons.
- Make sure your **heat** is at 65 degrees (at least) for the week prior to installation
- Make sure there is plenty of **parking** for the installers. They often bring a utility trailer and leave it overnight.
- Make sure you have arranged for **snow removal** on your driveway and cleared to the access door(s). This can be arranged with Park Flooring, if needed, at an additional cost.
- **Trim and Baseboards:** Now is a great time to spruce up your old baseboards.
  - In some cases, your existing baseboards will need to be removed and then re-installed after project completion. You may self-perform this work or contract PF to remove, re-install or even replace existing trim. If contracted to do this work, PF will strive for the best end result.

**\*\*Please note that existing/old trim can be brittle and may break during installation. PF is not responsible for material replacement cost.\*\***

- When your floors are completed, your trim will need paint touch-up, and in some cases caulking. We recommend having a professional painter perform these services.

**\*\*PF does not provide paint services but would be happy to refer you to a local contractor.\*\***

- Please feel free to check with the office at any time to confirm scheduling or answer any questions you might have before we get started.

### ***The Day We Arrive:***

- Make sure **pets** are in a secure area or off of the premises. Please tell us if you would like any cabinets or valuables draped. (We will do this at no extra charge)
- If project involves kitchen area, please remove **appliances** (refrigerator, or range) or arrange for us to do the work. If so, please empty your refrigerator. It will be much easier to move and will eliminate messy spills. Please note that you will be responsible for re-connecting the icemaker. Make sure the connection is good. We advise you to check this hook-up at least once in the following hour. You don't want water to damage your new floors!
- When installing a new floor, we will set up our equipment outside your home (weather permitting) to reduce the amount of mess in your house. 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.

### ***TILE/ STONE Care Tips***

#### **Newly Completed Tile Project Recommendations:**

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

#### **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 the 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 stains.

### **Product Expectations:**

- **Stone** offers the distinction of nature itself. Variations in size, color, texture, and pattern should be expected and enjoyed. This distinguishing characteristic of stone is a source of its natural beauty.
- **Tile**, however, is best enjoyed with consistent gauging and large dye lots. U.S. made offers the most reliability. We use Florida Tile for your design convenience. You can find this brand throughout the country for determining the look you want. And, we know when we order it here in Colorado, that the dye lots will be extremely close and that the sizing and gauge will be uniform. This also makes finding additional tiles and repairs easier.
- **Tiles are special order.** They may be ordered in full boxes only and may not be returnable.

## ***LUXURY VINYL TILE (LVT) Care Tips***

### **Newly Completed Luxury Vinyl Tile Project Recommendations:**

1. Please allow 12 hours before walking on the floor to allow time for the adhesive to completely dry.
2. Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
3. After recommended wait time, damp mop with a PH neutral cleaner and leave to dry.

### **Preventive Maintenance / Cleaning Tips:**

- Remove all **loose debris** from the floor by using a soft sweeping brush or dust mop.
- **Damp mop** with a PH neutral cleaner and leave to dry. 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.
- 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.

### **Product Expectations:**

- 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.
- Sliding or **dragging furniture** across floor can result in **permanent damage**. Use load bearing castors to protect against indentation from heavy items.
- 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