

Cross Carpets have developed this easy to use *'Pre-installation Customer Checklist'* to assist you to prepare for your carpet installation, allowing Cross Carpets to install your new flooring as quickly and as efficiently as possible.

- Painting** – ensure all painting areas are completely dry. Skirting needs to be painted all the way to the subfloor to ensure existing paintwork is not exposed.
 - Door Clearances** – all doors should be cut to required clearance height from the subfloor. Clearance measurement will be provided on your Flooring Proposal or Sales Agreement. Please ask if you cannot find this measurement (height is in millimetres).
 - Subfloor levelling & acoustics** – all fixing of subfloors by builders or contract levellers should be completed in time to allow for curing as per manufacturers' specifications.
 - Wiring (electrical, telephone, speakers), Pipes (gas, water) & Under floor heating** – notification of all wiring & pipes must be conveyed to our Installation Coordinator. All subfloor wiring and pipes need to be clearly marked to prevent damage. Pad style under carpet heating may require a specific underlay and must be discussed with your Flooring Consultant. Additional installation charges may apply. Wiring must be laid by a qualified technician to Australian Safety Standards.
 - Payment for materials** – is due before carpet can be cut to size for your installation.
 - Site cleared** – the site needs to be cleared of all builder's debris (including gyprock, paint, timber etc) & swept in preparation for installation.
 - Take up and removal (if client doing themselves)** – all take up (carpet & underlay) must be removed from areas new carpet is to be installed. Please leave existing carpet gripper, damaged areas will be replaced. All nails and staples exposed on top subfloor must be removed or hammered in. Any underlay stuck to subfloor must be scraped off and floors need to be level. Please sweep and/or vacuum in preparation for installers.
 - Furniture (if client moving)** – all furniture should be removed from areas carpet is being installed. Empty room of all furniture including bookcases, cabinets, TV cabinets, moveable and built-in wardrobes including items on the robe floors, and any other items of furniture or storage that are required to be moved.
 - Furniture (if installer moving)** – customers must organise professional movers to move grand pianos and billiard tables. Remove and replacement of full length window shutters will also require a qualified tradesperson. Please request our Furniture Preparation Requirements for further information.
 - Strip all beds of linen and disassemble.** Remove any breakables, artwork, antiques and valuables from work areas.
 - Disconnect all electrical devices prior to installation.** Including tv, stereo, computers etc. Please employ a qualified tradesperson if you are unable to complete this task yourself, as our tradespeople are not qualified to assist.
 - Payment is due before carpet is cut or installed.** Please organise method of payment at least two days prior – eftpos, credit card, cash, cheque or direct deposit. Please email your bank transfer receipt if paid by direct deposit or bank transfer.
 - Electricity** – needs to be available on site.
 - Parking & Access (including keys & access codes)** – installers require that they have safe entry for carrying equipment and heavy materials into work areas. Installers are not permitted to carry materials up ladders or across gangplanks.
 - Areas Clear** – for safety reasons the area in which installers are working must be clear of other tradesmen, children and animals.
 - Alarm (fire & security)** – all smoke detectors will need to be covered during carpet joining procedure (please have covers available). Security pads in carpets may need a quality electrician to connect/reconnect.
- PLEASE NOTE:** furniture will only be returned to the room from which it was moved, if moving of furniture is included in your quote. Installers will not move your furniture to alternate locations, or up/down stairs.

