



A family-owned Wellington business since 1990

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Photographs courtesy of Cavalier Bremworth Carpets, Feltex Carpets, Godfrey Hirst Carpets,
Robert Malcolm Flooring and the Devon + Patterson family

Our story is a family story....

Our story began in March 1990 in a tiny boutique carpet and showroom in the Ngaio shopping centre. The store was different from other stores around during that era of large, Carpet Barn type stores.

Founded by Malcolm Patterson and Donald Devon, the business flourished in Ngaio. Our focus was on giving great pricing and service. The Ngaio days were very good to us, with the surrounding community proving to be very supportive and loyal to our little business.

Malcolm Patterson bought out Donald Devon in 1996. Donald now lives in Australia with his wife and seven children.

Devon + Patterson Flooring was based in Ngaio for ten happy years. Then, in March 2000, Malcolm and Gail Patterson had the opportunity to buy the old Brigidine Convent in Johnsonville (straight opposite the Johnsonville railway station) using the original church chapel. This gave us a larger showroom, yet was still boutique, cosy, welcoming and unique.

The day-to-day business flourished but we found there was a strong market for carpet and

vinyl short ends, and roll stock of both carpets and vinyls, including quality carpet seconds. So, in 2004, we opened our warehouse outlet division. The speed with which this business has grown has confirmed the need for a discount flooring warehouse in north Wellington, selling quality discounted carpet and vinyl in top fashion colours. This store is managed by our daughter Rachel (Patterson) Alderson.

We are very excited about our new store opening in Kenepuru in 2017.

Devon + Patterson is thrilled to be a major sponsor of the Johnsonville Cricket Club. Our family have lived in the area for many years and our children Nathan and Rachel played for this club when they were younger.

Today, Malcolm Patterson and our great team of experienced salesmen and women still pride ourselves on providing a fantastic service and great pricing to our customers.

The Devon + Patterson carpet and vinyl installation team are, we believe, second to none.

Quotations

Always check that you are comparing 'apples with apples'. This not only includes product specifications but also the metres quoted. At Devon + Patterson, we pride ourselves on working the cuts for your home to alleviate joins in high traffic areas as much as possible.

Quotations based on floor plans will be subject to a physical measure prior to any products being ordered.

When existing floor coverings are down, we can only quote based on what we see. Most existing carpet is laid over underlay, and there are times when we lift carpet and find something unexpected underneath (e.g. old glue-down carpet used as underlay, or rotten or loose floors). These issues can alter the plan of attack we have for installing your floor, and may also alter the price and timing. However, these unexpected variations are rare. We will discuss this possibility with you first, so it is always necessary for you to be contactable on the day your flooring is going down. There may be times when you will need a different contractor (e.g. a builder) to make repairs.

Most existing vinyl can be uplifted. With concrete floors, usually grinding plus one coat of floor resurfacing compound is sufficient. Every so often, more preparation may be required if the flooring underneath isn't up to a good standard. Wooden floors usually have thinline board installed to the subfloor.

The standard colour of naplock bars (the metal strip that finishes carpet to vinyl/wooden floors) is champagne. Champagne is a colour that takes on colours around it, so sometimes carpet layers may change the colour to silver if they feel it will look better in your home. The standard finish for a bar is hammer finish naplock bar.

Arranging for a plumber to remove toilets, dishwashers, washing machines, gas heaters etc. or an electrician to remove ovens etc. must be done by the client prior to installation.

Our quotations include GST, unless otherwise stated. To accept, please complete the quote acceptance form at the back of this book, read the conditions and all information and return to the store.



Samples

Taking Samples Home – All Products

We always recommend to customers that they take samples to the property they are installing them in. Each property has different coloured walls and lighting (both natural and artificial).

We recommend you look at flooring samples:

- Under your full length curtains
- Compared to any other existing flooring in the house (that will remain)
- By ranch slider/bifolds where natural light comes in
- Beside furniture (e.g. dining room table, lounge suite)
- Up against skirting boards and painted finishes
- In lounge room in the evening with different light sources on (e.g. lamp, wall lighting)
- In the darkest part of your home (e.g. hallway, behind a door or internal room)
- In the lightest part of your home (usually where there are doors that lead outside)
- In the room/s you are having it installed
- Against any appliances/whiteware
- Under your vanity.

If we do not have a sample of a colour, we can always order it in from our supplier.

Important Notes About Samples

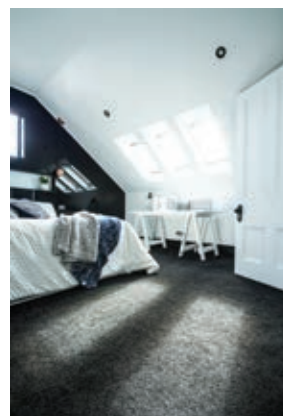
As wood is a natural product, all care is taken to make sure the final product is a close match to the sample. However, as with all natural products, there will be some variance between the sample and the final product that arrives.

