

D.H.B. Floors Inc.

Finding Your Perfect Finish Since 1988

FAQ's

We understand that making an investment in your home is a big decision. Below, you will find an assortment of frequently asked questions we normally get prior to beginning work. If you have any questions that you cannot find on this list, we welcome you to reach out to us!

Do you move furniture? - Generally, we do not, however in some circumstances when customers need help, we may assist with moving a couple, specific heavy pieces (usually at no charge). In other circumstances, for a negotiated fee, we will remove and replace furniture (generally for customers who have no one to ask for assistance). Any assistance in moving furniture must be discussed prior to beginning work.

Will there be dust? - Yes, there will be dust. Our machines do have built-in vacuum systems, it is, however, impossible to work with wood and not generate dust. We clean as much of the dust that gets by the vacuum systems as possible. Our goal is to have your attention go to the floors we have finished, and not on any dust or mess left behind when the work is completed.

How long will the work take? - It will depend on what work is being done. Generally, most jobs can be completed between three to six days. We go over the time frame with every customer and routinely keep them apprised, every day, with reports on progress- either over the telephone or text (sometimes with photos).

When can we move furniture back? - Usually, 24 to 48 hours after the last coat of polyurethane is applied, it is safe to begin moving furniture onto your new floors. Although furniture can be moved back, you must bear in mind that it takes seven to 10 days for oil-based polyurethane to fully cure. Water base polyurethane is approximately 95% cured after 24 hours. However, there are other concerns with water-based polyurethane regarding covering the floor and area with rug application so if you do have a rug that will be going over your new floors, we can discuss the appropriate timing with you.

When can we walk on the floors? - If need be, you are able to walk on your new floors within four to six hours after a coat of polyurethane is applied. This would be in between coats and usually only in an emergency situation. You may safely walk on the floor 24 hours after the last coat of polyurethane is applied.

What is the process? - The exact process depends on what type of work is being contracted for.

- ***Installation:***

- Preparation of the area where the new flooring is to be installed (either prefinished or unfinished). This may include removal of carpeting (which includes padding, tack-less strips, staples, etc.), some demolition work (if previously discussed and agreed to), and removal of baseboards.
- Installation of new flooring.
- Replacement of baseboards.

- Sanding and finishing (if flooring is not prefinished).
- **Sanding and finishing:**
 - Preparation of area(s) to be sanded - This would be the same preparation as for installation.
 - All floors are rough sanded, finish sanded, and disc sanded. All corners are scraped by hand, floors are cleaned, and then coated with a first coat of polyurethane (water or oil base).
 - A second coat is usually applied on the following day after the first coat. This depends on how well the first coat dries.
 - The final coat is then applied on the day after the second coat. Again, this will depend on drying. This final coat is where your choice of gloss or sheen finish is applied.
- **Staining:** This is a process where the natural color of the wood is changed with an oil base stain. We use either Minwax or Duraseal stains.
 - Preparation of area(s) to be stained. This process starts after the finish sanding- scraping process, as described above. All edges are palm sanded by hand and then the process moves to disc sanding, followed by the cleaning the area.
 - Staining of the floors is then started, with some areas being done by hand and the bulk being applied with the polisher/disc sander.
 - Application of the polyurethane, as described above, is then started after 24 hours, allowing for the stain to dry. Opting to apply a stain to your new floors adds a minimum of one to three days to the overall process, depending on the size of the area to be done.

Have other questions? We want to hear from you! Call us at 413-543-4472.