

## How to Prepare for the Hard Surface Installers

### COMMUNICATION

1. Our installation manager will call you when your flooring has arrived in our warehouse to finalize your installation appointment. We will call again and send text reminders before the installation to confirm.
2. Please contact our store at 321-725-0021 as soon as possible if you need to reschedule or make adjustments.

### INSTALLATION

1. Our professional installers are licensed, insured and follow the guidelines set forth by product manufacturer.
2. We utilize "Dust Free" removal of existing tile & glued down wood.
3. Additional floor prep/leveling/sound & moisture suppression to be determined after removal of existing flooring. Change Order for additional work to be agreed to prior to flooring installation.
4. In most installations, an expansion gap requires use of primed shoe molding/quarter round or new primed wall base. Painting on-site should be done by a professional painter (not in job cost or scope of work).
5. Upon completion of the flooring installation, your new floor will be vacuumed/wiped down and your furniture returned to the original location. Upgraded Healthier Living Installation/Neutralize includes additional services, see your Sales Professional for details.

### FURNITURE

1. We will move the heavy furniture and appliances. We may need to temporarily store your furniture outside in order to properly install your new flooring. We can attempt to move antique furniture too heavy for you (with your assistance and/or supervision). We cannot be responsible for damage to antiques.
2. Items we CANNOT move:  
**Aquariums   Cribs   Computers   Filled Bookcases   Filled China Cabinets   Grand (or Baby-grand) Pianos  
Pool Tables   Undrained Waterbeds   SleepNumber (MOTORIZED) Beds   Grandfather Clocks**
3. We also CANNOT disconnect/reconnect the following:  
**Wall-mounted Murphy Beds   Computers   Stereo Equipment   Game Systems**
4. Please remove bed linens, clean out the bottom of closets and remove any floor length clothing hanging in closets.
5. Please move "easy-to-break" items out of harm's way:  
**Antiques   China   Crystal   Lamps   Knick-knacks   Vases, etc.**

### DOORS/JAMBS

If necessary, we will remove interior doors to facilitate installation of your new flooring. The thickness of your new flooring may be different than your previous floor and as a result, the door may need to be shaved down to not drag on the new floor. Door jambs that have been previously cut cannot be lengthened. Door cut-down should be done by a professional carpenter (not included in our job cost or scope of work).

### WIRING

Please warn installers about any special wiring or cables to avoid damage during installation. We do NOT recommend running any electrical wires under carpet as this can be a fire hazard.

### SAFETY TIP

Please keep all pets & children away from the installation area, as sharp & dangerous tools will present hazardous situations.

### COMPLETION

We strive to create a beautiful room in your home and leave you with a superb installation. Any installation concerns you may have can be addressed at the time of installation. Upon completion of installation your final balance is due in full; please contact our office with any questions. We appreciate your business & hope you will return to K & Y Carpet One Floor & Home for your future flooring needs.