



# INSTALLATION GUIDE



  
**CARPET  
ONE**  
FLOOR&HOME®

We want your flooring installation to go smoothly. This guide will help you prepare for your new flooring.

## TABLE OF CONTENTS

<b>Neutralize™</b> .....	2
<b>Preparing Your Home For Installation</b>	
Protect Your Valuables .....	3
Plumbing .....	3
Work Environment .....	4
Preparing Your Baseboards .....	4
<b>General Information During Installation</b>	
Be At Home .....	5
Concealed Imperfections and Subfloor Damages .....	5
Wiring .....	5
Pre-Existing Structural Conditions .....	5
Pattern and Color Matching .....	6
Moldings .....	6
Radiant Heat .....	6
Squeaky Floors .....	6
Doors and Baseboards .....	6
Unavoidable Circumstances .....	7
<b>General Information After Installation</b>	
Post-Installation Inspection .....	8
Touch Ups .....	8
Clean Up .....	8
Proper Ventilation .....	8
<b>Carpet</b>	
Color and Pattern Matching .....	9
Stairs .....	9
Seams .....	9
Carpet Tile .....	9
Leftover Carpet .....	9
Post Installation of Carpet .....	10
<b>Hardwood</b>	
Transitions .....	11
Small Imperfections .....	11
Direction of Wood .....	11
Hardwood Installation .....	11
Leftover Hardwood .....	11
Post-Installation of Hardwood .....	12
Humidity and Temperature .....	12
<b>Ceramic Tile</b>	
Color and Pattern Matching .....	13
Leftover Tiles .....	13
<b>Sheet Vinyl</b>	
Removal of Existing Floor .....	14
Post-Installation of Vinyl .....	14
<b>Luxury Vinyl Tile (LVT)</b>	
Humidity And Temperature .....	15
Post-Installation Of Glue-Down LVT .....	15
Post-Installation Of Groutable LVT .....	15
Post-Installation Of All LVT .....	15
<b>Laminate</b>	
Color and Pattern Matching .....	16
Post-Installation Of Laminate .....	16



## REVIEW YOUR INSTALLATION CHECKLIST

- Please review the Installation Checklist with your sales professional.
- Important details to confirm on your checklist include items such as information about the existing floor and subfloor, the type of new flooring to be installed, and specifics regarding furniture moving, plumbing connections and related information.
- Reviewing this checklist will help minimize the potential for any problems during installation.





NEUTRALIZE™

Goodbye germs. Hello home.™

## NEUTRALIZE™ FLOORING INSTALLATION SYSTEM

Available as part of any new floor installation, Carpet One Floor & Home® offers Neutralize™, a proprietary system that eliminates mold, mildew, and germs from your home – including 99% of viruses.

### WHAT YOU CAN EXPECT

After take-up and removal of the old flooring, your installer will provide our exclusive four-step installation process. First, they will vacuum the subfloor using a HEPA filter vacuum. Then they will further prepare the subfloor, spraying it with an anti-microbial protectant between your subfloor and floor, with nanospikes that keep germs out. After the installation of the new floor, the installers will vacuum again with a HEPA vacuum. Lastly, an EPA-registered sanitizer is applied that disinfects and kills 99.9% of bacteria and viruses.

With Neutralize™, we guarantee protection for up to 90 days, so you can enjoy your beautiful new floors without worry.

### HOW DOES NEUTRALIZE™ WORK?

**It Disinfects**  
We apply an EPA-registered sanitizer that disinfects and kills 99.9% of bacteria and viruses.

**It Shields**  
We place a layer of antimicrobial protectant between your subfloor and floor, with nanospikes that keep germs out.