Vinyl samples are often smaller than the full pattern repeat. There may be characteristics in the vinyl that are not seen on a smaller sample.

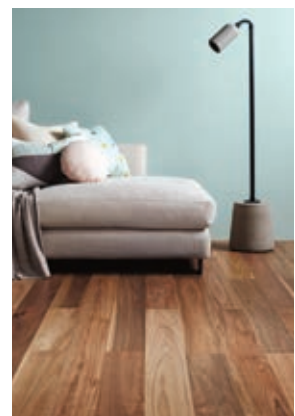
Once you have narrowed your selection, we can arrange a second larger sample (some suppliers do large samples) to make sure you can see as much as possible of the full pattern. This is always recommended, as vinyl pattern repeats are larger than the samples we display and sometimes there is a colour tone or pattern you don't see in a smaller samples.

LVT (Laminated Vinyl Tiles) plank samples often only show one plank. There are usually 6-8 different planks per box of planks, and each has different characteristics.

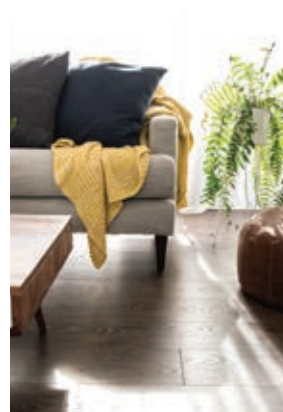
Suppliers do their best to have the showroom samples match the product. However, with dye lots, batch runs and natural fading in samples, there can be slight variance. All care is taken to reduce this as much as possible.



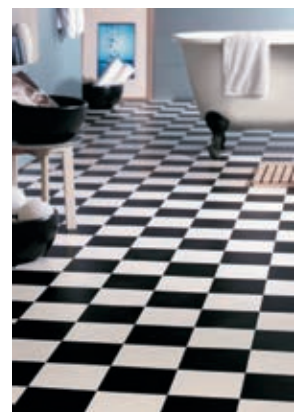
Carpet



Wood



Laminate



Vinyl



We've put together key information for you to consider when purchasing your carpet.

Carpet adds style, warmth and comfort to your home but with so many colours, designs and fibres to choose from these days, it's hard to know where to start. Here are some pointers to help.

An Introduction To Carpet

Please read your manufacturer's website for warranty information and cleaning instructions.

Choosing The Right Colour

Colour is largely responsible for creating the mood of a room, and flooring is the second largest area after your walls. If you are renovating or building new, start from the floor up, picking the colour of your carpet first. This will give you a base palette to work from in terms of choosing colour for everything else in your home, from walls to tiles/hard flooring to furniture. If you're only re-carpeting, you'll want your carpet to work back in with the wall colour/curtains or some key pieces of furniture in the room.

Keep in mind that darker colours absorb light and can make a room appear smaller (ideal if you want to make a large room appear cosier) while lighter colours reflect the light and create a sense of spaciousness. Think about your lifestyle when choosing a carpet colour too – light carpet may show kids' muddy footprints, dark carpet may show dust or crumbs.

Why You Should Always Take A Sample Home

Make sure you take carpet samples home and see how the colour works in both daylight and artificial light against all the key interior pieces i.e. walls, sofa, curtains, bed etc. Carpets can generally appear up to 20% lighter on the floor when laid, compared to a small sample!

Always Check The Grading

If you're after a durable carpet you can trust to perform, the best way to measure this is by looking at the carpet's grading. The carpet should be graded 'Extra Heavy Duty' for residential homes, and if you're carpeting stairs, make sure it has a 'Stairs' grading too. Our main carpet manufacturers have no influence over what grading their carpets receive (apart from trying to make the best quality carpet in

the first place), making it a credible and truly independent source of information that you can trust. When visiting your local carpet retailer, make sure they also suggest a good quality underlay to further the longevity of your carpet.

Price – Does It Really Matter?

Carpet is one of the most affordable flooring options you can have – even when you take into account installation and underlay costs. Make sure you compare apples with apples when evaluating the costs of any flooring. Carpet can often be quoted in linear metres or square metres (a linear metre is the width of a standard carpet roll – 3.66m). To find out the square metre price, simply divide the linear metre price by 3.66 (or 4 if the carpet is 4m wide).

