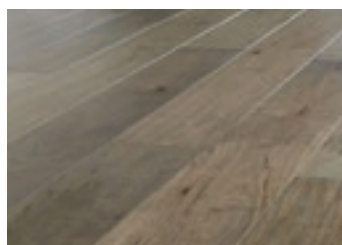
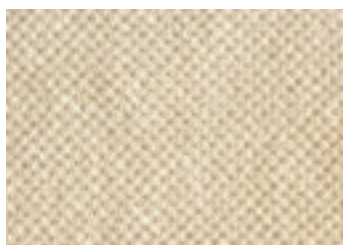


# Carpet Bonanza

FLOORING CENTER

Floors You Love. Service You Expect.



Wood Flooring | Laminate Flooring | Vinyl Flooring  
Carpet | Area Rugs | Ceramic Tile | Counter Tops

11108 Chicago Drive | Zeeland, MI 49464 | 616.396.2765

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

**Thank you for choosing our company for your flooring needs. To ensure the highest quality installation and performance of your flooring, please read this pamphlet over carefully. If you have any questions or concerns, please talk with your salesperson.**

- Please provide multiple phone numbers and email in case any questions arise.
- One of the most important details to know about your purchase for the best performance and installation is to make sure that your house temperature is at least 70 degrees or higher for 24 hours prior to and after installation.
- The humidity level in your home for your wood installation must be between 35 – 55% prior to installation and must be maintained at this level for the life of your floor.
- Carpet Manufacturers require professional cleaning every 12 – 18 months to maintain your warranty. Proof of cleaning will be required if any warranty issues arise.
- Please review maintenance and cleaning information with your salesperson. If you choose not to maintain or properly clean your flooring, you may void your warranty.
- Any products that were special ordered or cut cannot be returned.
- We offer binding and serging services.

## **SCHEDULING**

**SCHEDULING:** Our installation schedule varies throughout the year. At times we can do your installation right away, other times it may require a two or three week wait. Plan to order and schedule as soon as possible to avoid unnecessary delays.

**RESCHEDULING:** Due to our busy installation schedule, please avoid last minute rescheduling whenever possible.

**TIME OF ARRIVAL:** We can't give you an exact time when the installer will arrive, especially if you are the second installation of the day. We will gladly give you an approximate time.

**ENTRY AND ACCESS:** It is not necessary for you to be home when your product is being installed, but you will have to make sure the installers can get into your house. In addition, we need to know how to reach you throughout the day.

## **PRIOR TO INSTALLATION**



**ROOM TEMPERATURE:** The temperature in the house needs to be at least 70 degrees for 24 hours prior to and after installation. Be sure the power is on for installers.

**CARPET TAKE-UP:** Existing carpet, cushion and staples must be removed before installing the new carpet. You may do this yourself or the installers will do it for a set labor charge. Existing tack strip is okay to leave down providing it is still in good condition.

**DISPOSAL OF OLD FLOORING:** Installers will not take away old flooring unless specifically directed to do so by the salesperson. There is a labor charge for disposal of the old product. Most cushion can be recycled.

**BATHROOM STOOLS AND PEDESTAL SINK:** If we install vinyl, laminate, wood or ceramic in your bath area, the stool, pedestal sinks and claw foot tub will have to be removed and re-installed. You may hire your own plumber or we will gladly arrange one for you.

**SINKS:** If we install new counters in your kitchen or bath, the sinks must be removed and replaced. You may hire your own plumber or we will gladly arrange one for you.

**WOOD FLOORS:** Solid  $\frac{3}{4}$ " wood floor must be in the home 2 – 3 days prior to installation for acclimation (to balance the humidity level). **Humidity level in your home must be between 35 – 55% prior to installation and must be maintained at this level for the life of your floor. The Flooring Release Sheet must be reviewed and signed prior to installation.**

**FURNITURE AND APPLIANCE MOVING:** We will plan for you to move your own furniture unless prior arrangements are made. Check with your salesperson about labor charges for us to move furniture and appliances. Improper moving of heavy furniture and appliances can easily damage wood, laminate and vinyl floors. We do not move: water beds, full china cabinets, treasured antiques, grandfather clocks, pianos, organs, slate top pool tables, home entertainment centers and computers unless prior arrangements are made.