**It Lasts**  
We guarantee protection for up to 90 days, so you can enjoy your new floor without worry.

VIRUSES

BACTERIA

MOLD

FUNGI



## PROTECT YOUR VALUABLES

- ❑ If furniture will be moved, remove and box any items on or around the furniture.
- ❑ We will gladly handle moving your regular furniture during installation. This service can be arranged through your sales professional and will require an additional charge. Please note that pool tables, grand pianos, and wood stoves must be moved by professionals and should be taken care of prior to installation. Aquariums, water beds, grandfather clocks, and console pianos are some items that require special handling. For items like these, consult your sales professional.
- ❑ Remove all hanging objects from the walls directly in and around the area of installation (at least 36" from the floor). Vibrations from the installation may cause damage to these items.
- ❑ Disconnect and move any electronics, appliances, and computers.
- ❑ If flooring will be installed in a closet, remove all items on the floor and all low hanging items (at least 36" from the floor).
- ❑ Installation can be dusty (especially if removing old floor) and noisy.
- ❑ Our installers are not responsible for damage to valuables that have not been removed from within or around the installation area.

## PLUMBING

- ❑ It is your responsibility as the homeowner to arrange for a licensed professional to disconnect and reconnect any gas or water connection.
- ❑ We are not responsible for any leak that may occur on plumbing that was not connected or disconnected by our installers.
- ❑ We are not responsible for any plumbing or fixture issues resulting from daily wear and tear, or existing damages.
- ❑ If you desire, we can make arrangements to contact a licensed plumbing contractor or give you a referral.

## WORK ENVIRONMENT

- ❑ Our installers will need access to an area where they can store and cut flooring materials during the course of the installation. Make sure that you have cleared an area - typically in the garage or porch - for this purpose.
- ❑ Our installers will need access to electrical power in the installation and storage areas.
- ❑ The interior temperature of the installation area must be at a minimum of 65° F for 48 hours prior to the installation and for 48 hours following installation. See individual product category types for additional requirements.

## PREPARING YOUR BASEBOARDS

- ❑ In some cases, the new flooring may not be as thick as your existing floor. As a result, some of the old paint lines on your walls may show after installation. You may have to re-paint any painted baseboards after installation if the new floor covering is not as thick as your existing floor.





## BE AT HOME

- ❑ All occupied homes must have an adult present throughout the installation unless other arrangements are made.
- ❑ We would like to be able to review the installation checklist at the beginning of the installation and walk you through the finished job to be sure we've met your expectations.

## CONCEALED IMPERFECTIONS AND SUBFLOOR DAMAGES

- ❑ The removal of old flooring is often necessary and can take a considerable amount of time. Please see your sales professional for more details on cost.
- ❑ Should concealed imperfections or damages be revealed during the removal or replacement of your existing floor, additional work will be required. Subfloor damage and imperfections can only be determined after we remove the existing flooring. Any imperfections found in the subfloor and requiring correction, are the sole responsibility of the customer.

## WIRING

- ❑ Our installers will not install any cable or wiring underneath the flooring. Doing so can damage the wires and may also void the manufacturer warranty of your flooring.
- ❑ Communicate to our installers the locations of any security wires in your home so that they do not cut them by accident.

## PRE-EXISTING STRUCTURAL CONDITIONS

- ❑ We are not responsible for any problems that may arise due to pre-existing structural conditions such as asbestos, mold, or building code violations. For example, if a nail driven into the floor strikes a water pipe that is closer to the floor than permitted by the building code, the pipe leak will not be our responsibility.
- ❑ If you have a type of heating system with buried wires or pipes, we cannot be responsible for any damages during installation. Advise us if these conditions exist, and we will make every effort to avoid the puncture of these lines.

## PATTERN AND COLOR MATCHING

- ❑ There will be some variation in shade or characteristic between the sample you chose and the product actually installed in your home. However, the difference will be within the manufacturer's tolerance specifications.
- ❑ In most homes the walls are not square, making it impossible for the pattern on the flooring material to be parallel to every wall.
- ❑ For material with a pattern, discuss pattern direction with your sales professional at the time of sale as your preference may have a direct effect on how much material is needed to complete the installation. Once the installers are on site, confirm which wall the pattern is to run parallel to according to your purchase. If you do not communicate with the installers, they will use their best judgment.

