

EXPECTATIONS

At Schmidt Custom Floors Inc, we provide professional craftsmanship and take pride in creating a custom floor just for you. Below you will find industry information about wood flooring and what to expect!

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:

Schmidt Custom Floors uses the *best* Dust Containment equipment available for remodel projects. However, even the best equipment will not be 100% dust free. Our system contains 98% of the airborne dust created while sanding your floors. During the Sanding process you will most likely accumulate up to 3-4 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, but it is not necessary.

The Finish Process:

We install prefinished and site-finished hardwood floors. In the case of site-finished floors, each piece of flooring sands differently depending on how it was sawn (plain or quarter-sawn) making it virtually impossible for a "table-top" surface. Rest assured, we will sand your floors as smooth and even 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 Project: We will take extra care when installing/sanding your floors to minimize touch-ups that occur during construction projects. However, there will likely be some touch-up on painted woodwork and walls and this is the home-owners 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.

PROCESS INFORMATION

At Schmidt Custom Floors we want to ensure a pleasant experience and inform you of the process before, during, and after your project!

Before We Arrive:

- Please clear the area of all furniture and personal items.
- Draw blinds and lift or remove window treatments off of the floor to protect fabric and create a well-lit working environment.
- Remove toilet(s) or arrange for us to do the work. We recommend a professional plumber to reinstall toilets.
- When installing a new 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 hardwood in your garage or porch. Prepare an area for acclimation of the hardwood. This should be in the area that we will be installing your floor. Proper acclimation reduces the amount of natural movement a wood floor will have throughout the seasons.
- 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:

- 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!
- 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 wood floor, we will set up our equipment outside your home (weather permitting) to reduce the amount of dust 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.
- After your floors have been sanded (sometimes 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.

MAINTAINING YOUR WOOD FLOORS

Recommendations After Your Project is Complete:

- Wait **8 hours** before walking on floors with stocking feet and **24 hours for shoes**. If you have any questions please call us for the details on your selected finish.
- Allow **48-72 hours** for furniture and pets
- Please do NOT use water for one week
- Use a humidifier in conjunction with a furnace or air conditioning system to maintain relative humidity in the home at 30-45%. This will maintain the moisture in the wood and minimize cracks between the boards.
- Wait 1 week before placing carpets or other area rugs
- Have your floors buffed and recoated every 3 to 5 years in high traffic areas.

Preventive Maintenance:

- Use 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 helpful.
- We recommend applying felt pads on the legs of all your furniture. Available here at Schmidt Custom Floors Inc (1264 S. Grant Ave. in Loveland) or order online at www.glitsa.com. Clean the pads periodically so grit does not get caught on them – replace occasionally as needed.
- Barrel type roller casters are better than ball casters which could cause damage. Avoid any type of plastic caster. SCF recommends soft rubber casters available at www.castercity.com
- Keep high heels in good repair. Heels that have worn down or lost protective caps, exposing the steel support rod in the heel will dent most floor surfaces.

Cleaning Tips:

- Vacuum regularly – as often as you would vacuum carpets – a brush attachment works well. Dust mopping also 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 will also leave a film that can impair bonding of future recoats. Products to avoid are wax, Endust[®], Pledge[®], Orange Glow, etc. on the floors.
- If you wish to damp wipe your floors, we recommend that you use the Glitsa cleaning system available at Schmidt Custom Floors Inc (1264 S. Grant Ave. in Loveland) or order online at www.glitsa.com.