



Carpet Installation

Discussion Guide



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Building the Order



When building an order there are several things that need to be considered:

- **Type of Product** – The customer's choice in carpet will determine the type of padding needed for the installation.
- **Seam Location** – The customer should be made aware that seams are not completely invisible. The customer should also be made aware of the seam location and options to reduce or eliminate seams by ordering more carpet or a larger width carpet.
- **Removal of Existing Floor** – The customer has the option to remove their own existing floor. There is an additional charge if the customer wants the installer to remove the existing floor.
- **Haul Away of Existing Floor** – The customer has the option to dispose of the old flooring themselves. There is an additional charge if the customer wants the installer to dispose of the existing floor.

Building the Order Cont'd



- Furniture Move – All closets should be emptied (up to 4'). There is an additional charge for moving furniture for the customer, however installers do not move electronics, breakables or items such as antiques, pianos, and waterbeds.
- Steps – There is a separate charge for installing on steps. There are two categories of steps, waterfall/box and spindles/custom.
- Miscellaneous – Site conditions vary. Some installations will require ramping in doorways, new tack strip, and sub floor preparation. Some services may require an additional charge.
- Product Arrival – The associate that closes the order with the customer should inform the customer of the shipping process and estimated arrival date of the carpet.

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- Upon receipt of the PO, an email is sent to each customer. The email contains helpful hints regarding the installation as well as a detailed description of the installation process.
- Once the product is received the customer is contacted to schedule the installation.
- The morning of the installation, the customer is contacted with the name of the installer and the arrival window is confirmed. An email is also sent out with a picture of the installer so that they know who will be arriving to their home.
- The customer is contacted to ensure the arrival of the installer within the designated arrival window.

“What to Expect”



The “What to Expect” document is emailed to the customer as soon as USIG receives their PO so that the customer can be prepared before, during, and after the installation.

Flooring Installation: What to Expect

GETTING READY FOR THE INSTALLATION (Continued)

- ☐ **Painting and Construction** (for newly constructed rooms/houses)
Be sure all construction is completely closed in with drywall and plaster finish. Allow two weeks for freshly painted areas to dry and cure before the flooring installation date

Molding

- ☐ If you have purchased new base molding or quarterround, ensure the molding is painted/stained at least 24 hours prior to the installation. Molding should be completely dry and ready at start of installation. Inform the Authorized Service Providers that you would like the molding and/or quarterround installed

Cutting Space

- ☐ Most flooring installations require an area where the materials can be cut. Inform your Project Expeditor if you have a preference where this area should be

Cancellation and Schedule Changes

- ☐ If you have any issues with your installation date and need to reschedule, call The Home Depot as soon as possible in order to not incur any additional cancellation charges

WHAT SHOULD I EXPECT DURING THE INSTALLATION?

Flooring installation is a construction process which is customized to fit the style of your home. As in any construction process, there is always a chance of unforeseen issues. Some issues cannot be detected until the installation process has begun (i.e. moisture damage, floors with structural damage, asbestos floors, etc). If unforeseen issues are discovered upon the removal of current flooring, a change order may be required and additional charges may apply to the installation.

Product Inspection

- ☐ Once the flooring product(s) have been delivered to you, please inspect the materials to ensure that everything is as ordered prior to the installation

An adult over 18 years of age with the authority to make decisions must be present at the time of installation. Once the installation begins, the entire process takes an average of 1 to 5 business days. This includes:

- ☐ Moving normal household furniture (up to 5 pieces per room)
- ☐ Light preparation of existing floor
- ☐ Installation of the new flooring
- ☐ Inspection of the finished flooring

Because flooring installation is a construction process, expect loud noise, residual dust, and no usable access to the installed room(s) during the installation.

AFTER THE INSTALLATION

- ☐ After the new flooring installation is complete, inspect the work by conducting a walk-through with the Authorized Service Provider. Please express any concerns at this time to the Authorized Service Provider
- ☐ Although the Authorized Service Providers are cautious and careful, normal installation methods may slightly scuff the existing baseboards or walls. Please expect minor touch-up painting after the installation
- ☐ Inspect all doorways where flooring was installed. If you have purchased a thicker carpet, carpet pad, or if a new subfloor was placed on top of an existing subfloor, you may need to have your doors trimmed to accommodate the new flooring height level
- ☐ Sign the Customer Acceptance form, indicating that the installation has been completed to your satisfaction
- ☐ Adhesives used for the installation can produce strong odors. It may be necessary to ventilate your home after the installation
- ☐ Changing your air filters is an important follow-up to your installation
- ☐ Visit us at www.homedepot.com/install for more information about your new flooring

Customer Satisfaction

Your satisfaction is very important to us and we want to ensure that you have a great experience with The Home Depot. If any issues or concerns arise during or after the installation that can not be resolved by your Project Expeditor or by the Authorized Service Provider, please contact The Home Depot store and ask to speak to the Store Manager.