When it comes to carpet, price (and the grading!) is an indicator of quality. If you're planning to stay in your home for any length of time, you'll need a carpet that will last the distance. Buying carpet is similar to buying a bed – you only do it once every ten years or so, and you need reassurance that the initial investment will be worth it in the long run, i.e. will still look and feel great in ten years, not scruffy after two. So while price is a critical decision factor, you need to be confident that saving a few dollars now, won't lead to disappointment in the future.



Choosing The Best Carpet Fibre For Your Home & Lifestyle

Carpet is available in 100% wool, wool and nylon mixes, and many different synthetic fibres. It's key to note that neither wool or synthetic is better than the other – both have their strengths and weaknesses. A general rule of thumb once again comes back to price (and the grading) – you get what you pay for in terms of quality and performance, irrespective of fibre type.

But if you're tossing up between wool and synthetic carpet, think about your home and your lifestyle. Does your home have large windows or doors exposed to lots of sun? If yes, a solution-dyed nylon carpet may be best as they generally carry strong fade-resistant qualities. If you want a house that's warmer in winter, cooler in summer and great for those with asthma, a wool carpet is the best option. Stain resistance is another common feature people look for in carpets – and both wool and synthetic carpets meet this criteria. Synthetic carpets may carry stain resistant warranties, but it's important to remember that wool carpets are naturally stain-resistant. This is due to the surface of wool having a very thin, waxy, lipid coating that's chemically bonded to the surface – so if you get to a common stain such as beer or wine quickly, you should be able to get it out.

Choosing The Right Style: Cut Pile

All cut pile carpets, particularly plush pile carpets, will develop lighter or darker patches over time. Known as 'shading', this is caused by the permanent bending of the carpet pile fibres, which then reflect the light differently. In this respect, cut pile carpets are very comparable to other textiles such as suede and velvet, which also show light and dark areas and are appreciated for this very quality. The extent to which shading occurs cannot be accurately predicted or prevented and is most often related to the location of use. Shading will not affect the durability of your carpet.

A cut pile carpet generally has a more luxurious feel than other styles of carpet. Cut pile carpets can vary from a resilient hard twist (like a 'perm' to hold the twist in), to a softer plush pile (where the fibres stand up straight) or a deeply sensuous shagpile. Cut pile carpets do show footprints more readily, which can vacuum out.

Synthetic carpets may bloom overtime (the tip of the carpet will open slightly) and this can cause slight textural variances in high traffic areas. All carpets may lose definition in traffic areas. Please see pages 12-13 for photos and examples.





Choosing The Right Style: Loop Pile

Loop pile carpets can offer a classic or casual look, depending on the style (i.e. some have a formal, linear look, some have a ribbed pattern giving them a sisal look, others are very textured and chunky, and some have random loops giving a casual feel). Loop pile carpets are easy care, don't show footprints and are particularly suited to busy homes or those with young children. If you have pets, in particular cats that like to stretch and claw the carpet at the same time, avoid buying a loop pile carpet. Pets may pull the loops and cause damage – hence why a cut pile would be the best option.

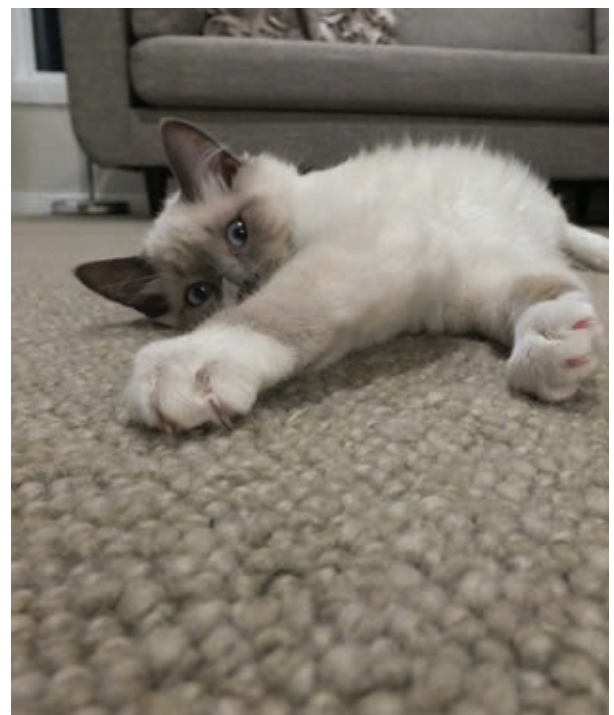
Textured loop pile carpets have a variation in the height of the loops, providing added interest and texture on the floor. They're also a great option for busy households as most have excellent soil hiding properties.

Pattern matching is not also perfect, as while the suppliers make the carpet to a high standard, due to the nature of textiles, some distortion is likely.

All carpets may lose definition in traffic areas. Synthetic loop pile carpets may still show footprints and tracking.

