



CR | Flooring

INSTALLATION GUIDE

We want your flooring installation to go smoothly. Please take a few minutes to read this guide to prepare you for your new flooring.

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PREPARING YOUR HOME FOR INSTALLATION



PROTECT YOUR VALUABLES

- ☐ Remove and box all items from furniture to be moved.
- ☐ Remove all hanging objects from the walls directly in and around the area of installation. Vibrations from the installation may cause damage to these objects.
- ☐ Disconnect and move any electronics, appliances, and computers.
- ☐ If flooring is to be installed in the closet, remove all contents on the floor and low hanging objects.
- ☐ Our installers are not responsible for damage to valuables present in and around the installation area. They must be moved.

WORK ENVIRONMENT

- ☐ Our installers will need access to an area where they can store and cut flooring materials during the course of an installation. This area is typically a back porch or a car garage.
- ☐ Our installers will need access to electrical power in the installation and storage area.
- ☐ The interior temperature of the installation area must be at a minimum of 65°F (Max 78°F) 48 hours prior to the installation & 48 hours after the installation. Wood needs to acclimate in the space where it will be installed at the proper temperature for at least 48 hours.
- ☐ Tile can not be installed if temperature is below 42°F

PREPARING YOUR BASEBOARDS

- ☐ In some cases, the new flooring may not be as high as your existing floor. This will cause some of the old paint lines to show after installation. We recommend that you paint your baseboard prior to installation if your new floor covering is not going to be as high as your existing floor area.

GENERAL INFORMATION DURING INSTALLATION



YOU MUST BE AT HOME

- ☐ All occupied homes must have an adult person present at the house throughout the installation.
- ☐ If you are not present for your scheduled appointment, you shall be responsible for a \$200 trip charge.

UNFORESEEN CIRCUMSTANCES

- ☐ Additional work is required if unforeseen circumstances arise when removing or replacing your existing floor. For example, a portion of the sub floor may be damaged and the only way to determine this is after we remove the existing floor. Any imperfections found in the sub floor that need to be corrected are the sole responsibility of the customer.

WIRING

- ☐ Our installers shall not install cable or any other wiring underneath any flooring. Doing so can damage the wires and may also void the manufacturer warranty of your flooring.
- ☐ Please communicate to our installers the location of the security wires or entertainment system wires in your home, so that they do not cut them by accident.

STRUCTURAL DEFECTS

- ☐ We are not responsible for any existing structural defects or any problems that may arise due to the existing structure of the house not being compliant with the building code. For example, if a water pipe is closer to the floor than required by the building code and a nail is driven into the floor and into the water pipe, the pipe leak will not be our responsibility.

PATTERN & COLOR MATCHING

- ☐ There will be some variation on 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, thus making it impossible to have the pattern on flooring material parallel to the side of every wall.
- ☐ For materials with a pattern it is the homeowner's responsibility to instruct the installer which wall they would like the pattern to run parallel with. Otherwise the installers will use their best judgment.
- ☐ Pattern and seam placement will affect quantity ordered and needs to be finalized at time of product selection and consultation.



MOLDINGS

- ☐ If your existing floor is laid under quarter round, we can not be responsible for breakage of any moldings, when the floor is removed or installed over top.
- ☐ Quarter round or shoe molding must be replaced to allow for expansion joints on all hard surface installations.

SQUEAKY FLOORS

- ☐ Our installers are not qualified to fix squeaky sub floors or wall structures. You are responsible for hiring a contractor to fix them if this condition impedes the installation process.

DOORS & BASEBOARDS

- ☐ If necessary, our installers will remove doors and set them back in place. However, they will not be able to shave doors in the event the new floor is higher than the existing floor.
- ☐ We are not responsible for excessive gaps under the baseboards or door jams if the new floor is lower than the existing floor.

UNAVOIDABLE CIRCUMSTANCES

- ☐ Vibrations from the installation may cause cracks on the wall moldings and popping of some loose drywall nails. We are not responsible for such damage since it is part of the installation procedure.

GENERAL INFORMATION AFTER INSTALLATION



AFTER INSTALLATION INSPECTION

- ☐ After installation, please be sure to thoroughly examine the job with your installer to ensure your satisfaction before they leave the job site.
- ☐ Please complete the installation completion form provided by the installer.

TOUCH UPS

- ☐ Due to the stiff nature of certain flooring materials, even with our installer's best effort, 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 your new flooring installation, the installers will remove all waste from flooring and any other debris on the site. However, you may find some dirt or dust that you will need to vacuum or clean away.
- ☐ The removal of your existing floor & installation of your new floor covering will create some dust that can not be avoided. We recommend a thorough cleaning after the installation is completed.

