

Please sign and return with  
signed estimate and deposit.

## What to do Prior to Your New Hardwood Installation

### If you are removing your existing carpet:

1. Remove the carpet and metal trims prior to the installer's arrival.
2. Scrape all the residual staples (holding the old pad in place) off the floor.
3. Leave all existing tack strips for reuse.
4. Sweep or vacuum the area.
5. If Koeber's is disposing your existing carpet, neatly cut and roll into sections of 40 lbs or less.

### If the installer is moving furniture:

- Our team will remove and reset furniture as arranged before installation- no remodeling of furniture is included.
- Remove all small items such as lamps, knickknacks, plants, pillows, crystal, fragile items, antiques, books, clothing, dishes, and other items of this nature prior to installer's arrival.
- Please provide adequate protected space within reasonable distance to the work area to store furniture during installation.
- Remove all items from closet floors, including closet racks to allow at least 3 feet of clearance off the floor.
- Remove all electronics such as cable boxes, TV's, computers, etc.
- **PLEASE NOTE:** Our installers cannot move excessively heavy or large furniture items requiring more than 2 people or items requiring dismantling, special tools or training. Some pool tables and large clocks can be moved for an additional charge however, it may be necessary to have a professional move these items as re-leveling or programming may be required. On commercial jobs, we do not move store fixtures, computers, equipment, or work stations.

**If the above items listed are not moved prior to the installer's arrival, your installation will be rescheduled.**



Koebers.com CCB #036566

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6710 SW 111<sup>th</sup> Ave.  
Beaverton, OR 97008  
**(503) 641-1901**  
Fax: (503) 671-0808

### Helpful Information

- You need to notify the installer of the location of all under-flooring and door jam wiring as well as radiant heat in the floor prior to start of installation. The installer will use extreme caution however, you are assumed to accept full responsibility for any cutting or interruption of unknown wires.
- Some instances may require your material to acclimate before installation. If this applies to your order, we will be in touch to schedule delivery of material prior to installation.
- You are responsible for adequate heat, power, light, ventilation during the 24 hours prior to the installation. Heat must be a minimum of 68 degrees upon installer's arrival.
- Scuffing of baseboards, railings, wall paint and wallpaper may occur during normal flooring installations. The installer will use extreme caution but will not be responsible for damage or repair.
- We cannot install new plumbing fixtures. If Koeber's will be removing and resetting existing plumbing fixtures, we cannot be responsible for aged or failing parts that can be an issue during the process. Should this occur, we will notify you and delete the re-installation cost on final invoice.
- Koeber's installers will sweep your subfloor and install your flooring in accordance with manufacturers' specifications. If you would like to request we vacuum the subfloor instead of sweeping, there is a \$0.50 per yard charge.
- The price quoted excludes floor preparation, underlayment replacement, or other work necessary to correct unforeseen floor surface defects not apparent during measuring. You will be advised of extra charges at time of installation.
- Upon subfloor exposure we can spot seal odor spots for a minimum charge of \$85 up to \$2.50/yd.
- Occasionally finished flooring heights may require your doors to be trimmed. Koeber's can trim most standard interior doors for \$45.00 each, and pocket doors will be more. However, Koeber's cannot cut exterior weather-stripped doors or special purpose interior doors.
- Due to the nature of our work it is your responsibility to keep children and pets clear of all work areas.
- Koeber's removes all debris after installation and cleans your new flooring as necessary.
- All scraps will be removed, and remaining material will be left for you.
- If we are removing carpet, vacuum prior to removal to help reduce dust.
- We can help minimize squeaks by screwing down the subfloor for an additional charge. We will try to minimize squeaks but can never guarantee the elimination of squeaks.

**FINAL PAYMENT is due upon completion of installation. Please be prepared to pay the installer.**

**Signature:**

**Date:**



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## Hardwood Flooring Product & Install Information

When purchasing hardwood floors for the home, there are many things to consider. This informational guide should help you with a general understanding on how a hardwood will perform and how to prepare your home for installation.