Choosing The Right Style: Cut & Loop Pile

These carpets are a clever combination of cut pile and loop pile construction – the cut pile contrasting with the loops to create a pattern. A mix of textures here creates added interest and (depending on the pattern) can range from the boldly dramatic to a classic and tailored look. All carpets may lose definition in traffic areas.





Caring For Your Carpet

Looking after your carpet is actually very easy: vacuum regularly (once or twice a week) and always attend to spills or stains immediately. White paper towels are the best for absorbing liquid spills, as they won't push the liquid down into the carpet. Keep dabbing until you can see that it's all gone – you may need a little bit of water to help this. The key thing to remember is NOT to rub, scrub, brush or massage your carpet when it's wet – this will damage the carpet and can spread the stain further. Also avoid drowning the carpet in water as that will have the same damaging result. We recommend you arrange a professional steam clean at least every two years – this helps revive the pile and removes inground dirt that can damage the carpet pile at the base.

Vomit (human and animal) contains stomach acid which can bleach your carpet. This occurs more commonly in wool than solution dyed nylon, however, acid on any fibre can leave permanent damage. Quick response will minimise the damage.

A Carpet To Suit Your Lifestyle

Always think about the way you (and your family) live when buying carpet. If you have a young family and/or pets, then look for a durable (Residential Extra Heavy Duty + Stairs) carpet in a forgiving colour, i.e. a textured loop pile or a quality hard twist cut pile in a subtle blend of colours.

If you're a couple looking for a touch of luxury, you might go for a plush pile in a flat colour.

If you're an entertainer, a combination cut and loop pile in mid to dark tones or a stippled cut pile would suit.

For high traffic areas such as hallways, a loop pile or hard twist cut pile (with the same grading above) is best.

Studies have shown that a quality carpet can also absorb any ambient noise within a home, and reduce scraping noises from furniture by up to 55%, which is great if your kids love to run around indoors!

Extra Information To Think Of When Purchasing Carpet

When choosing a carpet, please be aware that manufacturers and suppliers are continually updating their ranges, so your carpet choice may not necessarily be available at a later date. We recommend holding onto all the offcuts of your job and storing them in the event that something untoward happens in the future.

If you require your installation to be done in stages, we recommend purchasing all of the carpet at once, to ensure you have the same dye batch through all areas. Please make sure you tell your salesperson it will be done in stages at the time of pricing, as there will be additional travel fees for this.

While all care is taken when uplifting existing carpet or installing new carpet, doors, walls, and skirting boards may be affected due to the backing of the carpet and the tools the carpet layers use. These tools do need to touch your skirtings and walls, and fresh paint, especially on skirting boards, takes weeks (in some cases months) to cure. As a result, damage is very likely if the paint is fresh. This is mostly unavoidable and although our installers are careful for this not to happen, it is sometimes necessary for you to arrange for a painter to do some touch-up work on completion of carpet installation.

Your uplifted carpet is ideal for weed matting in your garden. Please discuss the option of having your uplifted carpet left onsite for you to reuse in your garden. We endeavour to keep as much uplifted carpet as possible out of landfills and will do our best to ensure your carpet is put on the free carpet trailer at our store.

The use of 'beater bar' rotary suction vacuum cleaners are not recommended, as they can cause surface damage.

Seams/joins can peak under stress. Carpet seams may/will be slightly raised. This is called peaking and occurs with all carpets that have been joined with heat bond tape and stretched over a resilient underlay. Seams/joins can be more noticeable near windows or other light sources as the slight raise can cause a shadow. Peaking seams is not an installation

fault, but rather a consequence of the law of physics. (Please see pages 12-13 for examples.) Peaking seams usually settle over time, and the performance of your carpet will not be affected. Seams are never invisible but with technology today, when installed correctly, a heat bonded seam can be as strong as the rest of your carpet.

Carpet layers may use areas of your home other than the room(s) being layed in order to prepare and store the new carpet. Typically this will be a patio, garage or carport.

The UV rays in sunlight may fade all carpet. We recommend UV Tinting on windows as the best possible protection. Solution Dyed Nylons are less susceptible to fading, but as New Zealand UV is very potent, it can affect all textiles.

We can arrange to have your offcuts of carpet overlapped. Please work out the sizes you would like and drop them into our store. We have them professionally overlapped by Norca Rugs in Levin, who collect from our store and return finished rugs once a week.

New carpet can have an odour, much like that of a new car. Heat bond tape (what is used to join the carpet) can also have an odour. Airing out the room will help, and the odour will reduce over time. Much like a new car, most people love the 'stamp' that new carpet smell leaves in your home.