PROPER VENTILATION

- ☐ Please note that some adhesives used in the installation process will leave an odor behind, but this will improve with time.

LEFTOVERS

- ☐ Most likely you will see some material leftover from your installation. This is because the material is manufactured at standard widths & must be installed in the same direction. Let the installers know if you want to keep some of the leftover flooring.

- ☐ Returns permitted only for 5+ boxes minimum.

POST INSTALLATION

- ☐ Do not drag any heavy objects on your floor, especially in the first 48 hours after installation.
- ☐ Avoid stepping on the poly or glued floors for 24 hours after installation.

CARPET

HARDWOOD



COLOR & PATTERN MATCHING

- ☐ If you have a preference on the direction of the pattern on the carpet, please discuss it with your sales associate at the time of the sale, as this will likely affect the quantity ordered.

SEAMS

- ☐ Seams are inevitable. Even though our installers will do the best they can, you may still be able to see the seams, depending on the placement of the seam and type of carpet.
- ☐ If you prefer a seam placement in any particular area of the room, please discuss this with your sales associate, otherwise we will determine the best area for seam placement. Any change in seam location on install day will likely result in a shortage of material.

DIRECTION OF WOOD

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

SMALL IMPERFECTIONS

- ☐ To mask small imperfections in the manufacturing of the floor, putty is used to compensate. It is standard procedure to fill in areas such as nail holes, any gaps or chips that are smaller than a penny. Very rarely does a board need to be replaced.

HARDWOOD INSTALLATION

- ☐ Despite what many people say, 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, or to improve board's stability in the middle of the floor.
- ☐ One in every ten boards may splinter or crack during the process of installation. If this occurs, we will remedy the situation by either using putty or replacing the board.



- ☐ The replacement stair nosing may not cover small holes on the side of the steps that were covered by the previous stair nosing or carpet.

- ☐ We always box in bull nose steps. Please discuss this with your sales associate before installation.

TRANSITIONS

- ☐ Floor transitions will not match the grain and the color of the floor material 100%.
- ☐ Our sales associates use their best judgment for determining what transitions you need. However, if you have any preferences, please discuss them with your sales associate at the time of the sale.

HUMIDITY & TEMPERATURE

- ☐ Since wood is a product of nature, it is very common for it to seasonally expand and contract.
- ☐ You should maintain proper climate controls at your home to prevent excessive gaps from appearing in your hardwood floor. A temperature of 70°F (21 °C) and relative humidity of 35% to 50% are ideal.
- ☐ We highly recommend the use of a humidifier during the winter months when the humidity starts dropping. This is most important in the first year after the hardwood installation.

- ☐ Not maintaining proper climate controls may cause boards to cup, splinter or crack.

SUNLIGHT

- ☐ All wood changes color as a result of exposure to sunlight. This is a natural change that occurs in all species to a greater or lesser degree. If this is a concern, please discuss with your salesperson.

OTHER FLOORING MATERIAL



CERAMIC TILE

COLOR AND PATTERN MATCHING

- ☐ The color of the grout may vary between the sample and the actual floor.
- ☐ Shade variation of ceramic or porcelain tile is a natural aspect of the tile. We will do our best to mix the tiles in through out your floor, but keep in mind that all the tiles will not be exactly the same.
- ☐ If you have a preference on the pattern of your tile direction, please discuss with your salesperson prior to installation.
- ☐ Any change in pattern or direction of tile on install day will likely result in a shortage of material.

LEFTOVERS

- ☐ Ceramic floors 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 the event that this occurs.

LAMINATE

COLOR & PATTERN MATCHING

- ☐ We can install your laminate flooring in any direction because it is a floating floor. Please notify your sales associate if you have a preference.
- ☐ Laminate floors may need to be separated at doorways with a use of T-molding. Please discuss this with your sales associate if you have any questions.

NATURAL STONE

- ☐ We recommend that you seal your natural stone every year to maintain optimal performance & aesthetic.



CR|Flooring

Enjoy your new flooring!

To keep your flooring looking as good as new for as long as possible,
be sure to visit our resource center: www.constructionresourcesusa.com
or call your sales associate for more information.

4969 Roswell Rd. | Suite 130 | Atlanta, GA 30342
770.945.4097

224 Rio Circle | Decatur, GA 30030
404.378.3132