

Innovative Surfaces, llc Customer Information Packet

Expectations, Warranty Info, Maintenance Info and Additional Services Offered

WHAT TO EXPECT BEFORE, DURING AND AFTER YOUR REFINISH PROJECT

Sanding and refinishing your wood floors will add value and beauty to your home, but with any home improvement you should expect some disruption and inconvenience. We will employ our experience, the latest equipment, and the most environmentally safe materials to complete the work with the least possible disruption and inconvenience. However, you should be aware of the following factors:

Pre-Sanding Requirements

- The space should be completely closed in with windows and doors in place
- All other trades should have completed their work, and no other floor traffic should be allowed during the sanding and finishing process
- Air condition, heating and ventilation systems should be operating
- The temperature and relative humidity should be at "normal living conditions"

Sanding and Finishing Expectations

- There will be noise, dust and some vapors during the sanding and finishing process. Options for dust and vapor control are available
- Even though we apply plastic protection to seal the work area off from other rooms, dust from sanding could infiltrate to the other areas of the house
- Please keep pets and children away from the work areas
- A typical refinishing project can take 4-5 days depending on several variables. Foot traffic and furniture replacement vary on finish chosen but usually foot traffic can occur after 24 hours of

application of final coat and furniture replacement after 48 hours of application of final coat

- When the work is completed you may need to repaint your base and shoe moldings as well as your walls. Also, be prepared to remove the fine dust that may have accumulated despite our best efforts to contain it
- Depending on finish chosen, it can take up to 8 weeks for it to fully cure. During this curing time your floor is more susceptible to scratching and denting. Pets and heavy traffic can do significant damage before the finish has fully cured. It is recommended that area rugs are put back after the proper curing period has elapsed



Maintenance Tips

Maintenance

Maintaining your hardwood floors properly can provide you with a lifetime of beauty. Using oil soaps and generic cleaners made by non-flooring manufacturers can void finish warranties and cause irreparable damage to your floors.

Your wood floor is a long-term investment which requires proper maintenance to prevent damage and costly repairs. The following are tips for all hardwood floors:

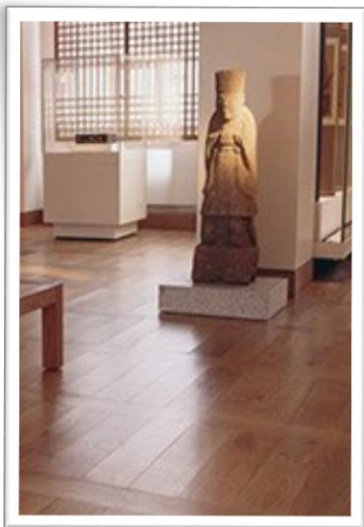
- Install Floor Protector Pads on all Furniture Legs
- Place rugs/mats at all entrances
- Beware of non-skid pads underneath rugs, they can transfer their pattern onto the floor finish
- Expect floors to expand and contract during different humidity levels. To minimize the effect, install a humidifier and dehumidifier onto your HVAC system
- Routine basic maintenance includes vacuuming and sweeping to remove grit
- Pet nails need to be trimmed regularly
- Household dust treatments should never be used on your floor

Products we Recommend:

Bona Hardwood Floor Cleaners and Maintenance Products

DuraSeal Hardwood Floor Cleaners and Maintenance Products

Bruce Hardwood Floor Cleaners and Maintenance Products



General Guidelines

Never Use a Wax Finish

If possible, always use the manufacturer's recommended products

Protect your investment with rugs and door mats

Clean Up Spills Immediately

FLOOR CLEANING NO-NO'S

Never use Ammonia, wet mops, household dust cleaners, oil soaps or steam when cleaning your hardwood floors. Visual damage as well as preventing recoats are two of the many pitfalls of 'easy to use' products!

If maintained properly, hardwood floors can last forever. Carpet and floating laminate floors will never match that!

Periodic coating of your hardwood floor can prevent the inconvenience of a full refinishing project. Typically, this should

happen every 3-5 years depending on finish used and amount of foot traffic. Ask your salesperson about our scheduled maintenance programs available.

Things to know about your Hardwood Flooring

The appearance of wood will be unique to each individual species. Each will have a different color, grain, and physical characteristics. You can learn more about each of these factors in the [Species Gallery](#) at www.nwfa.org.

Other factors impact the appearance of wood flooring as well, including its grade and saw cut.

Grade

Wood grades are determined based on the physical characteristics of the wood. All grades are equally strong and serviceable, but each looks different.

Clear wood has minimal character marks and a uniform color and appearance.

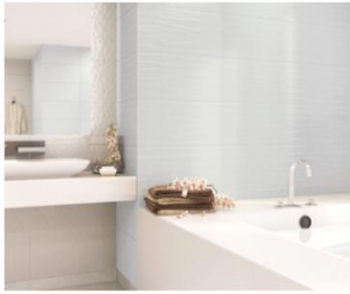
Select wood has natural color variations and includes knots, mineral streaks, and other natural characteristics.

No. 1 Common has a varied appearance, light and dark colors, knots, mineral streaks and wormholes.

No. 2 Common is rustic in appearance and emphasizes all wood characteristics of the species

Grading is generally rendered through NOFMA (national oak flooring manufacturers association). Some flooring manufacturers and mills do not adhere strictly to these standards, therefore Innovative Surfaces, LLC does not provide our labor warranty on floors purchased at Floor & Décor and Lumber Liquidators.