- Performance can vary depending on species, finish, texture, color and proper installation. Koeber's employee installers will install hardwood flooring to specifications set by the individual manufacturer and the wood flooring industry.
- All wood flooring can be affected by moisture (humidity) and temperature. As the flooring adjusts to the seasons, some creaking and physical appearances may change slightly throughout the year.
- Because an engineered hardwood is typically more stable than solid hardwood, we recommend an engineered floor if you are considering a wide plank (over 4" wide). This will vary depending on the species of wood. We can assist you in the process and provide more detailed information on the stability of the flooring you are considering.
- All flooring can be damaged by pets, furniture, high heels and other items. This is considered "normal" wear and tear of a wood flooring.
  - \*Hand scraped/ sculpted and distressed hardwood floors are better at hiding scratches and dents
- Prefinished flooring can be more easily repaired than a sand & stain in home hardwood floor. Prefinished flooring can also be installed while living in the home without offensive odors.
- All wood products will change in appearance as they age. This is considered normal.
- It is recommended to use door mats and area rugs at heavy use areas to protect and minimize upkeep on the flooring.
- Prefinished hardwood flooring must be maintained per manufacturer's recommendations. Koebers will provide a kit for proper maintenance upon completion of installation.
- It is important to protect your hardwood from furniture legs and casters dragging and scratching the floor. We will inspect and apply felt protectors as necessary. It is important that you place felt protection on any additional furniture being placed on the floor, and that it is maintained for the life of the floor.
- Koebers may deliver your hardwood prior to installation date to acclimate. Acclimation allows the wood to adjust to your home's average humidity and temperature before installation.



## Caring for your Hardwood

*A few simple prevention practices will allow your floor to look beautiful for years to come. Follow these easy care and cleaning tips:*

### Temperature & Humidity:

- Keep room temperature a consistent 68°F -72°F.
- Try to maintain a constant relative humidity in the home. Extreme humidity changes over the year may cause the wood to gap, cup, or split if it absorbs too much moisture.
- Do not allow the floor to exceed 80°F.

### Water or Liquid on Hardwood:

- Never allow water or other liquids to stand on hardwood.
- Do not mop or steam hardwood floor.
- Quickly wipe up any spilled liquid from your floor.

### Intense Light:

- Natural changes in color due to normal aging of wood and normal UV exposure is expected.
- Move your rugs occasionally to keep color changes uniform.
- Avoid letting hardwood sit in direct sunlight for long periods of time with blinds from Koebers.

### Floor Protection:

- Attach felt pads under furniture legs.
- Protect high traffic areas (ex: hallways, flooring in front of sinks, and rooms with high usage like a family room) with an area rug from Koebers. If we installed your hardwood, you will receive a 30% OFF discount on area rugs!
- Protect the floor when moving heavy furniture by using a mat turned upside down.
- Watch for high heels or certain types of footwear that may dent your hardwood.
- Place door mats at exterior doorways.

### Cleaning:

- Sweep or use a soft microfiber dust mop 1-2 times per week.
- Avoid dust mops that have been pretreated such as Swiffer brand which can leave a film on your floor.
- If a food, soft drink, sticky or greasy spill occurs, use a hardwood floor cleaning spray as recommended by Koebers and your manufacturer. Always try a damp but well-wrung cloth before using a cleaner.
- If a deep surface scratch occurs use a hardwood touch up pen (Lowe's or Home Depot will have several stain options to match your floor).



**Flexi-Felt Chair Leg Covers**  
Purchase in store or we can apply at installation for \$10 per chair



**Silver Pro Mop Kit**  
Heavy duty aluminum dust mop for hard surface  
\$49.99

If you have specific questions or concerns, call the office at **503-641-1901** or refer to your hardwood manufacturer's specified maintenance program.