



Installation Guide

A quick guide on how flooring and window installation works at Fowlers Carpets + Blinds



INTRODUCTION

Thank you for choosing Fowlers Carpets + Blinds.

This installation guide has been designed to help you understand the installation process we use at Fowlers Carpet + Blinds.

All our installers are independent contractors. This means that they run their own installation businesses and we are not responsible for the installation. We work hard to source the best installers for our customers. Most (but not all) of our installers work exclusively for Fowlers Carpets + Blinds customers.

Fowlers Carpets + Blinds will help to co-ordinate your install but the install is performed by the independent contractor.

- We will call you 1 month before your expected install date to check the progress of your new home or renovation.
- If you need to notify us of your install date please give us 2-3 weeks notice so we can secure an installer for you.
- Once the install is confirmed, if you need to change the date it may take us 1-2 weeks to accommodate your new date if our installers are heavily booked.
- We may need to juggle jobs so your date may change.
- We always do our best to accommodate all our customers.
- We will call you 10 days prior to install to request final payment and confirm your install.

OUR PROMISE TO OUR CUSTOMERS

We support all our customers during the installation process. If you need help or notice issues during or after the installation please contact your sales consultant. We are here to help.

IMPORTANT POINTS - PLEASE READ

Install fees are paid directly to installers on the day.

Please check the job before making the payment. Making the payment confirms that you are happy with the installation.

All our installers give a 12 month warranty on their installation.



BOOKING AN INSTALLATION

1/ How to book an installation

- Booking an installation is easy. Simple call us on 02 46461812. Please ask for your sales consultant. **Please give us 2-3 weeks notice if possible.**
- Based on your requested day and time we will select an installer for you. If you have used one of our installers in the past or have a preference for which installer you would like to use – please let us know and we will do our best to accommodate you.
- You will receive an SMS with the name of your installer and their mobile number. This is so you can co-ordinate with them on the day.
- We will notify the installer of your booking.

2/ How to change an installation date

- Simple call us on 02 46461812. Please ask for your sales consultant. Once the install is confirmed, if you need to change the date it may take us 1-2 weeks to accommodate your new date if our installers are heavily booked.
- We may need to juggle jobs so your date may change. Please understand that this is so all our customers can get their installs done in an efficient and effective manner.
- We always do our best to accommodate all our customers and their requests.



CARPET INSTALLATION

1/ Take up and disposal of existing carpet

Take up and disposal of existing carpet: If you have requested and paid for the take-up and disposal of the existing carpet the installer will remove the existing carpet and underlay from the premises and dispose of it appropriately. Please be aware that there can be a lot of dust / dirt / sand / etc that may have built up over time in the existing underlay. While the installers will clean the flooring prior to installation of the new carpet, please be aware that some dust may collect on benches, frames, skirtings, etc.

If you have not requested take up and disposal of existing carpet during the sale process but would like the installer to take up and dispose of the existing flooring please contact your sales consultant to obtain a quote.

2/ Furniture Removal

If you have requested for the installer to move your furniture during installation please prepare by:


- Removing all items, trinkets, etc from draws / shelves of the furniture;
- Unplugging any electrical equipment;
- Locating any implements required to dismantle furniture that are specific to that piece of furniture.
- Note: Any large, heavy items of furniture, furniture of significant monetary or personal value, and items such as billiard tables and pianos must be moved professionally.

If you have not requested furniture moving but require it please contact your sales consultant.

If the installer is not informed of furniture moving requirements prior to arriving at your premises they may not be able to undertake the installation for the rooms that have furniture.

3/ Carpet “blooming”

Carpet is stored for a period of time in rolls and is also delivered in rolls. This can cause the carpet to appear flattened when first unrolled and installed in your home. New carpets following installation will “bloom” within the following 2-3 weeks and after vacuuming any flattened appearance will disappear. If a customer believes their newly installed carpet appears flattened they should allow 3 weeks before contacting Fowlers Carpets + Blinds to allow time for the carpet “blooming” process to occur.



INSTALLATION OF TIMBER, OAK, BAMBOO, LAMINATE FLOATING FLOORS

1/ Removal and refitting of skirting boards

Customers may choose to have skirting boards removed and reattached during the installation of laminate, bamboo or timber flooring. This can result in damage to the skirting boards and may result in damage to the wall areas surrounding the skirting boards. This damage is unavoidable and can be due to the method in which the skirting boards were originally attached; which cannot be determined until such time as removal is attempted.

As discussed during the sale process with your Fowlers Carpets + Blinds consultant we advise that where skirting boards are removed and reattached by the installer, the customers will need to engage, at their own cost, the service of a painter or “fix it” person to fill nail holes, cracks, gaps and any wall damage and to repaint the damaged surfaces.

