



Installation Preparation & Customer Checklist

Thank you for choosing Kelwin's Coastal Carpets! To ensure a smooth and efficient installation, please follow this guide to prepare your home.

Before Installation

1. Furniture & Room Preparation

- All furniture, breakable items, and decorations must be removed from the installation area.
- Large items like beds, wardrobes etc, must be emptied.
- If furniture moving is required, we offer a service for an additional fee.

2. Removing Existing Floor Coverings

- Old flooring (including underlay) must be removed before installation.
- We can provide this service for a fee, which will be quoted in advance.
- Subfloors must be in a suitable condition for new flooring. Any extra preparation required (e.g., leveling, moisture barriers) may incur additional costs.

3. Electronics & Appliances

- Disconnect and remove TVs, computers, and other electronic items from the installation area.
- If kitchen or laundry appliances (e.g., washing machines, dishwashers) need to be moved, a qualified professional should handle the disconnection.

4. Door Adjustments

- Some doors may need to be removed and refitted for proper clearance.
- Trimming doors is not included in our service and should be arranged separately if needed.

5. Access & Safety Considerations

- Installers will need access to power and a space to store materials (garage, patio, or carport).

- Smoke alarms in the immediate installation area may need to be temporarily covered or isolated — please consult your installer if unsure.
 - Fire sprinklers may be affected by heat from the installation process; it is the customer's responsibility to prevent this issue. Customers with fire sprinkler systems should arrange for a qualified technician to isolate the relevant zone prior to installation.
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Installation Process

1. Carpet Installation

- Carpet is stretched tightly against skirting boards, which may cause minor scuffing. Marks on well-painted walls should wipe off easily.
- If additional floor preparation is needed, extra charges may apply.

2. Vinyl & Hard Flooring Installation

- Some subfloor preparation may be required to ensure a smooth, even surface.
- Existing floor irregularities (such as undulations) may remain visible.
- Adhesives used for installation require proper ventilation, and the area may be off-limits for a short time.

3. Post-Installation Care

- Ensure good ventilation for at least **72 hours** after installation. Fans can help speed up adhesive curing.
 - If sanding is required, cover nearby furniture and fixtures for protection.
 - Adjustments to door heights may be necessary and are the consumer's responsibility.
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Additional Notes & Exclusions

- Subfloor preparation beyond what was initially quoted may result in additional charges.
- Uplifting and disposing of vinyl floors, adhesives, or coatings not specified in the quote is not included.
- Carpet seams, variations in texture, or slight shade differences are normal and not considered defects.
- Cleaning and maintenance should follow manufacturer guidelines to maintain warranty coverage.
- **CANCELLATIONS:** require 48 hours' notice prior to Installation. Less notice will incur a \$250 Loss of Day Service Fee as Installers are independent contractors scheduled for your job. By proceeding with your installation booking, you confirm you have read and understood this checklist.