

DINSMORE FLOORING INC.

www.dinsmoreflooring.com

What to Expect

We look forward to working with you on your home improvement project. Wood floors add value and beauty to your home but, as with any major improvement, you should expect some disruption and inconvenience. We will employ our experience, the latest equipment and the most environmentally safe materials to complete the work with the least possible disruption to your life. However, there are several things you should be aware of to make the installation or refinishing of your new floors go as smoothly as possible. We hope that the information provided here increases your understanding and enjoyment of the floors in your home.

Wood is a natural product

No two floor boards will be identical. Variations in appearance are completely normal. As your floor ages, some color change will occur, especially with exotic woods. This photosensitivity is normal, but can be minimized by limiting exposure to direct sunlight and periodically moving furniture and rugs. Wood is a hygroscopic material. This means when wood is exposed to air it will dry out or pick up moisture until it is in equilibrium with the humidity and temperature of the air. Cracks are normal as well, and will appear and disappear between floor boards during seasons of high and low humidity. Flooring inspectors recommend inspecting the floor from a standing position in normal lighting to identify irregularities.



Work requirements and expectations

There are several factors that need to be taken into consideration for the installation of your floors to be successful. Additionally, you should understand what we do while working on your floors.

Installation requirements:

1. The building should be completely closed in with outside windows and doors in place.

2. All wet trades (drywall, paint - all surfaces at least primed, ceramic tile, etc.) should have completed their work.
3. Concrete and drainage work should be completed.
4. Air conditioning, heating and ventilation systems should be operating. The temperature and relative humidity should be at "normal living conditions", that is, between 60 and 80 degrees Fahrenheit. The wood flooring should then acclimate to conditions at the jobsite. Acclimation is the process of wood achieving equilibrium with the humidity and temperature of the air. The time for this to happen varies according to conditions on the job.

Furniture, appliances and old floor coverings should be removed from rooms where wood flooring is to be installed it is a service we offer for an additional fee.

Sand & Finish Expectations

1. There will be noise, dust and some fumes during the sanding and finishing process. Dust containment systems can minimize debris, but no system is 100% effective.
2. We will seal off the work area and protect finished surfaces as needed.
3. Please keep pets and kids away from the work area.
4. Stain color will be put down directly on the wood floor for your approval, once it is approved and floor is stained no color changes can be made, certain species of wood are not recommended to be stained and we will recommend sealing only.
5. When the work is completed, you may need to touch up paint on the baseboards and door trim.
6. After the finish has dried, put felt pads on the bottoms of any furniture to minimize scratches and dents. Place scatter rugs at all entrances, avoiding those with rubber backs, which can discolor your floor.

Inspecting your Floor

Floors should be inspected from a standing position with shoes on under medium, natural lighting. Inspecting floors using canned lights or with glare from windows is not an acceptable method.

When floors are site finished by hand, they may contain a slight amount of particulate such as hair, sanding marks and finish marks. This occurs as part of being a hand built product in an open environment. We work very hard to minimize any imperfections.

Maintaining your floors

With today's advances in wood flooring stains and finishes, cleaning your wood floors has never been easier. Regular maintenance requires little more than sweeping with a dry swiffer (never use a wet swiffer). You also should clean your floors periodically with a professional wood floor cleaning product, like [Woodwise Hardwood Floor Cleaner](#) - contact us for more product information or purchasing.

There are other steps you can take to minimize maintenance and maintain the beauty of your wood floors as well.

1. Only use the approved methods listed above for cleaning and maintenance, **never** use a steam mop on your sealed hardwood floor.
2. Use throw rugs both inside and outside doorways to help prevent grit, dirt and other

- debris from being tracked onto your wood floors. This will prevent scratching.
3. Do not wet-mop a wood floor. Standing water can dull the finish, damage the wood and leave a discoloring residue.
 4. Wipe up spills immediately with a slightly dampened towel.
 5. Put fabric-faced felts under the legs of furniture to prevent scuffing and scratching.
 6. Avoid walking on your wood floors with cleats, sports shoes and high heels. A 125-pound woman walking in high heels has an impact of 2,000 pounds per square inch. An exposed heel nail can exert up to 8,000 pounds per square inch. This kind of impact can dent any floor surface.
 7. When moving heavy furniture, do not slide it on wood flooring. It is best to pick up the furniture completely to protect the wood flooring.
 8. For wood flooring in the kitchen, place an area rug in front of the kitchen sink, dishwasher and stove.
 9. Keep pet nails trimmed.

Use a humidifier throughout the winter months to keep wood movement and shrinkage to a minimum.