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the waterborne finish products and Swedish finish.

Regardless of the type of finish you choose, the single most important factor determining how long the finish will last on your floor is what type and the degree of traffic to which your floor is subjected. A home with 2 adults, 2 children and a dog, for example, will need its floors maintained much sooner and with greater frequency than a single-occupant, no-pet household. Seattle Floor Service does approximately the same number of floors with each type of finish. Please feel free to make an appointment to come to our office and look at samples of each kind of finish.

Repairs

Seattle Floor Service can repair any voids or replace any damaged wood in your floor. We will provide the same species and grade of wood to match your existing flooring, but it is important to note that matching the species and grade will not always provide an exact match in color and grain character. Such discrepancies are to be expected, and Seattle Floor Service cannot be held liable for any such discrepancies. Smaller imperfections, such as holes and gaps between boards, can often be filled rather than repaired. Many older floors do not hold filler well over time, and our customers should expect to do some remedial puttying, especially in high-traffic areas; we cannot unconditionally guarantee that filler will hold in your floor.

Baseshoe Installation

It is not mandatory that the customer remove the existing baseshoe (the bottom strip of molding flush with the floor, often called ‘quarter round’), but Seattle Floor Service cannot guarantee that existing baseshoe will not be slightly scuffed or damaged during the sanding process. Seattle Floor Service will install new baseshoe for an additional charge, but we cannot remove existing baseshoe with the intention of re-installing it.

Wood Stains

For customers who have a specific color scheme in mind, Seattle Floor Service can stain oak floors to almost any color. (Staining fir or maple floors is not recommended — ask one of our estimators for more information.) Brown-tone stains are the most common, and will add some cost and about a day to an average-size job. Pastel, white or “designer” stains will add significant cost and about three days to an average-size job. Seattle Floor Service has extensive experience matching stains to existing wood, but our customers should be aware that staining to match existing wood is not an exact science, and that Seattle Floor Service cannot be held liable for an imperfect match. Whenever possible, we will attempt to show our customers stain samples on their floor part way through the finishing process in order to ensure that our customers are seeing the stain they are choosing on their floor. This step is very important; we cannot lighten or darken a stain once it has been applied, and we cannot re-sand and re-stain the floor without an added charge. For customers who do not have a specific color in mind, we always encourage them to consider foregoing the added time and cost of staining, leaving the floors “natural.” Please ask to speak with an estimator if you have any other questions regarding staining.

Floor Care Products

When the job is complete, we offer complimentary furniture pads and floor cleaner for customers who visit our office. Please contact our office for information about these complimentary products when your floor is complete.



BEFORE WE BEGIN

Description of the Job

Seattle Floor Service will need to have an estimator look at your floor before we can give you a firm price. However, it would facilitate the process if over the phone you can provide us with the approximate size and scope of the job and what type of flooring you have.

Wood Type

We must determine whether your floors are oak, fir, maple, etc., and whether they are top-nailed or tongue-and-groove. Pre-1950 houses are often top-nailed; that is, regular rows of spots are visible where nails have been set and filled. Tongue-and-groove floors lack these characteristic rows of spots. Many homes in the Seattle area have fir flooring in some or all of the home. Fir floors are significantly different from oak and other hardwood floors, and Seattle Floor Service has a hand-out specific to refinishing fir floors. Please ask us for a copy of this hand-out if you have fir floors – it contains important information you should have before deciding to refinish your fir floors.

Floor and Subfloor Preparation

Floors must be completely cleared prior to the commencement of work; **we do not move furniture, and any delays resulting from work areas not being cleared prior to our arrival will be billed hourly.** We also ask that you have all interior doors in the work area removed prior to our arrival. If you cannot remove the doors prior to our arrival, our workers on-site will generally remove them for you. However, we do not return to re-hang doors without an extra charge, and we strongly encourage our customers to remove doors themselves, to ease the process of putting them back once we are done. (Interior doors are rarely interchangeable, and struggling to figure out which door goes where after they were removed by someone else can be time consuming and frustrating.) Customers should consider removing carpet themselves; Seattle Floor Service bills all such services hourly plus disposal fees. Seattle Floor Service does not remove linoleum. **Our customers must be aware that floors which are covered at the time of the estimate may require additional work which may not have been apparent to our estimator.** Removal of adhesive residue and/ or paint is

often necessary prior to refinishing, and Seattle Floor Service must bill hourly plus materials and disposal for any such work. For new installations, the subfloor must be clear and clean; any delays or subfloor preparation work will be billed hourly. (Consult our installation handout or ask one of our estimators for more information about subfloor preparation.)