## MOLDINGS

- ❑ If your existing floor is laid under quarter round, we cannot be responsible for the breakage of any moldings when the existing floor is removed or a new floor is installed over the existing floor.

## RADIANT HEAT

- ❑ Some flooring can be installed over Radiant Heated flooring. The temperature should never exceed 85 degrees (F). The system needs to be turned off 24 hours prior to and during the installation.

## SQUEAKY FLOORS

- ❑ It is not the responsibility of our installers to fix squeaky subfloors or wall structures. If this condition impedes the installation process, it is your responsibility to have the necessary repairs performed.

## DOORS AND BASEBOARDS

- ❑ If necessary, our installers will remove doors and set them back in place. However, they will not be able to undercut doors if the new floor is higher than the existing floor. Your sales professional may be able to provide you with a referral for a qualified carpenter.
- ❑ We are not responsible for excessive gaps under baseboards or door jams if the new floor is thinner/lower than the existing floor.





## UNAVOIDABLE CIRCUMSTANCES

- Vibrations from the installation may cause cracks in wall moldings and popping of some loose drywall nails. We are not responsible for such damage since it is an unavoidable part of the installation procedure.
- Be aware that the installation of new flooring may change the existing floor conditions, and in some cases your new flooring may be 1/4" to 3/4" higher than before remodeling. This added floor height will change the existing transitions to other floors and also alter appliance heights. In some cases the dishwasher may not be able to be removed without removing the countertop.



## POST-INSTALLATION INSPECTION

- ❑ After installation, be sure to thoroughly examine the job with your installer to ensure your satisfaction before they leave your home.
- ❑ In order to ensure full compliance with your warranties, be sure to utilize only the manufacturer's recommended cleaning products with your new flooring. Ask your sales professional for a list of these products.

## TOUCH UPS

- ❑ Due to the stiff nature of certain flooring materials, even with our installers' best efforts, it is possible that walls or baseboards could be scratched during installation. Any retouching or repainting will be the responsibility of the customer.

## CLEAN UP

- ❑ After installation, the installers will remove all waste from flooring and any other installation related trash on the site.
- ❑ The removal of your existing floor and installation of your new floor covering will create some dust that cannot be avoided. We recommend a thorough cleaning after the installation is completed.

## PROPER VENTILATION

- ❑ New flooring and installation materials can often affect indoor air quality. Ventilate your home both during and for 72 hours following installation. If practical, we recommend you open all the windows and utilize the fan in your cooling and heating system, keeping in mind that you should maintain a consistent temperature of at least 65° F for 48 hours after installation.



## COLOR AND PATTERN MATCHING

- If you have a preference for the direction of the pattern on the carpet, please discuss it with your sales professional at the time of the sale. Note that your preference may have a direct effect on how much carpet is required to complete the installation.

## STAIRS

- In some instances we may not be able to match the pattern of the carpet on the stairs with the area next to it or may require extra carpet to do so. Please ask your sales professional to discuss alternative options with you.

## SEAMS

- Seams are inevitable. Our installers will do the best they can, but you may still be able to see some seams, depending upon the placement of the seam and the type of carpet.
- If you prefer a seam placement in a particular area of the room, please discuss this with your sales professional. Otherwise, we will determine the best area for seam placement.

## CARPET TILE

- There are several different installation options for carpet tiles in terms of how each tile is put down relative to the other tiles (Brick, Quarter Turn, Monolithic, Random, etc.). Your choice can have a dramatic effect on the overall final appearance of your installed floor. Be sure your preference has been clearly communicated to your sales professional and installer prior to the beginning of the installation.

## LEFTOVER CARPET

- Carpet is manufactured in standard widths and must all be installed in the same direction, which can lead to leftover pieces. If desired, we will leave smaller remnants for your use.