It is highly recommended that you arrange for the purchase, installation and painting of new skirting boards instead of replacing the existing skirting boards. This would be undertaken at the expense of the customer not Fowlers Carpets + Blinds.

2/ Stair non-slip surface requirement

The Building Council of Australia (table 3.9.1.1 of the BCA 2015) has a mandatory requirement that non-slip tape be installed on all stairs where hard flooring is being installed. Your Fowlers Carpets + Blinds installer must install the tape. The tape we use is a clear tape called Safety Stride Non-Slip tape. We have the certificate to verify that this tape meets the standard.

3/ Furniture Removal

If you have requested for the installer to move your furniture during installation please prepare by:

- Removing all items, trinkets, etc from draws / shelves of the furniture;
- Unplugging any electrical equipment;
- Locating any implements required to dismantle furniture that are specific to that piece of furniture.
- Note: Any large, heavy items of furniture, furniture of significant monetary or personal value, and items such as billiard tables and pianos must be moved professionally.

If you have not requested furniture moving but require it please contact your sales person.

If the installer is not informed of furniture moving requirements prior to arriving at your premises they may not be able to undertake the installation for the rooms that have furniture.



INSTALLATION OF VINYL FLOORS

1/ Floor Preparation

Floor preparation is required for most installations in order to make the floor a satisfactory level. No sub floor is totally flat nor totally smooth. Our floor preparation processes are designed to remove major bumps and dips. However we are NOT able to make any sub floor mirror smooth or flat. This means that there may still be undulations seen by the eye when sun shines on the floor. This is considered satisfactory under Australian Standards.

Floor Preparation Time

Where floor preparation is required prior to the installation of the vinyl floor product, time will be required for the floor preparation compound to dry and harden. This typically requires floor preparation to be done one day and then the installation to be done the following day. This means for most installations they will take **more than one day**.

Floor Preparation Allowance

If we are measuring your job off the plan for a new home we do not have the opportunity to inspect your sub floor before the installation. We will make an allowance for floor prep. When the installer arrives to begin the job he will inspect the sub floor and let you know before he begins whether additional floor preparation is required. **We can't determine floor preparation accurately from the warehouse but we do provide a best estimate based on the type of sub floor in your home.** It is at your discretion whether you decide to proceed with the additional floor prep charges. You can elect not to have the additional floor prep done. However neither Fowlers Carpets + Blinds nor the installer can be held liable for any bumps, undulations, dips that are seen in the floor.

If we are installing the floor in an existing home we will ask our installer to perform a check measure. We will then provide an estimate for the floor prep. However at this time the installer can't inspect the sub floor as it may be obscured by the existing flooring. Additional floor prep may be needed once the old floor is removed.

Your sub-floor determines the amount and type of floor preparation required. The floor prep charges are paid in addition to the \$20sqm install fee:

1/ Floor Preparation Cont.

Concrete Slab

- Will require a grind and skim coat of ardit - \$15sqm

Timber Flooring/ Yellow Tongue Particle Board

- Will require masonite to be laid first and the vinyl to be installed on top - \$20sqm

Over Tiles

- If we are installing the flooring over the top of the tiles then this will require a float coat of ardit - \$25sqm
- If the tiles are being removed then we need to grind and flood coat of ardit - \$35sqm

2/ Furniture Removal

If you have requested for the installer to move your furniture during installation please prepare by:

- Removing all items, trinkets, etc from draws / shelves of the furniture;
- Unplugging any electrical equipment;
- Locating any implements required to dismantle furniture that are specific to that piece of furniture.
- Note: Any large, heavy items of furniture, furniture of significant monetary or personal value, and items such as billiard tables and pianos must be moved professionally.

If you have not requested furniture moving but require it please contact your sales person.

If the installer is not informed of furniture moving requirements prior to arriving at your premises they may not be able to undertake the installation for the rooms that have furniture.

3/ Windows with direct sunlight

On the day of installation please discuss all windows with received direct sunlight with your installer. If vinyl plank is being installed in front of a westerly facing windows that will receive a lot of sun we need to make sure that window coverings are being installed on the window and a different type of adhesive is applied to the floor to ensure that the planks won't lift due to intense heat. Note - if you are not installing window coverings then you void the warranty from the manufacturer.



INSTALLATION OF BLINDS & SHUTTERS

1/ Removal of existing blinds and shutters

If you have requested and paid for the take-down and disposal of the existing blinds and shutters the installer will remove the existing blinds and shutters from the premises and dispose of them appropriately. Please be aware that screw holes will be left behind in the architraves or walls when the blinds and shutters are removed. Our installers will do their best to gap fill these holes however it may require paint to remove the sight of these holes altogether. Customers may need to engage, at their own cost, the service of a painter or "fix it" person to repaint the area where the original blinds or shutters were attached.