Painted Floors

Painted floors must be tested by a laboratory for lead content, and if the paint contains lead, it must be chemically removed from the floor prior to the commencement of work. Testing usually costs about \$35, and Seattle Floor Service can refer you to a testing laboratory if you like. If the paint does not contain lead, it can be sanded, but the cost of the job will be significantly higher due to the added labor and sandpaper required.

Scheduling

We usually need two to four weeks lead time to schedule a job. Contact us as soon as you know when you would like the work done, and we will do all we can to accommodate you. We rarely have to postpone a promised start-date for a job. However, Seattle Floor Service cannot guarantee against unforeseen circumstances which may force us to postpone. We will always give as much notice as possible on such occasions, and will attempt to reschedule as soon as we can. We will give you a fairly accurate assessment of how long a job will take, but Seattle Floor Service cannot be held liable if a job takes longer than the initial estimated duration.

Billing

A 50% down payment and signed contract are required to secure a scheduled start date. In the case of installations, an additional 25% of the total bid amount is due upon completion of the installation, prior to finishing. Any and all balances are due upon completion of work. Delinquent accounts are subject to a flat \$100 late fee, plus monthly interest at the highest rate allowed by law, without exception. We accept all major credit cards, and 18% financing is available upon approved credit.

Power Source

Much of our sanding equipment requires 220 volt power. We can plug into the power supply for your electric range, clothes dryer or directly into the circuit breaker panel. Please let us know what power sources are available and which is most convenient to the work area.

Key

Without exception, we **INSIST** that our customers provide us with a key to the jobsite in order to avoid costly and time-consuming delays. We will return your key via mail unless otherwise instructed.

Phone Numbers

Having a jobsite phone number will allow us to keep in contact with our crews, helping us to complete the work as expeditiously as possible and keep our customers up to date as to our progress. A phone number where you can be reached during the day would also be greatly appreciated. If you plan to be out of town, please tell us how we may contact you, or arrange for someone to serve as your contact for us here in town.



AFTER THE JOB IS FINISHED

Getting Back In

Foot traffic may resume in 24 hours (lighter is better for the first few days). We recommend waiting 48 hours (if possible) before replacing furniture. Please consult with us directly before replacing area rugs.

Floor Cleaning and Maintenance

NEVER USE MURPHY'S OIL SOAP. This will make future recoatings with our finishes impossible. Clean the floors only with our prescribed cleaner, or with a mixture of 1 cup white vinegar to 1 gallon of water. **Use a very lightly dampened mop only.** There should be no standing moisture visible after mopping. Sweep or vacuum the floors as needed. We also strongly urge the use of the felt furniture pads we provide. These pads should be checked at least once every six months – if the pads collect enough grit, they become counter-productive. Floors finished with either Swedish finish or waterborne finish will require periodic recoating, especially in heavy traffic areas. Please consult with one of our estimators about when your floor may need recoating.

Dust & Clean-Up

We will work with you to ensure the fewest possible problems with airborne dust. We will hang plastic in door openings adjacent to the work area and vacuum horizontal surfaces in the work area. We encourage our customers to take added precautions with dust-sensitive items, such as computers, other electronic equipment, dishes and glassware, art objects and other items which might be damaged by dust. Whenever possible, such items should be removed far from the work area, and ideally covered with sheets or plastic. Our customers should also mask off or disable all smoke alarms, as the fine sanding dust can cause false alarms. Heating and cooling vents must not be masked; we need the air circulation they provide, and we may need to control the temperature of the work area to facilitate the proper drying of our finishes. We do recommend that you change your air filters once work is completed, or plan to do your scheduled heating/ cooling system cleaning soon after our work is completed. Our customers can

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no guarantees relating to dust containment and cannot be liable for any dust-related damage.

Customer Paint Touch-ups

Our customers should be prepared to do some touch-up painting after our work is completed. We strive to be as careful as possible during our work, but some touch-up painting may be necessary.

Seasonal and Other Long Term Effects on Floors

Wood is a product of nature and as such reacts (not always predictably) to environmental conditions. Therefore, Seattle Floor Service cannot guarantee against shrinkage or cupping of newly installed or previously existing flooring. Some shrinkage and expansion of wood flooring in response to seasonal changes is completely normal and is to be expected. When these seasonal changes do occur, often minor puttying will rectify the situation in the short term. Our customers should be aware that these seasonal changes are often cyclical, and over the course of a few months or a season, such changes will often reverse themselves.

Our customers should also be aware that wood will change color with exposure to light and air. Although our finishes are engineered to minimize the effects of sunlight, over long periods our customers should expect their floors to gradually change color. This color change will be most noticeable where exposed areas can be compared to areas which have been covered, for instance where an area rug has been moved for the first time. Such color differences are normal, and Seattle Floor Service cannot guarantee against such light-related color changes.