All carpet will flatten under load, therefore furniture will leave indentations on your carpet. These will come out, over time, once the load has been removed. You can help speed the process by regularly vacuuming that area (with the vacuum cleaner hose), and by massaging the carpet with a rounded tool (e.g. the back of a tea spoon). The longer the pile, the more obvious the indentations will be.

Core marks can be present in your new flooring. This is usually identified by a strong colour variation (light/dark) across the width of carpet. This occurs at the inside of the roll where the end of the carpet is rolled around the carpet core and the pile becomes crushed. This characteristic is normal and in most cases will improve naturally. This can take up to three months. It is uncommon, but normal.



Puddling



Blooming



Shading / Tracking



Peaking Seam



Cut Pile Join



Loop Pile Join

If you require your floorboards to be screwed down, please arrange for this to be done prior to us coming (e.g. you organise uplifting your existing carpet and arrange for your floor to be screwed down). From time to time, this can be done as the installers uplift the carpet on your day of installation. However, as you can appreciate, if the carpet layers are held up by yourself or your contractor taking a long time to screw the floorboards down, it can delay their ability to work and can cause frustration. Please discuss this with your salesperson at the time of measuring, as we will try our best to be accommodating. Usually, it is recommended that you arrange to have this done in the week (or so) leading up to your installation.

Fuzzing or blooming is caused by the tips of the fibres in a cut pile carpet losing a degree of yarn or twist over time. This is most apparent in high traffic areas or in front of chairs. This is considered by suppliers as normal wear and tear.

It is normal for installed carpet to show minor colour variation from manufacturers' samples, or minor variations between production runs and dye lots. Our suppliers seek to minimise potential for variance and ensure any variation is within recognised textile industry standards.

Most carpets will shed fibre when they are new, particularly wool carpets. This is not a fault in your carpet, it is merely fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer than others.

To keep up with manufacturer warranties, we recommend your new carpet is steam cleaned by a professional at least every two years.

The standard colour of naplock bars (the metal strip that finishes carpet to vinyl/wooden floors) is champagne. Champagne is a colour that takes on colours around it. Sometimes layers may change the colour to silver if they feel it will look better in your home. The standard finish for a bar is Hammer Finish naplock bar.

Underlay and carpet are designed to work together as a complete flooring system. Generally quality underlay will extend the life of your new carpet, while giving you better comfort. New carpet installed using existing underlay can void carpet manufacturers' warranties.

Please note: There maybe some surplus carpet left over when carpet is installed. It is recommended that any surplus product is kept for future repairs or patching. Offcuts can be overlapped into mats at an additional cost.



Champagne Naplock Doorbar



Underlay



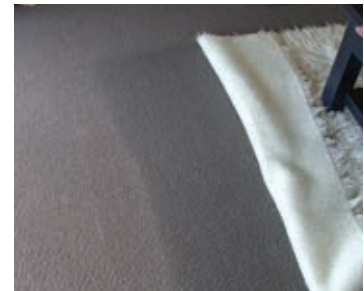
Waterfall Staircase Installation



Smooth Tackless Finish



Overlocking



Texture / Carpet Fading

Client Responsibilities Prior To Carpet Installation

Read all information regarding carpet style characteristics (e.g. pile reversal, tracking).

Read all information regarding synthetic and wool carpet characteristics.

Inform your salesperson if there's any information they should know (e.g. previous floods that may affect the existing smooth tackless finish in the house) as this may affect its ability to be reused.

Have a plan for moving your furniture and have the areas clear for the layers. This includes furniture items, small breakables, electronics, clearing out the bottom of wardrobes, etc. Pianos, grandfather clocks and waterbeds will require moving by a professional. If any small items are left in place, they are moved as 'all care and no responsibility'. If you are feeling concerned about moving your furniture, please discuss with us and we can give you details of a furniture removal company.

It is your responsibility to phone and arrange any contractors you may require, e.g. plumber to remove gas heater, piano remover to remove and put back piano (and tune, as it is very common for pianos to lose their tuning when they are moved, even a short distance), or electrician if you have any wires etc. that will run under the carpet.

Make sure the property has running water and electricity (the installers will use both of these).

Remove doors prior to installation. If you feel that your doors may be too tight to be rehung after the carpet has been laid, you may need to arrange a builder/door trimmer to trim the doors.

Any air vents in the area are best covered to stop dust going through the system

Make sure pets and children will be away from the work area, as tools, nails, smooth tackless finish and blades will all be around while the layers work. Please make sure you keep children and pets safe and under your supervision.

Purchase foot protectors for your furniture to help eliminate damage or colour bleed from certain products onto your flooring (e.g. some woodstain can leech onto your new carpet). Make sure pot plants will not be put directly onto carpet.

