



Thank you for purchasing your new floor from Flooring America®. We want you to love your new flooring.

As a first step, this guide will help you know what to expect during the installation process. If you have any questions, please don't hesitate to call us and ask.

**FlooringAmerica.**

[www.flooringamerica.com](http://www.flooringamerica.com)

© 2014, CCA Global Partners®, Inc.

FA218 6.14

# Installation

Preparing Your Home For Flooring Installation



**FlooringAmerica.**

Through the Star Service program, Flooring America® trains and supervises each of its installers. We demand superior quality and professionalism from all of our installers, and they will take special care with your home during installation. However, there are several things you can do to ensure a smooth, worry-free installation.

## BREAKABLES

Our installers will need your help moving your fragile belongings. Please take care to move breakables, including crystal, porcelain, and china from shelves, cabinets, and tables. Don't forget about decorative items you may have on top of hutches or other furniture.

## HEATING AND ELECTRICITY

Please be sure to have your home temperature at a minimum of 65 degrees during the installation process. This will ensure that new carpet and vinyl is protected. Also, please be sure that electric outlets in your home are turned on; installers will need electricity for power tools during some jobs.

## WALLS AND DRAPERIES

Pictures, wall hangings (especially those at a low height), and floor-length draperies may interfere with the installers' movements. Please remove draperies or tie them back at least 36 inches above the floor.

## CLOSETS

Closets and storage areas need to be cleared, and long-hanging clothing needs to be removed to provide a 36-inch space to enable the installer to work freely.

## SCHEDULING

At Flooring America, you can expect your floor covering to be professionally installed on schedule. However, on very rare occasions, the date or time may need to be changed due to circumstances beyond our control. The prompt and professional installation of your floor covering is always our top priority at Flooring America.

## OLD FLOORING



The removal of old flooring can take a considerable amount of time. Our Flooring America professionals are able to provide you this additional service with the exception of removing vinyl flooring. Due to the possibility of asbestos in old vinyl products, you should always use a licensed asbestos removal company – your sales professional would be happy to assist you in locating such a company.

## DOORS



After your new flooring has been installed, it may be necessary to trim the bottom of doors to accommodate the change in flooring height. Your sales professional can arrange this for your installation or recommend a company to complete this work.

## FURNITURE MOVING



We will gladly handle the moving of regular furniture during installation. Some items may require special handling and you can arrange these services in advance with your Flooring America sales professional and may require an additional charge.

Please note that pool tables, grand pianos, and wood stoves must be handled by professionals and should be moved prior to installation.

## APPLIANCES AND ELECTRONICS



Some appliances may require special handling. Arrangements for disconnections and hookups of ice makers, gas appliances, commodes, or alarm systems should be made prior to installation. Stereos and other electronic equipment should also be moved before the time of installation.

# Warranty Statements

At Flooring America, we want our customers to be happy with their floor covering purchases. We offer some of the best warranties in the industry to ensure that you are satisfied with your purchase. Should you have a problem with your new floor coverings, please notify us immediately so that we may take the necessary steps to resolve the problem.

## FLOORING AMERICA'S LIFETIME INSTALLATION GUARANTEE\*

Professional installation greatly affects the longevity and appearance of your new floor. Flooring America is so confident of its Star Service-trained installers that we guarantee installations for the intended life of every carpet and floor we sell. If any problem arises with the installation, we will correct it free of charge.

Whether you have decided on carpet, hardwood, laminate, tile, or vinyl to complete your home's décor, our professional installers will maximize your new floor's beauty and durability.

Whatever your flooring choice, rest easy that its professional installation is guaranteed by Flooring America.

## MANUFACTURERS' WARRANTIES

In addition to Flooring America's installation warranties, you'll find specific manufacturers' warranties pertaining to the product you have purchased. Please read this warranty information carefully, as it may contain specific limitations to warranty coverage, as well as the care and maintenance procedures required to avoid the invalidation of some warranties. Keep this information with a record of the cleaning procedures performed on the carpet.

*\*See Warranty Guide for complete details.*