You will be receiving a brief survey after your installation to ensure that your installation was performed professionally and finished with quality. Your feedback is very important to us and we value your business at The Home Depot. Thank you again for choosing The Home Depot as your Home Improvement provider.

Questions about your installation? Visit www.homedepot.com/install or call your Flooring Project Expeditor.



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- Installer will verify the carpet with the customer or an adult over the age of 18 prior to starting the installation.
- Installer will confirm the pad type with the customer.
- Installer will walk the job with the customer to review seam placement and layout.
- Installer will roll out the first 20 feet for a visual inspection.
- Installer will tear out existing flooring (if applicable).
- Installer will complete the installation.
- Installer will walk the job with the customer and have the waiver signed.
- Installer will encourage the customer to participate in a survey.

Inspection of Carpet



After verifying the carpet and reviewing the layout with the customer, the installer will roll out the first 20 feet of the carpet for a visual inspection. The installer is looking for any signs of damage or mill defect.

Did you know?: *Defects can occur further than 20 feet into the roll, but in many cases this inspection will reveal any signs of a defect.*



Removal of existing flooring



Once the new carpet has been inspected, the installer can begin the removal of the existing flooring. (The customer may have chosen to remove their own existing flooring, in which case this should have already been done prior to the installers arrival.)

Did you know?: *Installers cannot remove pet stained/soiled carpet.*

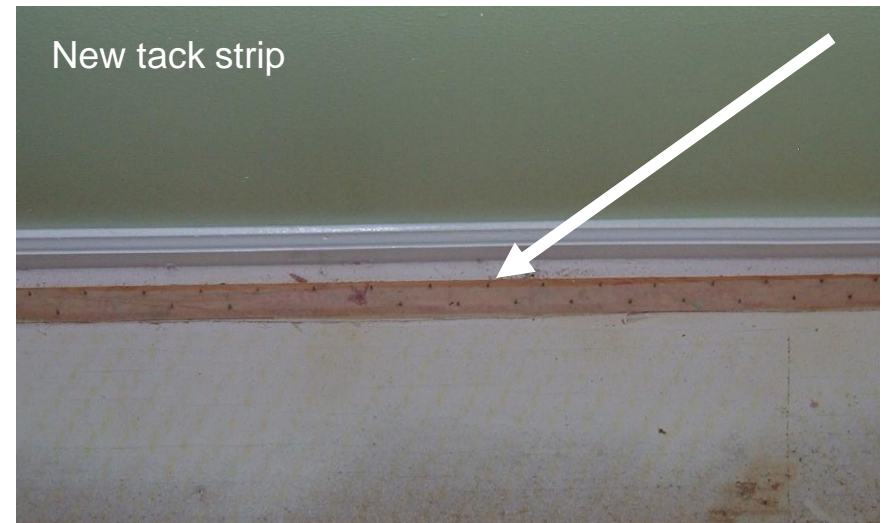


Tack Strip



Once the old flooring is removed, the installer will inspect the tack strip for damage. If the tack strip needs to be replaced, the installer removes the damaged area and replaces it with new tack strip.

Did you know?: *Tack strip is not replaced unless it is damaged. Replacing tack strip that is not damaged can lead to damage to the sub-floor.*



Sub Floor Preparation



Once the tack strip has been inspected (and replaced if needed) the installer clears the sub-floor of any debris and vacuums.

Did you know?: *Some sub-floors may require repairs such as patching. Minor sub-floor preparation is included with the basic installation.*



Installation of Pad



After the sub-floor has been vacuumed, the installer will begin installing the pad. The pad is usually run perpendicular to the carpet and taped at the seams.

Did you know?: *Different types of carpet require the use of different types of pad.*



Installation of Carpet



After installing the pad, the installer will begin the installation of the new carpeting according to the layout.