Wood is a natural product which will react to changes in humidity and temperature. It is common to notice cracks between boards in the dry, winter months and near vents blowing hot air. Every house and wood floor is different so extent of expansion and contraction will vary.



Tile and Stone Installation

Your master or secondary bathrooms can be transformed to your favorite space with new tile, vanities, glass door enclosure and plumbing fixtures. All of which we can provide!



Carpet and Rugs

We can provide and install carpets from all the major carpet manufacturers. Shaw, Mohawk, Fabrica, Masland and Dreamweaver are some of our favorites!

FAST FACTS

72 Hours

Recommended acclimation period of most hardwood floors prior to installation

1/32 inch

Average width of a crack in 2 1/4" oak strip flooring in the dry, winter months

FOR MORE INFORMATION

Visit the NWFA website for more information regarding your hardwood floor at www.nwfa.org



Natural Stone Can Make Any Room an Elegant and Modern Living Space, Even Unconventional Areas Such as Family Rooms and Bedrooms

OTHER SERVICES WE PROVIDE

In Addition to Floor Refinishing, the Following Services Are Offered by Innovative Surfaces, LLC:

- Tile, Stone and Glass Tile Installation
- Full Bathroom Remodel
- Carpet Installation
- Laminate & Vinyl Plank Installation
- Painting and Small Sheetrock Repair
- Shower Glass Door Enclosures
- Grout Repair/Replace
- Hardwood Floor Installation and Repair
- Free Project Consultations
- Backsplash Installation
- Demolition Services
- Light Carpentry and Trim Work
- Plumbing
- Delivery Services
- Maintenance Plans for Hardwood Floors and Tile/Grout
- Marble and Natural Stone Polishing and Repair
- Referral Program
- Custom Stair Runner Installation

If there is something that you need and do not see it noted, please ask your salesperson. We are constantly trying to find ways to

provide our customers with as many quality products and services as possible. You can visit our website for pictures of our recent

work as well as testimonials from previous customers. We have been in business since 2004 and have been serving the Atlanta

Metro area in the flooring industry for over 20 years. We've built our business through word of mouth and on the strength of our referrals.

Offer a \$350 Re-stretch Plan and it Covers any Re-stretching for 10 Years

"A satisfied customer is the best business strategy of all"

Maintenance Plans Offered:

Grout Cleaning and Sealing. 1, 2 and 5 Year Plans

Screen and Recoat Hardwood Floors- Water and Oil Finish Plans- Time Varies and Floor Can Be Reviewed Every 2-3 Years

Carpet Re-stretch Plans- Re-stretching is

Recommended Maintenance Schedule for Your Hardwood Floors

Daily	Sweep or dust mop
Weekly	Vacuum using the bare floor setting
Monthly	Clean with recommended wood flooring
Every 3 - 5 Years	Maintenance coat
Every Few Decades	Sand and refinish

Not Covered Under Our Labor Warranty. We



Recommended Grout Care

Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build-up or discoloration of the grout. Grout needs to be cleaned on a periodic basis to remove any surface build-up. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner depending on the application. When heavy duty grout cleaning is required, you will need to use a professional strength Tile & Grout Cleaner capable of removing grease, soap scum, body oil, mildew stains, algae, and synthetic or acrylic waxes from the grout joints. Innovative Surfaces can determine which products will be necessary to achieve the desired result.

Grout Color Restoration:

When grout has been stained to the point that it cannot be maintained or returned to its natural color, you can return the grout back to its original color or any other color through the use of a "grout stain". Grout Stains are epoxy-based products that are specifically designed to penetrate into the grout and seal the surface with a permanent color. Once the grout has been stained there is no need to seal it any further with a penetrating/impregnating sealer. Prior to staining, the grout joint should be cleaned thoroughly to remove any dirt, oils, grease or sealers with a professional strength Tile & Grout Cleaner. Cleaner will be based on the condition of the grout.



Natural Stone

Slate tile, like this one pictured here, has to be sealed periodically to maintain its appearance. We can provide the suitable sealer for the product and space.



Why Wait?

There are many reasons to keep your tile and grout sealed and clean but none more important than the prevention of mold and mildew. Regular maintenance will keep your shower looking great and most importantly free of the cracks and leaks that promote the growth of mold and mildew.



Natural Stone Showers

Travertine and Marble make for stunning showers but most homeowners do not maintain the stone properly. It is vital to properly seal stone tile regularly in these constantly wet areas.

Warranty Information

Hardwood Floor Labor:

Lifetime warranty on installation on all hardwood floors supplied by Innovative Surfaces, LLC or other agreed to suppliers. Material and wood finish warranty provided by product manufacturers. No labor warranty will be given for materials purchased at Floor & Décor and Lumber Liquidators.

Not covered under our warranty are moisture issues/damage or damage caused by 3rd parties (owner or other tradesmen). Excess movement due to subfloor or slab condition will not be covered.

Innovative Surfaces, LLC nor any subcontractors working for Innovative Surfaces, LLC will be responsible for 're-grading' hardwood floors. NOFMA standards will be followed during installation.



Ceramic Tile/Stone Labor:

Lifetime warranty on ceramic/porcelain/stone/glass installation.

Pan Liner warranty 5 years on labor.

Grout, sealers, mortars and product warranty given by manufacturers.

Installation of products purchased at Floor & Décor will not be guaranteed. Inferior products result in inferior installation and overall project results.

Carpet Installation Labor:

Lifetime Warranty provided for carpet installation. Product warranty provided by manufacturer.

Not covered under our installation warranty is re-stretching or damage caused by 3rd parties. We do offer a separate re-stretch warranty. Ask your salesperson for details.

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