## POST INSTALLATION OF CARPET

- Your new carpet may shed small amounts of fiber within the first year after installation. Do not be alarmed if your vacuum fills up quickly.
- You may see shaded areas of lines across the width of your carpet. These result from the weight of the carpet resting on itself during storage. These marks will disappear in time with normal traffic and vacuuming. During the cold, dry months these marks may be particularly stubborn. If roll marks are still visible after 90 days, please call your sales professional.





## TRANSITIONS

- ❑ The transitions will not match the grain and color of the hardwood 100%. The portion of the tree used for transitions may be different from that used for the hardwood board. This difference is more pronounced in stair nosing.
- ❑ Our sales professionals use their best judgment for determining what transitions are required. However, if you have any preferences, discuss them with your sales professional at the time of the sale.

## SMALL IMPERFECTIONS

- ❑ Filler is used to mask small imperfections in the manufacturing of the floor. It is a standard part to the installation procedure to fill in areas such as nail holes, gaps, or chips that are smaller than the width of a penny.

## DIRECTION OF WOOD

- ❑ We can run floating hardwood floors and glue down wood floors in any direction. Please notify your sales professional if you have a preference.
- ❑ Nail-down hardwood floors must be run perpendicular to your floor joists.

## HARDWOOD INSTALLATION

- ❑ Putting top nails in the floor is necessary. This is done to nail down the hardwood in an area where the regular nail gun cannot operate (the first couple of rows) or to improve a board's stability in the middle of the floor.
- ❑ During installation, some boards may splinter or crack. If this occurs, we will remedy the situation by either filling the void or replacing the board.

## COLOR AND PATTERN MATCHING

- ❑ Shade variation between pieces of hardwood is a natural aspect of wood flooring. We will do our best to mix the planks throughout your floor, but keep in mind that the planks will not all be the same.

## LEFTOVER HARDWOOD

- ❑ The typical waste factor for hardwood floors is 7% or higher, depending upon the shape of the room and the material being used. Let the installers know if you would like to keep any opened cartons of leftovers for future repairs, etc.
- ❑ Excess material left behind for repairs must be stored in a clean, dry place that is not susceptible to large temperature variations.

## POST-INSTALLATION OF HARDWOOD

- ❑ For best results, minimize walking on any glue down hardwood for a period of 24 hours.

## HUMIDITY AND TEMPERATURE

- ❑ Since wood is a product of nature, it is very common for wood flooring to expand and contract, causing slight gapping, as the seasons change.
- ❑ Flooring material should be acclimated (24-48 hours) in its intended environment before installation. Refer to product recommendations for specifications.
- ❑ You should maintain proper climate controls at your home to prevent excessive gaps from appearing in your hardwood floor. A temperature range of 60° F – 80° F (16° C – 27° C) and relative humidity of 30% to 50% are ideal. (Ideal humidity range may vary depending upon climate. Use of a hygrometer is highly recommended.)
- ❑ In colder climates, we recommend the use of a humidifier during winter months when the humidity drops. This is most important in the first year following a hardwood installation.

## POST-INSTALLATION OF ALL HARDWOOD

- ❑ Use non-staining mats in entryways to remove dirt and debris and help prolong the life of the floor
- ❑ Equip tables and chairs with proper floor protectors to minimize scratching and indentations



## COLOR AND PATTERN MATCHING

- ❑ Shade variation of ceramic or porcelain tile is a natural aspect of the tile. We will do our best to mix the tiles throughout your floor, but keep in mind that the tiles will not all be the same.
- ❑ A grout sealer should be used with cement-based grouts to minimize staining. Since the grout must cure for about 30 days before the sealer can be applied, this is not a process that installers typically perform. Sealers will wear and wash out over time and should be reapplied on a regular basis in order to remain effective.
- ❑ A slight discoloration in cement grout is common. Shading variations may also occur in the grout after it is installed as some joints may be slightly deeper and take longer to dry. The color of the grout may vary between the sample and the actual product.

## LEFTOVER TILES

- ❑ Ceramic floor or wall tiles may scratch or break under certain types of impact. Please take special care and be sure to keep a few extra tiles in case future repairs are needed.

