

PERENNIAL HARDWOOD



PREPARING FOR YOUR HARDWOOD FLOORS

*Because your hardwood floors are an investment in your home,
please read through this packet to ensure long-lasting and beautiful
results.*

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Wood Delivery and Acclimation

- If we are installing new wood in addition to refinishing your existing floor, wood delivery will typically be between 5-10 days before the installation date. Before the delivery, we will make sure to contact you to make sure the delivery accommodates your schedule.
- The wood will need to be placed on the same floor where it will be installed. To ensure the wood acclimates properly, a space roughly 8' x 4' will be needed to place the wood on.
- Acclimation is important to help reducing the amount of shrinkage and expansion that naturally occurs during the life of your floor. To minimize this effect, we will need you to set you HVAC system to what your average household temperature is throughout the year. Normal living conditions must be used to ensure a quality installation/refinish
- While dropping off the wood, we will attempt to contact neighbors to inform them of the work and possible noise in order to encourage your project going as smoothly as possible
- During this time, we will go over what the schedule looks like, when you can walk on your floors, and if leaving is needed throughout the process. We will also need access to a spare key, temporary garage code, or insurance that the homeowner will be there to let us in.
- Please be sure to remove all furniture, pictures, and objects that are in the areas we will be working on.
- Our machines are designed reduce most of the dust created by sanding, however, we will still mask off areas and paths of the home at no additional charge to combat any remaining dust spread. The little dust created will always be vacuumed and thoroughly cleaned before finishing your project.

The First Day of Our Arrival

- If we are refinishing around or under the fridge, dishwasher, or toilets, please disconnect and move the fixtures out of the working area. Contacting a plumber is always the best option for this step.
- If you have chosen to remove trim/baseboards and previous flooring yourself, please be sure to have the surface clear of any staples, dirt, or previous flooring. Upon request, we will dispose of your previous floor for an additional charge. Alternatively, you may choose to use us for removal of all trim and previous flooring.
- You may choose to reuse your existing trim or baseboards. However, after being removed, trim will never look as good as new. We can promise our best effort of restoring the original quality, though you may be encouraged to hire a painter to make any necessary touch ups. We are not responsible for any breakages, repairs, or damage due to the brittleness of trim.

What to Expect Throughout the Week

- We will need access to a 220v plug when sanding the hardwood floor. (Commonly the laundry room or stove plug is our access point). If no plug is available, please call us.
- The noise level will be high during the sanding process. Our crews are required to wear ear protection when sanding, as it is not recommended to inhabit the home during the sanding process. We will follow your requested “work day” hours to specify our start and end time each day. Typically, these hours run from 7:30 a.m.-5:00 p.m. on weekdays, but adjustments will be made by request.
- At the end of the workday, we will clean our working area, vacuum any dust, and remove any tools. If needed due to weather or time constraints, we will discuss the storage of saws, planers, or routers inside the home overnight.
- Depending on the finish you have chosen, dry times will vary. During coating of the floor, all occupants must vacate in order to minimize contaminants in the finished product.
- If you have any concerns throughout the process, please feel free to ask, as we try to accommodate however we can. If you would like status updates, please let us know and we can email or text you photos throughout the day.
- We do our best to work with the homeowners’ schedules and desires. In return, we simply ask that we have a workmanlike environment so we can operate at our best quality.

After We Leave

- We will give you the “okay” to walk on the floor usually 2-6 hours after the final coat. 24 hours dry-time should be allowed before reintroducing pets or any sharp, heavy objects to the floor. Wearing high heels on the floor should be avoided for 7 days.
- We recommend moving furniture back no sooner than 2-3 days after the final coat. Allow 7 days before replacing rugs and other large-bodied objects directly to the floor.
- We encourage you to use new felt pads on your furniture feet before moving them back into place.
- **Do not allow water or moisture of any kind on the floor for 7 days after the final coat.**
- To create the proper environment for your new floor, please maintain your home between 30%-50% relative humidity levels. This will reduce the amount of cracked wood-fill and shrinkage between boards.

Maintaining Beautiful Floors and Maximizing Value

Refinishing your hardwood floor can transform your home and increase perceived value without the added cost of fully replacing your current floor. However, it is important to take proper measures to ensure a long lasting life. **DO NOT** wet mop your hardwood floor. Using a damp microfiber is the best option when cleaning your hardwood floor. Ask a sales associate if you would like to purchase our recommended cleaning system. During the life of your floor, natural expansions and contractions will occur during seasonal changes.

The recommended approach to ensure the highest possible value of your floor is maintaining a “screen and coat” schedule. Every 3-8 years, depending entirely on maintenance of the floor, you can avoid a refinish by gently abrading the surface of your floor and recoating the hardwood. This system helps fill most scratches and brings life back into an older floor while avoiding the cost a full refinish. The savings are enormous, and a “screen and coat” is a perfect option before selling or renting out a home, or just for freshening up a dull floor.

Sustainability

- Average annual net growth for hardwoods is greater than average annual removals (Source: US Department of Agriculture Forest Service).
- Harvesting trees has minimal environmental impact. For every cubic foot of trees harvested, 1.66 are regrown (Source: USDA Forest Service).
- Standing US hardwood volume currently is about 328 billion cubic feet (Source: USDA Forest Service).
- Indoor air quality is better with wood floors (Source: US Environmental Protection Agency).
- Wood is a carbon neutral product that produces oxygen during its growth cycle and stores carbon during its service life (Source: University of Wisconsin Wood Products Program Solid Wood Flooring Life Cycle Analysis).
- Wood floors use less water and energy to produce than other flooring options (Source: University of Wisconsin Wood Products Program Solid Wood Flooring Life Cycle Analysis).
- We use certified NWEA (National Wood Floor Association) mills.