Did you know?: *Minor scuffing of the walls can occur due to the rough backing of the carpet and the size of the roll.*

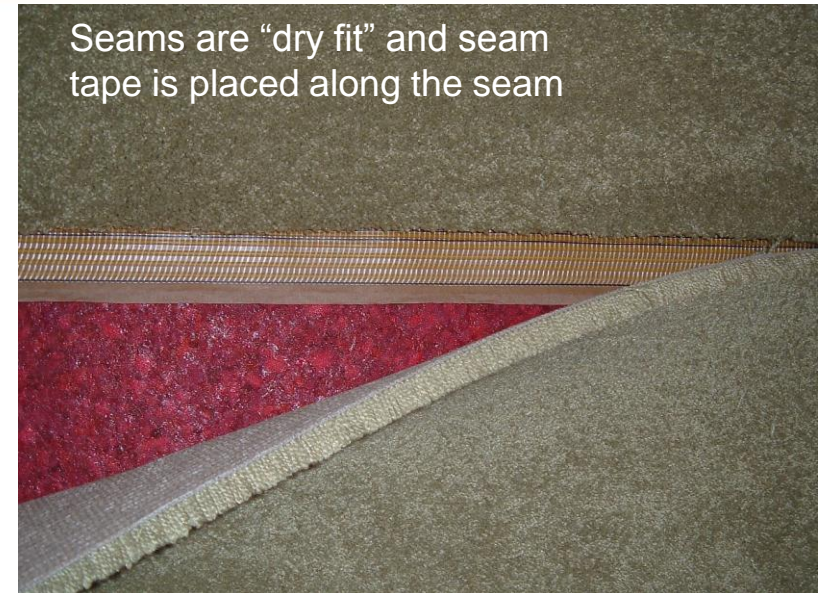


Seam Preparation



Once the carpet is in position, the installer will prepare the areas that need to be seamed. Prior to seaming together, both raw ends need to be sealed with seam sealer. This will prevent the edge from raveling causing seam separation or tuft loss.

Did you know?: *The layout should keep seams to a minimum and the main floor traffic should run parallel to, rather than across the seam.*



Burning Seams



After applying the seam sealer, the installer uses a seaming iron to “burn” the seams. The heat of the seaming iron melts the glue on the seam tape creating a bond between the tape and the backing of the carpet.

Did you know?: *Seams are not invisible. Certain factors, such as the type of carpet and the lighting, can increase the visibility of seams.*



A tuft roller can be used to “blend” the seam area on a plush carpet.

Stretching



Once the seams have been completed, the installer will stretch the carpet and firmly hook it to the tack strip. Stretching the carpet will prevent wrinkling and buckling over time.

Did you know?: *A full sized power stretcher can be too large for some rooms. The use of a mini-power stretcher can be sufficient in many smaller rooms.*



A power stretcher



A mini-power stretcher

Finishing at the Wall Line



Once the carpet has been stretched and hooked to the tack strip, the wall edges are finished. The carpet is trimmed leaving sufficient material to be tucked into the gully.

Did you know?: *Minor scuffing and scratching of the surface finish on baseboards and moldings may be unavoidable during the tucking process.*

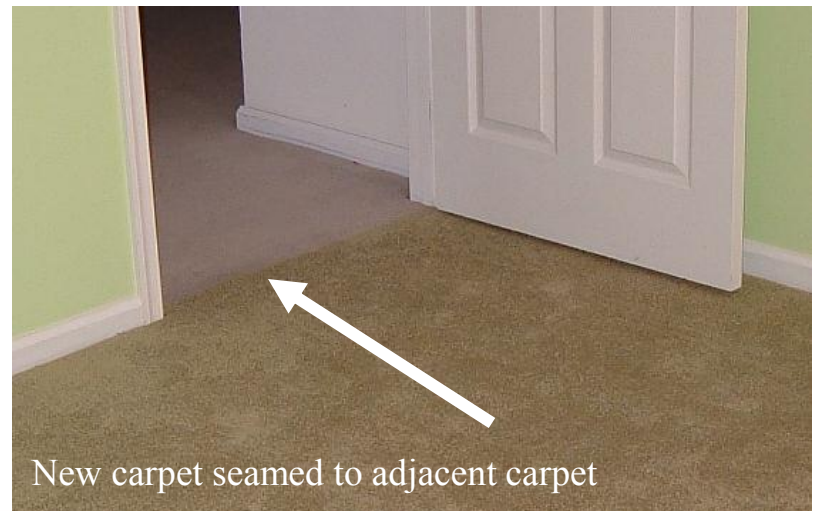


Doorways



Once the wall line is tucked, the installer will complete the installation at the doorway. Depending on the material on the other side, transitions may be needed.

