



Client Information Packet

- At Schmidt Custom Floors, 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 970-663-7402 to confirm scheduling or answer any questions you might have before we get started!

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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.
- 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 or 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.
- 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 SCF 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.
- 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 SCF to remove, re-install or even replace existing trim. If contracted to do this work, SCF will strive for the best end result.

****Please note that existing/old trim can be brittle and may break during installation. SCF is not responsible for material replacement cost.****
 - When your floors are completed (installation or refinishing), your trim will need paint touch-up, and in some cases caulking. We recommend having a professional painter perform these services.

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

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

Recommendations after your floors are newly finished:

- 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.
- 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 at 1-2 weeks before placing carpets or other area rugs
- Have your floors buffed and recoated every 3 to 5 years in high use areas.

Preventive Maintenance / Cleaning Tips:

- 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.
- 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 proper cleaning system (ask your sales person) available at our showroom (1264 S. Grant Ave. in Loveland).

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:

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 95% 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-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 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.

PREPARING For Your New Carpet Installation

Who moves the furniture?

Although most installers will remove furnishings from the room, you should remove all breakable items--like vases, lamps, collectibles, and dishes--before the installer arrives. You should detach wiring from TVs, VCRs, stereos, and computers. You should also clear desktops, tabletops, and bookshelves. The removal of furniture is often limited to those items that two men can easily handle. Cumbersome items, including pianos, pool tables, aquariums, and oversized furniture may vary by SCF and you will need to verify before installation.

What if my doors no longer close?

Some doors may need trimming to accommodate the thickness of your new flooring. Doors that don't open/close properly due to the new floor may be removed during installation, and it will be up to you to have the doors cut and re-hung.

What about moldings?

It may be necessary to remove moldings and reattach them during installation. Because some moldings, particularly quarter round, are fragile, breakage could occur. If it does, you will be responsible for replacing them. Scratches or nicks to baseboards are also a possibility, and the homeowner is responsible for touchups. Note: Soft back carpets help prevent this.

Will installers move my water heater?

Professional installers aren't typically skilled in plumbing or electrical work. They will remove appliances from the room to install your flooring under or around them, but they do not typically disconnect or reconnect gas, water, or direct-wired appliances. Most installers also won't disconnect computer systems.

What about the bedrooms?

All sheets, blankets, and spreads should be removed from beds before the installers arrive. All items from the tops of dressers and from closet floors should also be cleared.

What if the sub-flooring is damaged?

All floor coverings need to be installed over a structurally sound and properly installed subfloor. Any wood that has been damaged by insects, water, or other factors should be repaired prior to carpet installation.

Do I have to remove my old carpet?

The removal of existing carpet on the day of installation is typically a part of an installer's service. At this time, dust and particles along sub floor stains will be most present. Hauling the old carpet and padding away will require an addtl' fee.

Do I need to supply anything?

Installers provide the know-how, the equipment, and the muscle; you provide the power. Installers will need to use your power for their electrical tools, and they will typically use such areas as porches, patios or driveways to store equipment and make cuts depending on weather conditions.

Other Installation Tips?

Either the night before or the morning of your installation, vacuum the old carpet to minimize the airborne dust and particles to help with air quality.

CARPET Care Tips

Recommendations After Your Project is Complete:

- You may walk on your new carpet immediately. Vacuuming will remove loose fibers, and it is common to have fiber loss for the first 6 months.
- During and immediately following the installation of your new carpet, there may be a slight odor, which may result from the removal of your old carpet and cushion or from the new carpet, cushion, adhesives or seaming tape. Ventilation with fresh air is recommended. Ideally, windows and doors should be opened, and the HVAC system should be operated at maximum capacity for 48 to 72 hours. The new carpet smell will clear very quickly, usually in less than 72 hours.