Guarantees

Seattle Floor Service is a licensed and bonded company and workmanship is guaranteed for one year. Floor work is not furniture work; a finished floor cannot be compared to a table-top finish. Every floor is unique, and each has its own minor flaws, unique characteristics, high traffic areas, etc., and they are surfaces which are expected to undergo a great deal of wear and tear over time. When refinishing pre-existing floors, Seattle Floor Service cannot guarantee against pre-existing conditions, such as lifting, slash, or knots in boards.

**QUESTIONS? CALL US ANY TIME.
WE ARE HERE TO SERVE YOU!**

- Refinishing
- Swedish Finish
- Hardwood Installation
- FREE ESTIMATES
- Odorless, Nontoxic Finishes
- Large Job Discounts
- Quality, Fast & Affordable
- EXTENSIVE REFERENCES



seattle floor service

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Thank you for choosing Seattle Floor Service. Please take a moment to THOROUGHLY READ THIS BROCHURE, which describes the way we operate and the SERVICES you can expect from us, as well as the HELP and INFORMATION we need from you to ENSURE that we provide you with the BEST WORK POSSIBLE. Our office hours are 8:00 AM to 4:00 PM, Monday through Friday. Please call us at any time if you have any questions; our 24-hour answering service will take your messages after hours.

OUR SERVICES: THE BASICS

Seattle Floor Service installs and finishes new wood floors, and repairs and refinishes existing wood floors. A new installation can take from 1 to 5 days (about 1 day for 300 square feet, an average-sized room). An average refinish job (3 rooms or approximately 400 to 500 square feet) usually takes 3 to 4 days to complete.

The basics involved in a refinishing job are as follows: the floor is rough-sanded to remove the old finish, and a filler which approximates the general color of the wood is trowelled over the entire surface of the floor. In the case of topnailed or surface-nailed floors, each nail is set by hand prior to the application of filler, in order to ensure that each nail-hole will accept filler. Once the filler is dry, the floor is sanded again with a finer sand paper to remove any excess filler and smooth out rough-sanding marks. Next, a very fine sand paper is used for the final sanding pass, to remove any sanding marks left by previous passes. The floor is then screened, a process similar to sanding, but using a milder abrasive screen instead of sand paper. At this stage, the floor is vacuumed, and the first coat of finish is applied. The successive coats of finish are then applied, often with an additional screening between coats.



Installations

There are many product choices available for new floor installations, from traditional wood types and board dimensions to numerous pre-finished and "engineered" flooring products. While there are products available in a wide price range, budget may be just one determinant in choosing a flooring material. Relative durability, design considerations, and subfloor type may also be important factors. If you are considering installing a new floor, we will be happy to send you our handout which discusses the installation process in greater detail. Also, we encourage you to make an appointment to visit our office to look at samples and speak with an estimator about the specifics of your new floor installation.

Finishes

We offer a choice of two finishes, traditional Swedish finish and waterborne urethane finish. Both products provide a highly durable, low-maintenance finish. We offer either product at the same price, but there are differences between the products that merit further explanation.

Swedish finish is an alcohol-based acid-curing conversion varnish. It has been the industry standard for durability in the Northwest for many years, and we consistently achieve excellent results with Swedish finish. Because Swedish finish contains many solvents, it is highly volatile and toxic, and requires special precautions, including customers planning to be off the premises for at least a day or two after the final coat is applied, as well as removing pets and plants from the work area for the same duration. We may also ask that appliances with pilot lights be turned off or disconnected prior to the commencement of work. Please be prepared to re-light any pilot lights which we may have turned off. Light foot traffic may resume and furniture may be replaced after 24 to 48 hours, but the finish is not fully cured for up to 60 days, and therefore area rugs should not be put back on the floor for as long as is tolerable (if areas are covered before the end of this curing period, the covered areas will cure more slowly, and could result in more pronounced color differences between exposed and covered areas).

Waterborne finish is an air-drying urethane-acrylic emulsion. Waterborne finish technology is a relatively recent innovation, and therefore waterborne finish products have yet to earn the same reputation for durability that Swedish finish enjoys. However, we at Seattle Floor Service feel that the waterborne finish products we use are at the leading edge of this relatively new technology, and these products will give you results very similar to the results we achieve with Swedish finish. The primary advantage of waterborne finish products is that they do not contain the same solvents that Swedish finish does, and are therefore much less toxic and allow our customers to get back into their homes a little sooner. There will also be a slight difference in appearance between

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