**NOTE:** The grout should dry (12-24 hours depending on the grout) before walking on the floor.



## REMOVAL OF EXISTING FLOOR

- ❑ Instead of removing the existing floor, it may be possible to install a new underlayment over your old resilient floor to prepare for the new floor covering or use a “floating” installation.
- ❑ In the event your existing resilient floor must to be removed, and if it contains asbestos, you will need to arrange for this work to be completed by a certified abatement specialist.

## POST-INSTALLATION OF VINYL

- ❑ Do not drag any heavy objects on the vinyl, especially in the first 48 hours after installation.
- ❑ Avoid stepping on the seam sealer for 24 hours after installation.
- ❑ You may notice bubbling in your flooring for up to 24 hours post-installation. This is normal. If it continues beyond 24 hours, you should reach out to your sales professional and/or installation department.
- ❑ Use non-staining mats in entryways to remove dirt and debris and help prolong the life of the floor
- ❑ Equip tables and chairs with proper floor protectors to minimize scratching and indentations







## HUMIDITY AND TEMPERATURE

- ❑ Flooring material and adhesive (if applicable) should lay unopened and flat in the area where it will be installed for 24-48 hours before installation at room temperature (minimum 65° F). Refer to product recommendations for any specific instructions.

## COLOR AND PATTERN MATCHING

- ❑ Shade variation between pieces of LVT may be an aspect of your floor's design. If this is the case, we will do our best to mix the pieces throughout your floor, but keep in mind that the planks may not all be the same.

## POST-INSTALLATION OF GLUE-DOWN LVT

- ❑ Do not wash floor for 48 hours after installation
- ❑ Do not replace frequently moved furniture or allow heavy traffic for at least 24 hours
- ❑ Maintain post-installation temperature between 65° and 85° F. Maintain relative humidity between 30% and 70%. See manufacturer warranty for specifics.

## POST-INSTALLATION OF GROUTABLE LVT

- ❑ Grout may be installed separate from the day of installation and must be cured for 72 hours before allowing water onto the floor. There may be a haze on the floor which can be cleaned with a damp towel or sponge 24 hours after application

## POST-INSTALLATION OF ALL LVT

- ❑ Use non-staining mats in entryways to remove dirt and debris and help prolong the life of the floor
- ❑ Equip tables and chairs with proper floor protectors to minimize scratching and indentations

## COLOR AND PATTERN MATCHING

- ❑ We can install your laminate flooring in any direction, because it is a floating floor. Notify your sales professional if you have a preference for direction.
- ❑ Laminate floors may need to be separated at doorways with the use of a T-molding. Discuss this with your sales professional if you have any questions.
- ❑ Flooring material should be acclimated (24-48 hours) in its intended environment before installation. Refer to product recommendations for specifications.
- ❑ Shade variation between pieces of laminate may be an aspect of your floor's design. If this is the case, we will do our best to mix the pieces throughout your floor, but keep in mind that the pieces may not all be the same.

## POST-INSTALLATION OF LAMINATE

- ❑ Laminate rests on your existing sub-floor. Because no floor is completely flat and due to potential variations in your sub-floor, this flooring can have occasional, very slight movement when walked on.
- ❑ This is a wood product. Temperature, moisture, and humidity therefore impact it. Changes in any of these will impact the flooring and extreme variations can impact the quality and longevity of your investment.
- ❑ Excess material left behind for repairs must be stored in a clean, dry place that is not susceptible to large temperature variations.
- ❑ Use non-staining mats in entryways to remove dirt and debris and help prolong the life of the floor
- ❑ Equip tables and chairs with proper floor protectors to minimize scratching and indentations



## ENJOY YOUR NEW FLOORING

To keep your flooring looking as good as new for as long as possible, be sure to take home a copy of the *Carpet One Floor & Home® Floor Care and Warranty Guide*, or call your sales professional for more information.

SALES PROFESSIONAL  
BUSINESS CARD

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