

PREPARING FOR YOUR INSTALLATION GUIDE

WHAT TO EXPECT

GETTING READY FOR THE INSTALLATION

Now that you've completed your payment, your order will be sent to the flooring manufacturer and to the Authorized Service Provider.

Once your flooring products are delivered to the Authorized Service Provider, he/she will contact you to schedule your installation date and time.

Keep in mind that different types of flooring have differing lead times. Please ask your store's Flooring Specialist for details on lead times.

PREPARATION BEFORE THE INSTALLATION

The following information is a checklist of items to prepare your home for your new flooring. Proper preparation helps the installation go smoothly and efficiently

- Empty all closets (clothes must be at least 4' up from the floor) receiving the new floor covering
- Remove all items from underneath beds and remove bed coverings
- Remove lamps, knickknacks, glassware from cabinets books from bookcases
- Remove all pictures and mirrors from walls
- Disconnect and move all computers, stereos, TVs, VCRs, DVD equipment, or any other electronics.
- Inform the measurer and installer of all wires located under the carpet or along baseboards
- Check for cable wire connections under existing floor covering(s)

REMOVAL OF EXISTING FLOORING

If you have elected not to have the installers remove your existing flooring, you must have this done before the installation (please call your store's Project Expeditor if you wish to add this service)

FLOORING DELIVERY (HARD SURFACE ONLY)

Once the flooring product(s) have been delivered to you, it is recommended to inspect the materials to ensure everything is as ordered prior to the installation.

PROPER POWER & TEMPERATURE

- Make sure that adequate power, light, water, ventilation and heat or air conditioning will be available during the installation.
- Temperature at the site should be maintained at or near occupancy levels of 65 to 75 degrees for 3 days prior to the installation and during the installation period. For laminate and wood, humidity levels should be maintained between 35-55%

SECURED PREMISES

(CONDOMINIUMS & GATED COMMUNITIES)

- Please check with your building management for parking accessibility and delivery times for your installation (such as elevators, service entrances, front desk procedures, etc).
- Please inform your Installation Specialist if there are special parking needs

PAINTING & CONSTRUCTION

(FOR NEWLY CONSTRUCTED ROOMS/HOUSES)

- Be sure all construction is completely closed in with drywall and plaster finish.
- Allow one week for freshly painted areas to dry and cure before the flooring installation date

CANCELLATION AND SCHEDULE CHANGES

If you have any issues with your installation date and need to reschedule, call ACS as soon as possible in order to not incur any additional cancellation charges.



BASIC FURNITURE

Basic or standard furniture includes most common items such as disassembled beds, dressers, end tables, dining tables, and couches. All electronics including freestanding televisions and a/v equipment should be disconnected. Though included in basic furniture, it is recommended that these items are moved prior to installation to ensure the safety of your item.



BEDS

Beds should be disassembled, so that the installer can move them. However if you are unable to do so, our team can disassemble and reassemble most beds for an additional fee (this includes four poster beds, iron/brass frames, bunk beds, captains beds and daybeds). We cannot move or disassemble/reassemble beds such as hospital, sleep number and other electric beds.



DISASSEMBLY/REASSEMBLY

Similar to beds, wall units, entertainment centers and dressers with detachable mirrors should be cleared, disassembled and staged for moving prior to installation day. If you are unable to disassemble, our team can disassemble and reassemble most items for an additional fee (excludes glass china cabinets).

NOT READY

Rooms and surfaces not clear and bed not disassembled



READY

Rooms and surfaces clear and bed disassembled



DURING THE INSTALLATION

Flooring installation is a construction process which is customized to fit the style of your home. As in any construction process, there is always a chance of unforeseen issues. Some issues cannot be detected until the installation process has begun (i.e. moisture damage, floors with structural damage, asbestos floors, etc). If unforeseen issues are discovered upon the removal of current flooring, a Change Order may be required and additional charges may apply to the installation.

PRODUCT INSPECTION

An adult over 18 years of age with the authority to make decisions must be present at the time of installation.

Once the installation begins, the entire process takes an average of 1 to 5 business days.

This includes:

- Light preparation of existing floor
- Installation of the new flooring
- Inspection of the finished flooring

Because flooring installation is a construction process, expect loud noise, residual dust, and no usable access to the installed room(s) during the installation.

AFTER THE INSTALLATION

After the new flooring installation is complete, inspect the work by conducting a walk through with the Authorized Service Provider. Please express any concerns at this time.

Although the Authorized Service Providers are cautious and careful, normal installation methods may slightly scuff the existing baseboards or walls. Please expect to do minor touch-up painting after the installation.

Inspect all doorways where flooring was installed. If you have purchased a thicker carpet, carpet pad, or if a new subfloor was placed on top of an existing subfloor, you may need to have your doors trimmed to accommodate the new flooring height level.

Sign the Customer Acceptance form, indicating that the installation has been completed to your satisfaction.

Adhesives used for the installation can produce strong odors. It may be necessary to ventilate your home after the installation.

Changing your air filters is an important follow-up to your installation.

CUSTOMER SATISFACTION

Your satisfaction is very important to us and we want to ensure that you have a great experience. If any issues or concerns arise during or after the installation that cannot be resolved by your Project Expeditor or by the Authorized Service Provider, please contact ACS Corporate Office at [973-405-6400](tel:973-405-6400) or email CustomerCare@ACSouth.com.