

YOUR GUIDE TO INSTALLATION



We want your flooring installation to go smoothly. This guide will help you prepare for your new flooring.


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FLOOR & HOME®

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INSTALLATION CHECKLIST

Customer: _____

Invoice: _____

Job Type: _____

Existing Floor Type: _____

Doors: _____

Paint: _____

Furniture: _____

Installation Agreement: _____

Property Type: _____

REVIEW YOUR "INSTALLATION CHECKLIST"

- Please review the "Installation Checklist" with your sales professional. Reviewing this checklist will help minimize the potential for any problems during installation.



PROTECT YOUR VALUABLES

- ❑ If furniture will be moved, remove and box any items on or around the furniture.
- ❑ We will gladly handle moving your regular furniture during installation. This service can be arranged through your sales professional and will require an additional charge. Please note that pool tables, grand pianos, and wood stoves must be moved by professionals and should be taken care of prior to installation. Aquariums, waterbeds, grandfather clocks, and console pianos are some items that require special handling. For items like these, consult your sales professional.
- ❑ Remove all hanging objects from the walls directly in and around the area of installation (at least 36" from the floor). Vibrations from the installation may cause damage to these items.
- ❑ Disconnect and move any electronics, appliances, and computers.
- ❑ If flooring will be installed in a closet, remove all items on the floor and all low hanging items (at least 36" from the floor).
- ❑ Installation can be dusty (especially if removing old floor) and noisy.
- ❑ Our installers are not responsible for damage to valuables that have not been removed from within or around the installation area.

PLUMBING

- ❑ It is the homeowner's responsibility to arrange for a licensed professional to disconnect and reconnect any gas or water connection.
- ❑ We are not responsible for any leak that may occur on plumbing that was not connected or disconnected by our installers.
- ❑ We are not responsible for any plumbing or fixture issues resulting from daily wear and tear or existing damages.
- ❑ If you desire, we can make arrangements to contact a licensed plumbing contractor or give you a referral.



WORK ENVIRONMENT

- ❑ Our installers will need access to an area where they can store and cut flooring materials during the course of the installation. Make sure that you have cleared an area - typically in the garage or porch - for this purpose.
- ❑ Our installers will need access to electrical power in the installation and storage areas.
- ❑ The interior temperature of the installation area must be at a minimum of 65° F for 48 hours prior to the installation and 48 hours following installation. See individual product category types for additional requirements.

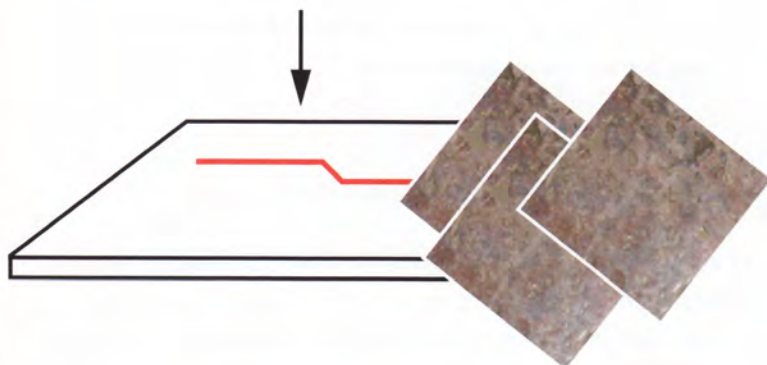
PREPARING YOUR BASEBOARDS

- ❑ In some cases, the new flooring may not be as thick as your existing floor. As a result, some of the old paint lines on your walls may show after installation. You may have to re-paint any painted baseboards after installation if the new floor covering is not as thick as your existing floor.



BE AT HOME

- All occupied homes must have an adult present throughout the installation unless other arrangements are made.
- We would like to be able to review the installation checklist at the beginning of the installation and walk you through the finished job to be sure we've met your expectations.



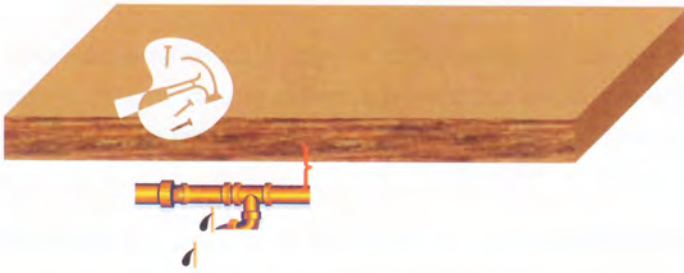
CONCEALED IMPERFECTIONS AND SUBFLOOR DAMAGES

- The removal of old flooring is often necessary and can take a considerable amount of time. Please see your sales professional for more details on cost.
- Should concealed imperfections or damages be revealed during the removal or replacement of your existing floor, additional work will be required. Subfloor damage and imperfections can only be determined after we remove the existing flooring. Any imperfections found in the subfloor and requiring correction, are the sole responsibility of the customer.