## INSTALLATION



**To ensure the safety of your children and pets, please keep them clear of the installation area.**

**DUST:** Since hard surface installations usually involve some cutting or sanding, expect a fair amount of dust. We do our best to control it. If having dust on certain furniture or rooms is problematic, cover with plastic or seal doorways with plastic sheets.

**BASEBOARDS:** Due to the stiff/rough “action backing” on most carpets, scuffing is inevitable, especially if the baseboards are painted.

**DOORS:** The installers will remove and re-install your doors unless there is a clearance problem with your new flooring. Doors may need to be trimmed and the installer does not do this.



**SHOE MOLDING:** All hard surface installation will require either shoe molding or baseboards (or both) to cover the edges of the laminate, tile and vinyl. If you decide to take up your own shoe molding, you will have to replace it after the installation is completed. If new molding is needed, you can finish it and arrange with your sales person to have it installed.



**HIDDEN FLOOR REPAIR:** On a remodel job, once the old floor covering is removed it is not unusual to find repair work needed which has not been figured in the price of your job. In some cases our installers can do the repair, but sometime a carpenter is needed. While this can result in scheduling delays and additional cost, we feel it's best to do the proper floor prep at the time. If we find additional floor prep necessary, your salesperson will contact you at the phone number you provided.

**CARPET REMNANTS:** Extra pieces of carpet from the installation should be expected. In some cases, larger pieces can be bound and used as door mats or small area rugs. Check with your sales person for more information on this service.

## AFTER CARE

**NEW CARPET SMELL:** During the installation process, you may be able to detect some new carpet smells, this is normal. To eliminate the smell, the area will need to be well ventilated.

**CARPET SEAMING:** If the carpet needs to be seamed, expect the seams to be visible. In most cases, after the carpet is exposed to some humidity, the yarn “blossoms” and the seam is less obvious.

**CERAMIC TILE:** Tile floors should NOT be cleaned for 72 hours after installation to let grout cure.

**CAULKING:** Caulk is warranted for one year after installation. It must be replaced if it starts to lift.

**BUBBLES IN THE VINYL:** Some vinyl floors may develop small bubbles shortly after installation; this is normal. The bubbles will usually disappear by themselves within a couple weeks.

**VINYL FLOOR SEAMS:** If your vinyl needs to be seamed, wait 24 hours before walking on the seams and wait 72 hours before cleaning vinyl floor. If the seam is walked on or cleaned you can cause damage to the seam and the sealer can be transferred from your foot to the flooring.

The most important detail to remember about your new flooring is that proper cleaning and maintenance is key to the best wear and appearance of your investment. When you clean your flooring, you will need to keep in mind what products you may and may not use. Do not use any steam or water device on laminate or wood floors. Felt pads should be used on chairs and stools. Cleaning your flooring the wrong way, can void your warranty. Below you will find a few of the most common stains to remove. For more stain removing tips and a list of other stains and ways to remove them, please go to The Carpet and Rug Institute at [www.carpet-rug.org](http://www.carpet-rug.org)

## COMMON SPOT REMOVING TIPS

**Act Quickly!** Most carpet available today has been treated with a stain-resist treatment; so many spills can be removed if immediate action is taken. The longer the delay, the higher the probability of a spill becoming a permanent stain. Remember, staining is influenced by many factors, and no carpet is completely stain proof.

Coffee (M)

Juice (M)

Soft Drinks (M)

Wine (B) (M)

Blood and Vomit (B) (M)

**(B)** – Scrape or blot up excess spill. Apply detergent, use damp towel. Blot, don't rub. Apply water with damp towel. Blot; finish with weighted pad of towels.

**(M)** – Apply detergent solution to white towel, leave 3 to 5 minutes. Blot, don't rub. If stain is removed, finish with a water rinse, then blot, and then apply a pad of weighted paper towels. If stain is not removed, continue as follows: Apply hydrogen peroxide solution, let stand 2-3 hours under a weighted sheet of plastic wrap. Repeat application of hydrogen peroxide and allow to dry until removal is complete. Apply water with damp towel. Blot; finish with weighted pad of paper towels. Apply white vinegar (undiluted) only after stain is removed.

**Detergent:** Mix ¼ teaspoon clear (color and dye free) dish washing soap with 1 cup warm water.

**Hydrogen Peroxide/Ammonia:** Mix ½ cup hydrogen peroxide (3% solution available in drug stores) with 1 teaspoon undiluted, unscented, clear (non-sudsy) household ammonia. Use within 2 hours of mixing.