If you have not requested take down and disposal of existing blinds and shutters during the sale process but would like the installer to take down and dispose of the existing blinds and shutters please contact your sales consultant to obtain a quote.

2/ Time taken to complete installation

Our blinds and shutter installers will typically have more than one install in a day. We provide our customers with an estimate of when we expect our installer to arrive at your home. Sometimes the install before your home takes longer than we expected for a number of reasons. We always do our best to get the job installed quickly but we also want to make sure it is done to Australian Standards which may mean additional time is required. We will notify you if we are running late but please be understanding that this is sometimes out of our control.



INSTALLATION DAY CHECKLIST

This quick checklist is designed to help make installation day go smoothly.

1/ Before Installation

- Ensure all valuables have been put away
- If you are moving the furniture make sure it is out of the way and there is a clear path for the flooring product and the installer to be able to enter the home.
- If you are removing the existing floor, make sure it has all been removed and there is a clear path for the flooring product and the installer to be able to enter the home.
- Have the installer payment – cash or cheque ready for payment
- Meet the installer at the job and discuss the work to undertaken. Ensure you are both on the same page about what the job involves and the amount to be paid BEFORE they start.
- If there is any discrepancies between the amount discussed and the amount quoted please call your Fowlers Carpets + Blinds Sales consultant.
- Discuss windows with direct sunlight if hard flooring is being installed.

2/ After Installation

- Walk around your home and inspect the job. Check joins and stairways.
- Make sure you are happy with the installation.
- If you notice any issues, raise it with the installer. They will fix it.
- Once you are happy that the work has been completed satisfactorily then pay the installer for their work.



COMMON INSTALL ISSUES

1/ Damage to skirtings, walls and architraves

All our installers work hard to minimise any damage to skirting, walls and architraves. If you notice any damage please raise this with the installer on install day. They will arrange for it to be rectified.

2/ Install amount charged differing to amount quoted

With the exception of luxury vinyl plank where additional floor prep is required, the price the installer asks for should be the price quoted by your Fowlers Carpets + Blinds Sales consultant. If not please call your Sales consultant so we can help resolve the issues.

3/ Install taking longer than expected

Your Fowlers Carpets + Blinds Sales consultant will do their best to advise on the length of time for the install. Sometimes the install will take longer than expected because additional floor prep is required or other unforeseen things. We always do our best to get the job installed quickly but we also want to make sure it is done to Australian Standards which may mean additional time is required.

4/ Install mistakes, errors or messiness

If you notice any mistakes, errors or messiness with the install please raise it on the day so it can be rectified immediately. We ask all our installers to clean up after the install. If you are not happy with the cleanliness of our installers please contact us. If you notice any issues after install day please call Fowlers and ask for Sarah who looks after After Sales Service.



FIRST 30 DAYS
FIRST YEAR

1/ First 30 days

In most cases if there is a product fault it will show within the first 30 days after installation. If you notice any issues with your flooring or window coverings within the first 30 days please call Fowlers and ask for Sarah who looks after After Sales Service. Fowlers will come and do an inspection to ascertain if it is a product fault or an installation issue. We will arrange for either the manufacturer or the installer to rectify the issue.

2/ First Year

Our installers offer a 12 month warranty on their installs. If you notice any issues with your flooring in the first year please call Fowlers and ask for Sarah who looks after After Sales Service. Sarah will arrange for the installer to inspect the floor to assess the issue. If it is an installation issue then the installer will rectify it. If the issue is a product issue then Fowlers will arrange for the manufacturer to conduct an inspection and rectify it.

Please note that with our Australian climate there will be movement in ALL hard flooring. Your floor will expand and contract across the year. This may cause small gaps to appear in your flooring – this is considered satisfactory under Australian Standards.

A note on water and sun damage

Neither Fowlers Carpets + Blinds, our manufacturers or our independent contractors are liable to replace flooring that has been damaged by water. If your floor becomes covered in water due to a leak or storm damage an insurance claim must be raised.

All manufacturer warranties required window furnishings to be installed on windows to minimise sun damage. If flooring is being installed in front of windows that will not be covered with window coverings please notify your installer and be aware that this may be voiding your warranty.

FLOORING



CARPET



LUXURY VINYL TILES



BAMBOO



LAMINATE



TIMBER

PACKAGE FLOORING +
WINDOW COVERINGS
AND SAVE!

WINDOWS