WIRING

- Our installers will not install any cable or wiring underneath the flooring. Doing so can damage the wires and may also void the manufacturer warranty of your flooring.
- Communicate to our installers the locations of any security wires in your home so that they do not cut them by accident.



PRE-EXISTING STRUCTURAL CONDITIONS

- We are not responsible for any problems that may arise due to pre-existing structural conditions such as asbestos, mold, or building code violations. For example, if a nail driven into the floor strikes a water pipe that is closer to the floor than permitted by the building code, the pipe leak will not be our responsibility.
- If you have a type of heating system with buried wires or pipes, we cannot be responsible for any damages during installation. Advise us if these conditions exist, and we will make every effort to avoid the puncture of these lines.



PATTERN AND COLOR MATCHING

- There will be some variation in shade or characteristic between the sample you chose and the product actually installed in your home. However, the difference will be within the manufacturer's tolerance specifications.
- In most homes the walls are not square, making it impossible for the pattern on the flooring material to be parallel to every wall.
- For material with a pattern, it is the homeowner's responsibility to communicate to the installer which wall they would like to have the pattern run parallel to. Otherwise, the installers will use their best judgment.

MOLDINGS

- If your existing floor is laid under quarter round, we cannot be responsible for the breakage of any moldings when the existing floor is removed or a new floor is installed over the existing floor.



SQUEAKY FLOORS

- It is not the responsibility of our installers to fix squeaky subfloors or wall structures. If this condition impedes the installation process, it is your responsibility to have the necessary repairs performed.

DOORS AND BASEBOARDS

- If necessary, our installers will remove doors and set them back in place. However, they will not be able to undercut doors if the new floor is higher than the existing floor. Your sales professional may be able to provide you with a referral for a qualified carpenter.
- We are not responsible for excessive gaps under baseboards or door jambs if the new floor is thinner/lower than the existing floor.

UNAVOIDABLE CIRCUMSTANCES

- Vibrations from the installation may cause cracks in wall moldings and popping of some loose drywall nails. We are not responsible for such damage since it is an unavoidable part of the installation procedure.
- Be aware that the installation of new flooring may change the existing floor conditions, and in some cases your new flooring may be 1/4" to 3/4" higher than before remodeling. This added floor height will change the existing transitions to other floors and also alter appliance heights. In some cases the dishwasher may not be able to be removed without removing the countertop.



POST-INSTALLATION INSPECTION

- After installation, be sure to thoroughly examine the job with your installer to ensure your satisfaction before they leave your home.
- Complete the "Installation Completion Form" provided by the installer.

TOUCH UPS

- Due to the stiff nature of certain flooring materials, even with our installers' best efforts, it is possible that walls or baseboards could be scratched during installation. Any retouching or repainting will be the responsibility of the customer.





CLEAN UP

- After installation, the installers will remove all waste from flooring and any other installation related trash on the site. You will be responsible for cleaning or vacuuming to remove any dust or dirt that may remain.
- The removal of your existing floor and installation of your new floor covering will create some dust that cannot be avoided. We recommend a thorough cleaning after the installation is completed.

PROPER VENTILATION

- New flooring and installation materials can often affect indoor air quality. Ventilate your home both during and for 72 hours following installation. If practical, we recommend you open all the windows and utilize the fan in your cooling and heating system, keeping in mind that you should maintain a consistent temperature of at least 65° F for 48 hours after installation.





COLOR AND PATTERN MATCHING

- Shade variation of ceramic or porcelain tile is a natural aspect of the tile. We will do our best to mix the tiles throughout your floor, but keep in mind that the tiles will not all be the same.
- A grout sealer should be used with cement-based grouts to minimize staining. Since the grout must cure for about 30 days before the sealer can be applied, this is not a process that installers typically perform. Sealers will wear and wash out over time and should be reapplied on a regular basis in order to remain effective.
- A slight discoloration in cement grout is common. Shading variations may also occur in the grout after it is installed as some joints may be slightly deeper and take longer to dry. The color of the grout may vary between the sample and the actual product.

NOTE: The grout should dry (12-24 hours depending on the grout) before walking on the floor.



LEFTOVER TILES

- Ceramic floor or wall tiles may scratch or break under certain types of impact. Please take special care and be sure to keep a few extra tiles in case future repairs are needed.





COLOR AND PATTERN MATCHING

□ We can match your pattern by looking at any direction because

directions are the same.

□ Patterns from one unit to be separated at intervals with the

same interval.

□ Proper pattern should be selected for the unit to fit

requirements for specifications.

ENJOY YOUR NEW FLOORING

To keep your flooring looking as good as new for as long as possible, be sure to take home a copy of the "Carpet One Floor & Home® Floor Care and Warranty Guide," or call your sales professional for more information.

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