Preventive Maintenance / Cleaning Tips:

- **The Quick Clean — Vacuum**
 - Vacuuming removes dirt that dulls appearance
 - Select a vacuum with good suction and strong beater bars, which brush the carpet and loosen dirt
 - Change vacuum bags and filters regularly
- **Have your carpets professionally cleaned at least every 12 to 18 months, even if you clean them yourself in between**
 - Professional cleaning methods include steam cleaning (known as hot water extraction), absorbent pad or bonnet cleaning, rotary shampoo, and dry foam powder
 - Lighter shade carpet may require cleaning more often
- **Clean spots and spills quickly with products that do not damage carpet**
 - Blot up liquids with white paper towel or absorbent cloth; scoop up solids with a spoon
 - Treat the spot according to manufacturer recommendations—Apply spot removal agent (type depends on nature of stain) to clean towel or cloth, not directly to the spot. Use small quantities and always work inwards from the edge. Do not rub as this may cause the spot to spread or distort the pile. Do not over-wet the carpet pile. Blot as dry as possibly with clean towel.
- **Remember to stop dirt at the door:**
 - Use mats - Outdoor and indoor mats or runners with underlayment pads can reduce the amount of dirt that enters the house.
 - Take off your shoes - You can save wear and tear on carpet by asking everyone to take off his or her shoes before entering your home.
 - Change your air filters - Change air filters in your heating and air-conditioning systems as recommended by manufacturer's directions. The more dust and particles removed by the filter, the less that fall on the carpet.

CARPET Product Expectations

In the months following installation, you may notice some shedding or sprouting. This is normal and will not affect the carpet's life or beauty. Here's what to do:

- **Shedding**—Shedding of loose fibers is normal and should subside with regular vacuuming.
- **Sprouting**—If a single tuft extends beyond the carpet's surface, simply clip it off. Do not pull it out.
- **Pile reversal or shading**—This seeming color change may occur in various parts of the carpet, caused by light being reflected in different ways as pile fibers bend in different directions. This is not a defect but a characteristic of plush carpet.
- **Wrinkling**—If ripples occur, call us. It may be necessary to professionally re-stretch the carpet.

Depressions or indentations:

The weight of heavy pieces of furniture can cause indentations in carpet. Some depressions may be permanent. Use furniture glides or cups under the legs of heavy pieces, or move your furniture a few inches backward or sideways so that the weight is not concentrated in one place. To remedy depressions, work the carpet pile back into place with your fingertips or the edge of a spoon, then, dampen the area and use a hair dryer on a COOL setting, working the fibers with your fingers or a spoon.

Stain-resistant carpet:

Almost all carpet manufactured today has finishes that make it more stain- and soil-resistant, but no carpet is entirely stain-proof. It still requires care. Remove spots and spills promptly. If spills or soils are allowed to remain, they may become permanent. Call the phone number normally found on the carpet warranty to obtain specific information about cleaning the carpet per manufacturer recommendations.

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.
- 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 SCF to remove, re-install or even replace existing trim. If contracted to do this work, SCF will strive for the best end result.

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

Recommendations After Your Project is Complete:

- After grouting is complete, please allow 8 hours before walking on surface.
- 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 staining.

Product Expectations:

- Tile & Stone offer the distinction of nature itself. Variations in size, color, texture, and pattern should be expected and enjoyed. This distinguishing characteristic of tile is a source of its natural beauty.
- Tiles are special order. They may be ordered in full boxes only and may not be returnable.
- Most Tile & Stone flooring product is labeled for shade and color variation with one of the following ratings:
 V-1 Low: Low shade and texture variations within each carton.
 V-2 Moderate: Distinguishable differences in texture and pattern within each color.
 V-3 High: High shade and texture variation within each carton.
 Random: Random variations of shade and texture within each carton.

LUXURY VINYL TILE (LVT) Care Tips

Recommendations After Your Project is Complete:

- Please allow 12 hours before walking on the floor to allow time for the adhesive to completely dry.
- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Ensure that all traces of adhesive are removed from the surface by spot cleaning with the recommended Routine Cleaner.
- After recommended wait time, damp mop with the recommended Routine Cleaner (dilute as applicable) or 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 the recommended Routine Cleaner (dilute as applicable). 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 becoming stains. Stubborn stains may be removed by spot cleaning with the recommended Routine Cleaner.
- 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.