

# What to Expect During the Progression of Work

First and foremost, there will be some inconvenience. We will make every effort to complete the work with a minimum of disruption, but from the very nature of the work, there will be some inconvenience to you and your family.

When you call to schedule the work, you will be given an approximation as to the amount of time it will take. This is our best estimate, **QUALITY OF WORK IS MORE IMPORTANT THAN TIME** and will be given priority. Please do not rush our installers as mistakes may occur.

Every effort will be made to keep dust to a minimum i.e. cutting outdoors, emptying sanding bags regularly, etc. However, this is weather dependant and some tasks **will** involve cutting indoors. Although Total Woodfloors will tidy the site, we accept no responsibility for in-depth cleaning/dusting of the site or surrounding area.

When work is complete, you may need to repaint your skirting, as well as the wall area above the skirting. If newly built, hold off final coat until flooring works are complete. On some occasions filler and touch-ups to the plasterwork may be required.

## Solid Installation

- Building conditions must be the same as expected when in use, i.e. weathered, heat on, painting complete, etc. The site environment must comply to the industry standard; humidity 35% – 65% and temperature 18°C – 22°C.
- Solid wood flooring must acclimatise, at normal living conditions on site for 5 – 10 days before installation, dependant on the conditions. Hence wood must be stored in the area where it is to be fitted.
- Wood grain and colour can vary considerably. While an overall appearance will be achieved, some boards may contain light/dark mineral streaks. If this variation is not acceptable please discuss with your estimator. Once installed a cost will be incurred if boards are to be replaced.
- Concrete Sub Floors must be power floated and level, a deviation of no more than 3mm over a 3m length.

## Sanding

- Depending on the finish selected, you may or may not be able to reside in the house during this time. In any case, you will be restricted from walking on the floor until work is complete.
- Finishes take 72 hours to completely cure. After this time, furniture may be moved back into these rooms. Please ensure felt pads/caster protectors are used throughout.
- If a stain is being applied, someone must be present to approve the stain colour. Please make arrangements with our office for an appropriate time.

**We have attempted to answer some of the most frequently asked questions. We would appreciate it, if you, our most important source of information, would take a few minutes and let us know if there is anything else we should address on this sheet.**

***NOTE: Inspection can only be done from a standing position with normal lighting. Glare, particularly from large windows magnifies any irregularity in the floors and should not determine acceptance.***