

Client Information Packet- Hardwood

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 Hardwood Project

Before We Arrive:

- Please clear the area of all **furniture** and personal items or make arrangements with a moving company. For small spaces with light furniture, Park Flooring can provide a moving service. Our professional hardwood installers are not professional movers, however.
- Draw blinds and lift or remove **window treatments** off the floor to protect fabric and create a well-lit working environment.
- When installing a new hardwood, 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
- If the project involves your bathroom, please remove **toilet(s)** or arrange for us to do the work. We recommend a professional plumber to reinstall toilets.
- If the project involves your kitchen area, please remove **appliances** (refrigerator, or range) or arrange for us to do the work. If PF is contracted to move your refrigerator, it must be emptied. It will be much easier to move and will eliminate messy spills. We recommend hiring a professional plumber to re-connect any water lines including the icemaker. It is best to check this hook-up at least once in the following hour to avoid any water damage to your new floors.
- 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.
 - 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 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 (installation or refinishing), your trim will need paint touch-up, filling nail holes 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**

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)
- 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. 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.
- If we are sanding your wood floors, (often a multi-day project) you will receive the finish of your choice. You have a number of different finish options (SEE OPTIONAL FINISHES) and each will affect the time-line on your project. The finishing process will take 1-2 days depending on your selection and job size.

HARDWOOD Care Tips

Newly Finished Hardwood Floor Care Recommendations:

- Please wait a minimum of 8 hours before walking on floors with stocking feet and 24 hours for shoes. This time may vary depending on the type of finish chosen. Please verify with our installation staff.
- Do NOT clean floors for one week.
- Protect your plants from water spills.
- Allow 48 hours for pets and furniture. Some dogs should wait 72 hours, depending on size and excitability.
- Allow 4-6 days before adding your area rugs. Use appropriate backing.
- Use a humidifier in conjunction with a furnace or air conditioning system to maintain relative humidity in the home at 30-50%. This will maintain the moisture in the wood and minimize cracks between the boards. Be careful with stand alone humidifiers/vaporizers as these do not disperse the water vapor well enough. Keep those at least at table height, instead of on the floor.
- Have your floors buffed and recoated every 2 to 3 years in high traffic areas and 3 to 5 years in areas of lower traffic.

Preventive Maintenance:

- We recommend putting felt pads on the legs of all your furniture. Clean the glides periodically so grit does not get caught on them and replace as needed.
- Wipe up spills immediately with a damp cloth.
- Barrel type roller casters are better than ball casters which will cause damage. Avoid plastic casters. We recommend soft rubber replacement casters from <http://www.castercity.com>.
- Use dirt-trapping, walk-off mats at all exterior doors to help prevent dirt, grit and sand from getting inside on your floors. Throw rugs or small area rugs just inside the entrances are also

- Keep high heels in good repair. Heels that have worn down or lost protective caps, exposing the steel support rod in the heel can dent any floor surface.

Cleaning Tips:

- If you wish to damp wipe your floors, we recommend that you use Bona Hardwood cleaner, which we have at the store in Estes Park.
- Vacuum regularly using a brush *attachment*- **NOT** the rollerbrush. Dust mopping 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 can also leave a film that can impair bonding of future recoats.
- Use only no-rinse cleaners on your floors.
- If you wish to damp wipe your floors, we recommend that you use the proper cleaning system (Bona Cleaning Kit) available at our showroom (860 Dunraven in Estes Park).

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 varies from piece to piece. Fine wood furniture and cabinetry are constructed in a factory under almost ideal conditions and they 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.

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.

Sanding with Dust Containment: Park Flooring uses the best Dust Containment equipment available for remodel projects. However, even the best equipment will not be 100% dust free. Our system contains 99% of the airborne dust created while sanding your floors. During the Sanding process, you will most likely accumulate up to 4-6 weeks of normal household dust - a very reasonable and easy clean up. It is advisable to drape china cabinets or dark furnishings with plastic or a sheet. 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.

The Finish Process: We install prefinished and site-finished hardwood floors. In the case of site-

quarter-sawn) making it virtually impossible for a "table-top" surface. Rest assured, we will sand your floors as smooth and evenly as possible. Your jobsite 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.

Construction Environment: We will take extra care when installing/sanding your floors to minimize touch-ups that occur during the construction project. However, touch-ups will likely be necessary on drywall, painted walls, and baseboards, and this is the homeowners' responsibility.

Buff and Recoat Process: 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.