

This Fact Sheet is designed to assist you with some of our most frequently asked questions.

It is very important that you read this information and understand the contents prior to work being carried out in your home.

How long will it take to complete my job?

It can take from 2 - 5 days to install floors. We try to keep within this timeframe but larger or more difficult jobs can take longer. Because we cannot always anticipate these delays, we are not able to accept responsibility for time delay.

Will there be any smell?

Polyurethane has quite a strong smell and we suggest that you take any necessary precautions. After the floor has been completed and has dried, the house should be opened to let the fresh air circulate.

What about my skirting boards?

We strongly suggest that skirting be painted after the floors have been finished. The polyurethane can cause a chemical reaction to the painted skirting. All care is taken, but no responsibility will be accepted for any damages that may occur to skirting boards during the sanding or coating.

When should I put my furniture back?

When replacing furniture, soft furnishings, etc, we recommend that this be left for approximately 48 hours after the final coat has dried. It is important not to drag items of furniture over the floor.

Should I use protection on the bottom of chair and table legs?

We produce adhesive felt floor protectors which can be easily fitted onto the bottoms of chair and table legs and also the bottoms of all movable items of furniture. To protect your floor, we suggest placing felt floor protectors under all furnishings.

How do I clean my new floor?

Your new floor should be kept free from dust and grit by regularly sweeping or vacuuming the floor. We recommend that you use an Electro-static dry mop which can be purchased from our showroom.

When you wash the floor, use a small amount of methylated spirits or white vinegar in the water. We strongly suggest that you use a separate mop for these areas and not the same mop you use with detergents and/or disinfectants for other floors.

What do I do when my floors are being coated?

While the floor is being coated, it is important that the air flow be eliminated. Please ensure doors, windows, etc are kept closed until the floor finish has dried.

Reducing or Finishing Strips

It is not always possible to know what strips may be required at the time of the quotation. If reducing or finishing strips are required, these will be charged accordingly.

What is edge-bonding?

Timber floors may occasionally get "edge-bonding ". This is mainly caused by the shrinkage of timber, movement of the house etc. No claim can be made if this occurs.

What happens when there are tiles or boards to replace on my floor?

We are unable to perfectly match replacement cork or timber to your existing flooring. There will always be a distinct colour and grain variation between new and old flooring and we cannot be held responsible for the visible differences.

Will there be much dust?

When we are doing any type of sanding work in your home, we are careful to try to keep the dust to a minimum by using a dust bag on our machines and vacuuming up the immediate areas before coating the floor. There will still be a certain amount of dust released into the air. To avoid the inconvenience of heavy cleaning work in your home after the work is completed, we suggest that you hang clear plastic sheets at doorways or entrance ways to the other areas of your home and cover furniture with old sheets.

There are already floor coverings down, how will this affect my job?

It is impossible to know what condition your sub-floor is in if there are floor coverings down at the time of the quotation. We will inform you if an inspection of the floor is required once these floor coverings are removed. This inspection will determine if any floor preparation will be needed prior to our work being carried out. If we are to remove the existing floor coverings, we will carry out the inspection between the removal and the new work being done. Any additional floor preparation will incur additional charge. Please note we do not accept any responsibility for damage that may occur during the removal of existing floor coverings, including, but not limited to ceramic tiles, slate tiles or carpet. The removal of pre-existing adhesive may result in marking and damage to the surrounding area, and as such, we cannot accept responsibility for any resulting damage. If there are additional floor coverings underneath the visible floor coverings, then extra charges will apply.

If floor preparation is required, in most cases another of our tradesmen will be appointed to carry out the preparation work. The tradesperson may already be involved in preparation on another job and a delay may be experienced. This will therefore hold up the new work from being carried out and we cannot take any responsibility for delays caused due to this nature. Any additional work carried out will be charged accordingly. We will inform you at our earliest opportunity, of these additional costs.

Will the weather affect my floor?

Any dramatic changes in weather, such as rain, wind, extreme heat etc, will affect / delay the drying time of the polyurethane on the floor, however, it will not affect the quality of the finish.

I'm renovating/building my house; at what stage should I get my floors done?

Any floor work should be scheduled after the completion of any carpentry, electrical, plastering, plumbing or glazing work. All painting, except for the final coating of skirting boards should also be completed before floor work commences. To cover any markings on the skirting boards that may occur from contact with the floor edger, it is recommended that the final paint coat of the skirting boards should be applied after the floor work has been completed. It is important to note that any silicone or silicone based products (found in some workman's boots, fly spray, hair spray etc) that come into contact with the sanded floor will cause coating rejection. Carpets should be laid after the floors have been completed.

We hope that the advice above will be of assistance to you.

For any further information, please do not hesitate to call our helpful staff.