If you are uplifting your own flooring ready for the installers, please make sure all staples and nails are removed. Existing smooth tackless finish should be left in place. The area should be swept and clean ready for installation. You will need to dispose of your own uplifted carpet yourself.

Let us know all the best contact details for you on the date of installation, in case we need to get hold of you. Please make sure you are contactable.

Vinyl, LVT and Vinyl Planks are a great product to use in all areas of your home. There are lots of different styles of vinyl, from traditional styles to modern and bright colours and patterns (and everything in between).



Hard Flooring

Vinyl, LVT & Vinyl Planks

Please read your manufacturer's website for warranty information and cleaning instructions.

Vinyl, LVT and vinyl planks are a great product to use in all areas of your home. There are lots of different styles of vinyl, from more traditional styles to modern and bright colours and patterns (and everything in between).

- Vinyl, LVT and vinyl planks can only follow the contours of your subfloor. Any discrepancy in your floor may/will show through to product. The most common is where concrete meets wooden flooring, concrete expansion joins, and concrete humps. Thinline board seams can also show through your vinyl as well as trowel marks. There are some occasions where you will need to get a builder in to do repairs.
- To ensure a professional finish, most floors will require floor preparation of some sort. For concrete floors it may be FRC (Floor Resurfacing Compound) which is a cement-based product and will need drying time. The FRC smooths out rough areas, but it will not fix any levelling problems with your subfloor. They may also grind your floor. This is done using a grinder with a vacuum on it, but it can still leave a fine layer of dust around, so you may wish to cover tables etc. For wooden floors, we most commonly use thinline board. There are occasions where vinyl layers may be able to sand existing thinline board, or on new floors, be able to install directly to the subfloor.
- If there is a moisture problem in your floor, it can cause your new flooring to bubble and discolour. We can usually detect a moisture problem, however with renovations or new builds, sometimes plumbing is new or unused when we come to lay the flooring. If the moisture problem is found at the time of laying (it is sometimes found when the floor is uplifted) the layer will be unable to install your flooring that day. You may need to find where the leak is, and the exposed floor will need to be left for a while to dry

(this time varies, depending on how big the moisture problem is and how quickly the source can be found and fixed). We advise you to have your plumbing (including existing) checked by a trained plumber prior to having flooring installed.

- Asbestos-backed vinyls cannot be removed by vinyl layers. Our staff can usually tell if an existing vinyl is asbestos, however there is the odd time where it is not picked up until part of the flooring is lifted. Asbestos, by law, must be removed by a registered asbestos tradesperson. This will need to be arranged by the customer, however we are happy to assist with contact details. There are times we can put thinline board over the existing asbestos vinyl, however on a concrete floor, it will always need to be removed as the floor requires grinding.
- If your installation requires sanding, it is a good idea to cover all cupboards and furniture in the adjacent rooms. If a lot of sanding is to be done, you may like to seal off the room.
- When installing hard flooring, toilets, dishwashers, plumbed in fridges, super tubs, claw foot or free standing baths and vanities with legs that sit on your flooring, or any other fitted items will need to be removed, by yourself or a plumber, prior to installation. It is the responsibility of the customer to make sure these are removed prior to the installers arriving on site.
- Staining can happen on hard flooring, usually from contact with chemicals, solvents, strong dyes and certain food colours.
- Do not use abrasive cleaners or strong detergents as they may cause discolouration. A mild soap solution (e.g. one drop of detergent or a capful of meths to a bucket of warm water) followed by rinsing with clean water, is all that is required. We do not recommend using a steam mop.
- Subfloors in existing homes cannot be sighted until the existing floor covering



is uplifted. You will be contacted if the installers find anything unusual or any additional floor preparation needs to be done. It is possible additional charges could be incurred.

- Hardwired appliances also need to be removed prior to installation (e.g. oven) Please arrange this with your electrician.
- All other appliances should be removed ready for the installers to begin installing your new floor.
- Rubber migration/plasticiser migration is a condition that can cause vinyl to discolour. It is caused by rubber or latex products (e.g. rubber or latex-soled slippers, mats, shoes) coming into contact with the vinyl over a period of time. This is not a manufacturing or installation fault, therefore is not covered by warranty.
- Skirtings and mouldings can be left in place for installation of hard flooring.
- Hard flooring can be damaged or dented when things are dragged across it or heavy furniture is placed on top.
- If hard flooring has been installed directly to your subfloor (e.g. new home build, wooden floor) and the house 'settles' over time, you may see the joins of your wooden subfloor through your flooring. This is not an installation fault, it is simply your house settling. Not all floors will cause this to show through, as it is usually down to moisture in your joists during the construction process. If you know there was a lot of rain or moisture during the build of your new home, please let your salesperson know. Moisture under the subfloor is not something our moisture meters can pick up.
- Always be cautious when moving appliances back into place. When heavy things are dragged they can badly damage the surface and/or tear the vinyl flooring. Fridges and other appliances are very heavy and should be moved with protection between the appliance and the new flooring.
- Colour and gloss can fade due to wear and tear and sunlight.