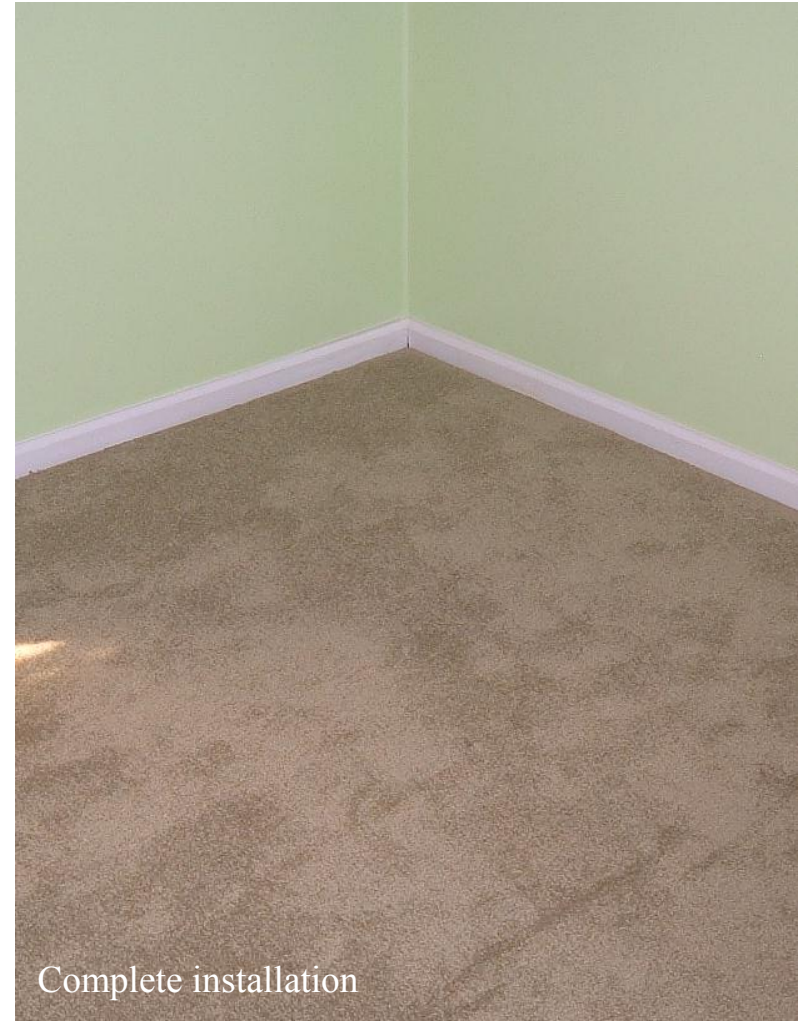
Did you know?: *When transitioning to tile, a metal transition does not need to be used. The carpet can be tucked directly to the tile.*



Finishing Touches



Once the installation is complete, the installer clears all of the installation debris and vacuums the new carpeting. The installer then walks the job with the customer to ensure customer satisfaction.



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Even with the best preparation, issues can arise on job sites. Some of the most common issues are listed below:

- Customer Preparation – Although USIG reminds the customer that they must move all electronics and breakables, customers may not have them moved at the time of installation. Customers that chose to move the furniture themselves often ask the installers to help them upon arrival.
- Color –Customers may not realize that dye lots can vary and although it may be close in color, the product received will not be the exact color of the sample they chose in the store.
- Seam Location – If seam location was not confirmed with the customer at the time of order, the customer may reject the seam location at the time of install. If the customer chooses to change the seam location, it may result in having to reorder carpet for the entire job.
- Removal of Existing Floor – Customer did not pay for removal but has not the removed the existing floor themselves, or has removed the floor but believes that the haul away/ disposal is included.

Troubleshooting Cont'd



- Product defect – Carpet is manufactured by machinery and can sometimes have defects, some of the most common are:
 - Delaminating - backing peels off
 - Loose tufts - fibers pull from the carpet
 - Holes or runs in the carpet
 - Dye lot variance – color varies from one end to the other also referred to as a side match issue when the carpet is seamed together and sides vary in color
- Doors – New carpeting is often thicker than the old flooring which will require that the doors be trimmed to swing freely. Installers do not trim doors.
- Wires under carpet – Customers may request that cable wires (or any other wiring) be run under the carpeting. This poses a hazard and voids the product warranty.
- Reorder – In the event an additional or replacement piece of carpet needs to be ordered, the dye lot must match the original carpet.

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The Home Depot and USIG strive to ensure customer satisfaction. Setting the correct expectations for the customer regarding every aspect of the installation is the first and most important step in providing an excellent customer experience.

Q&A