

## **Please Read, Important Information** **Frequently Asked Questions**

### **Sand, Stain & Refinish**

#### **1. How long does the Sand & Refinish process take?**

-The Sand & Refinish process takes 3-days & nights or longer depending on the size of the job. Stain jobs take 5 days & nights. Note that during the winter months lights may be left on in your home during the job process. They need as much light as possible when coating the floor and can not reach light switches once the floor is wet or when moving from room to room.

#### **2. How many coats of finish will Blair and Son use on my floor?**

-Blair and Son will apply 3-coats of either water base or oil base Finish.

#### **3. Can my family stay in the house during the Sand & Refinish process?**

-No, you as the homeowner will need to evacuate during those 3-days & 3-nights of the process or 5 days & nights for stain jobs. Entering your home during the process may interrupt the curing time of your floor.

#### **4. Do I need to remove my personal belongings and furniture?**

-Yes, you need to make sure all personal belongings (pictures, clothes, pantry items, plants, fish, etc..) and furniture are removed from the area Blair and Son will be working.

#### **5. Can our family pets stay in the home?**

-No, Your, pets will need to be taken with you or boarded at a pet boarding facility.

#### **6. How do I leave Blair and Son a Key to my home?**

-Blair and Son will safely store your key in a secured lock box while the job is being completed. For the security code to the lock box and other instructions regarding the key, please contact our office. Please note that our arrival time is subject to the rhythm of the scheduled work and we can not know what time our team will arrive other than our starting day.

#### **7. Do I need to empty my Refrigerator?**

-Blair and Son will leave your Refrigerator plugged in (so no need to empty it) while they slide it out of its spot to sand and apply two coats of finish under it, we then slide it back in once dry and apply the third coat around it to ensure that no scratches happen post refinish.

#### **8. Will my new/old floor change color over time?**

-Yes, almost all woods darken over time. This depends upon the exposure of ultraviolet light & the type of wood specie. Some exotic species may become redder over time.

#### **9. How long should I wait to put my area rugs back on, my, hardwood floor?**

-Area rugs should not be placed on a newly finished floor for about 4-6 weeks, due to possible chemical reactions from rubber backing and or UV color in change in the early weeks of having the floor finished.

#### **10. Will my base molding need to be removed for a Sand, Stain and finish or refinish?**

-No. We find that removing the base does more damage than leaving it in place, however, you will be responsible for necessary touch up after a stain or the occasional sanding machine marking.

**SEE REVERSE SIDE FOR INSTALLATION & MAINTENANCE**

**Note: Upon return to your home expect blue tape to be there protecting carpet or other areas from the finish application. Please feel free to remove this. Also, there will be some dust present. We are not 100% dust free. We do our best, but some clean-up will be necessary.**

## **New Installation & Vents**

### **1. How long does it take for a new installation?**

-Depending on the size of the home, it may take 1 or more days for the installation.

### **2. Does my wood floor need to acclimate?**

-Your wood floor will need to acclimate for about 1- week in your home installed before any finishing is done.

### **3. Should my heat be turned on during the acclimation process?**

-Yes, your heat should be set at a constant 65-75 degrees.

### **4. Will I be able to pop my vents out once they are installed and finished?**

-Yes, they will initially be finished in place with the floor. We do that because they would otherwise not sit flush with the floor. You will need to take a blade or knife and break the seal around the perimeter of the vent. Use a screw driver to pop them out at the first slat of the vent. Wait at least one month post completion of floor before attempting this. We do vacuum out the vents before we apply the finish. If you are having trouble call the office and we will set up a time to come out and do it for you.

## **Maintenance**

### **1. How do I clean my hardwood floor?**

-Blair and Son recommends damp mopping with the Woodwise Mop kit system, sold at the Blair and Son showroom. You may also damp mop with Vinegar & water (1-cup vinegar to 1-gallon water). Anything, you can use on your windows you can use on your Swedish finished floor.

### **2. Should I use protectors under my furniture to prevent from scratching?**

-Yes, you can purchase e-z glide protectors at the Blair and Son showroom, or simply call the showroom for e-z glides to be delivered when we start your job.

### **3. Can I use wax cleaners or oil's?**

-No, it is not recommended and cause fisheye to occur upon your next refinishing. It also causes the floor to dull and become very slippery.

-Call the office to learn more about Woodwise, a special cleaner for your Swedish Finished Hardwoods.

## **FIRE HAZZARD:**

**TURN OFF ALL GAS PILOT LIGHTS IN THE HOME FOR ALL JOBS WITH FINISH BEING APPLIED. DO NOT Turn OFF DURING INSTALLATION OR ACCLIMATION**