Laminate & Timbers (aka Floating Floors)

- Floating floors are a wonderful feature in any home. There is a wide range available.
- Most floating floors are not suitable for wet areas, including laundries. This is because these are wood-based products and moisture can cause the backing to expand.
- Floating floors are fantastic through kitchens, living areas, dining rooms, hallways and bedrooms. With so much choice in colour and the easy clean nature, it is easy to create the look you are going for by choosing laminate.
- Floating floors require the subfloor to be very level. Laminates 'float' off the ground, so any humps in your subfloor may stop the systems from being able to click together.
- Laminates should not be glued to the floor.
- It is best to install skirting boards after the floating floor has been installed. If skirting is already installed, it will usually require being 'under cut' (installers cut out the bottom part of the skirting board), as floating floors expand and contract in different temperatures and humidity. Having space under the skirting board means the flooring can move without causing stress points in the room.
- If doing a very large area, an expansion join will be necessary.
- We recommend your new floating floor is installed over underlay. There is a special type of underlay for floating floors which helps to eliminate some sound when walking around on your floor.
- Floating floors usually need to be acclimatised prior to installation.
- Keeping your floating floors swept and free from gravel/stones will help with keeping the appearance clean and scratch free.
- Floating floors should be installed after your kitchen is installed. A kitchen is too heavy for a floating floor and stops it being able to expand as necessary.
- When moving furniture around it is important to lift the furniture and not drag it across the flooring.



- Heavy objects and furniture such as large bookcases or full sized billiard tables should not be placed on top of floating floors. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Always use clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture should be fitted with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Spiked heels or shoes in need of repair can severely damage floating floors. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Placing mats in entrance ways and near exterior doors will trap dirt, sand, grit, moisture and other substances from shoes.
- Timber is more susceptible to scratching and damage than a quality laminate.
- Never use a steam mop on floating floors, as the steam forced through the joins can cause the backing to expand and the 'burst' of steam can cause damage to the surface of your laminate.
- If there is a moisture problem in your floor, it can cause your new floating floor to distort and discolour. We can usually detect a moisture problem, however with renovations or new builds, sometimes plumbing is new or unused when we come to lay the flooring. If the moisture problem is found at the time of laying (sometimes when the existing floor is uplifted) the layer will be unable to install your flooring that day. You may need to find where the leak is, and the exposed floor will need to be left for a while to dry (the time varies depending on how big the moisture problem is and how quickly the source can be found and fixed). We advise you to have your plumbing (including existing) checked by a trained plumber prior to having flooring installed.
- Staining can happen on floating floors, usually from contact with chemicals, solvents, strong dyes and certain food colours.
- Do not use abrasive cleaners or strong detergents as they may cause discolouration. A mild soap solution (e.g. one drop of detergent or a capful of meths to a bucket of warm water) followed by rinsing with clear water, is all that is required. We do not recommend using a steam mop. Only lightly mop your new flooring, as excessive moisture can go down the gaps of the planks.
- Hardwired appliances also need to be removed prior to installation (e.g. oven). Please arrange this with your electrician.
- All other appliances should be removed ready for the installers to begin installing your new floor.
- Colour and gloss can fade due to wear and tear and sunlight.
- Timbers are a naturally occurring product. The samples are to the best of the suppliers' ability to show colour and knots etc. However, as wood is a natural product, there is no guarantee it will be exactly the same as the sample.

Please note: Timber, laminate and vinyl planks are ordered per box, not part box. An allowance of approximately 10% is allowed for when quantifying. This is to allow for the best pattern layout with the best finish. We recommend holding onto any balance for future repairs or partial replacements. We do not credit for any surplus.





Clients' Responsibility Prior To Vinyl / Hard Flooring Installation

- Read all the information in this brochure.
- Let your salesperson know if there is any more information they should know.
- Phone and arrange any contractors you may require e.g. plumber to remove toilet, vanity, super tub, washing machine, dishwasher, plumbed fridge, free standing bath, gas oven and any other fitted items, and/or electrician to remove oven, heaters etc.
- Make sure the property has running water and electricity (the installers will use both of these).
- You may need to remove doors prior to installation. If you feel that your doors may be too tight to be rehung after the new flooring has been laid, please ask us for the details of someone who trims doors. It is good to have this arranged for the afternoon or following day after installation.
- Any air vents in the area are best covered to stop dust going through the system.
- Make sure pets and children will be away

from the work area. Tools, nails, blades and machines will all be around while the layers work. Please make sure you keep children and pets safe and under your supervision. Please also be aware that some of the installation equipment is noisy, so you may want to leave the house to protect your ears.

- Purchase foot protectors for your furniture to help eliminate damage or colour bleed from certain products onto your flooring (e.g. some wood stain and leach onto your new flooring).
- If you are uplifting your own flooring ready for the installers, please make sure all staples and nails are removed and the area is swept clean and is cleared ready for the layers. You will need to dispose of the uplifted product yourselves.
- Move any furniture that is in the area of installation.
- Let us know all of the best contact details for you on the date of installation, should we need to get hold of you.

Health & Safety

At Devon + Patterson we employ only the best tradesmen. Our contractors are all Health and Safety Act 2015 compliant. As a company we are completely committed to Health & Safety.

Please see these notes below regarding Health and Safety:

1. The access to the property must be safe.
2. Pets and children must be kept away from the areas where the contractors are working, and must be kept under your supervision at all times.
3. The work site (or your home) must have running water and electricity to the building.
4. If other contractors are onsite at the same time, they must be working in a different area and not affecting the safety of the area our contractors are working in.
5. Please warn neighbours etc. that our contractors will be doing work, as some of the work will be noisy. We also recommend you use hearing protection etc.
6. Our contractors cannot remove asbestos. By law, this needs to be removed by a qualified contractor. Sometimes asbestos is only identified when the layer begins lifting the flooring. If this is the case we will discuss the options with you.





Photo Competition

We'd love to see photos of your new flooring!

Please email us a photo of the new flooring Devon + Patterson has installed for you! All photos will be loaded onto our Facebook page and each month we will have two winners:

1. The photo that gets the most Likes.
2. Favourite 'staff choice' of the month.

Each month the winner of these categories will each receive a \$100 restaurant voucher!

Once a year, drawn on 31 July, we will choose our favourite photo to win an Air New Zealand mystery escape weekend for two.

Feel free to get creative! We love 'before' and 'afters', we love photos with your family or pets enjoying your new flooring, we love photos of your freshly put together décor, we love funny photos, energetic photos, magazine style photos etc. The snaps can be taken on your phone or with a camera – whatever works for you. Please include a caption about your photo – this can be something you loved about your experience with D+P, something

you love about your new flooring, or a caption explaining what's happening in the photo. (One voucher will be issued per month to the value of \$100 to the photo with the most 'Likes' on our Facebook page, and one voucher per month to the value of \$100 will be issued to the photo that is the staff favourite that month.)

Please note: Photos will be used on our Facebook page, and on our website. Please make sure you are happy for the photo you send to be used. We will use your first names and suburb on the photo (please include this when you email). Please email your photo to rachel@devonandpatterson.co.nz. Up to two entries per client per installation. Monthly winners can choose a \$100 voucher from one of five restaurants in Wellington. Normal Air New Zealand and car rental travel conditions apply with the annual prize.



Quotation Acceptance

IMPORTANT CUSTOMER REQUIREMENTS

Please complete this form as your acceptance of our quotation.

1. Please read the conditions on all pages.
2. Tear off completed form and send/scan back to your local store.

Customer Name:

Quotation & Reference Number:

Product/s Selection 1.

 2.

 3.

Preferred or agreed installation date:

NB: We do our best to accommodate your installation requirements, but there are times where things can happen outside our control e.g. freight delays, production delays and installer sickness. We work hard to keep these disruptions to a minimum, however, from time to time they do occur.

Deposit Amount: (50% of Quotation) \$

Customer Signature:

Date:

Salesperson Signature:

Date:

1. Please sign above to show your acceptance of your flooring quotation.
2. By signing this quotation you show that you have read this brochure and all that it includes.
3. By signing this quotation you show your acceptance of Devon and Patterson Flooring's Terms and Conditions.
4. All cut pile carpets, particularly plush pile carpets, will develop lighter and/or darker patches over time. This is known as 'permanent pile reversal' or 'tracking, shading and puddling'. It occurs when the fibres bend in different directions and reflect the light differently. The extent to which it occurs cannot be accurately predicted, nor can it be prevented. While it affects the appearance of the carpet, it has no effect on the durability of the carpet. Please be aware that permanent pile reversal and other traits are not regarded as a manufacturing fault and are not covered by any warranty. We ask that you consider this carefully when choosing to buy a cut pile carpet.





Devon + Patterson Direct

0800 372 968

We are an independent
family-owned Wellington
business since 1990