



A family-owned Wellington business since 1990



Our story is a family story....

Our story began in March 1990 in a tiny boutique carpet showroom in the Ngaio shopping centre. In the era of mega carpet stores ours was a point of difference.

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 loyal.

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

Devon + Patterson Flooring was based in Ngaio for 10 happy years. In March 2000 Malcolm and Gail Patterson had the opportunity to buy the old Brigidine Convent in Johnsonville. We used the original church chapel as our showroom. The move from Ngaio to Johnsonville 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 along with roll stock of both carpets and vinyls, including quality carpet seconds.

So in 2004 we opened our warehouse outlet in Tawa. The speed with which this area of our business grew confirmed the need for a discount flooring store in North Wellington.

Both Johnsonville and Tawa continued to grow from strength to strength and we found ourselves looking for more space to move Devon + Patterson into. With this came the

sad realisation that we would need to sell our beautiful Johnsonville building. Malcolm + Gail did not want to sell to any one that would demolish or move this stunning iconic building in Johnsonville and so waited for the right buyers. In 2017, Challenge 2000 – a charity that works with youth in our community – moved into the premises.

We had been looking for the perfect place to move both our warehouse/outlet and Johnsonville showroom to. It timed in perfectly with a building becoming available right next to Moore Wilson's on Kenepuru Drive, Porirua.

We are loving our new showroom, and we have a great children's area with TV and blocks – making shopping with children stress-free. Our warehouse has so much more capacity and so we are able to offer more fantastic products, including a larger range of end pieces and roll stock than ever before.

In 2019 we added a Rug and Décor room to our space. We have stunning décor and homewares from French Country, OneWorld, Harper Homeware and Glasshouse Candles.

Today, Malcolm and Gail Patterson along with their family – Nathan Patterson, Rachel (Patterson) Alderson, her husband James Alderson and Rebekah Patterson all work in the business along with a fantastic team of experienced salesmen and women. We still pride ourselves on providing fantastic service and great pricing to our customers.

Quotations

A quotation is the best way to get pricing for your overall flooring requirements. We can work with you on product choice, budget requirements and ideas around different flooring styles.

When comparing quotes it is important to make sure the quotes are 'apples for apples'. This not only includes the product specifications but also the metres involved. At Devon + Patterson, we pride ourselves on working the cuts for your home to alleviate joins in high traffic areas as much as possible.

Our quotations include GST, unless otherwise stated.

We can quote off your floor plans – these will be subject to a physical measure once your project is at that stage.

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. There are times the layers may change the colour to silver if they feel this will look better in your home. The standard finish for a bar is hammer finish naplock bar.

When existing floor coverings are down, we can only quote based on what we see. Most existing carpet is laid over residential underlay. There are times when we lift carpet and find something unexpected (e.g. old glued down carpet used as underlay, rotten or loose floorboards). Most existing vinyl can be uplifted. Concrete floors usually require grinding plus one coat of floor resurfacing compound. Wooden floors usually have thinline board installed to the subfloor. There are times we lift vinyl and find something unexpected (e.g. more layers of old vinyl, holes in the concrete, the subfloor requires more floor preparation, wet subfloor). These issues can alter the plan we have for installing your new flooring, it may also alter the price and timing. These unexpected variations are rare and we will always discuss any changes with you first. There may be times you will need to arrange a different contractor (e.g. a builder) to make repairs.

There are times, during installation, we find what we believe to be asbestos. By law we are required to stop working and the client will need to arrange testing of the product. There are different ways to handle installation if asbestos is present, that will depend on what kind of preparation is required for your installation. There are times asbestos removal specialists will be needed. We can only return to site once a 'clean air' certificate has been issued (under Duty 42 of the Health and Safety Act).

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

Builders, designers, architects, property managers, insurance agents – and anyone else that selects product on behalf of the property owner are responsible to ensure the property owner has read and understood this brochure. They are also responsible for the product selection they make at the time of acceptance.

To accept our quotation, please complete the quote acceptance form at the back of this book and send back into the store along with your deposit.



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



Samples

Taking Samples Home

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

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.

We recommend you look at carpet samples:

- Under full length curtains
- Compared to any other existing flooring that will remain in place
- By ranch slider/bifolds where natural light comes into the house
- 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 e.g. lamp, wall lighting
- In the darkest part of your home, e.g. hallway or internal room
- In the lightest part of your home.

If we do not have a sample of a colour you like, we can order it from our supplier. The back of each sample has the supplier, range and colour along with other information. It's important to read the information.

Please note: Samples are expensive and so we require all samples to be returned.

Vinyl and Hard Flooring Samples

We recommend you look at hard flooring samples:

- Against any appliances/whiteware
- Under your vanity
- Under any curtains
- Compared to other existing flooring that will remain in place
- Up against skirting boards, painted finishes and wall tiles
- In each of the rooms you are looking at installing and against the furniture in those rooms, e.g. dining table, lounge, entrance table.

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

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 for a larger sample, at your request and if available, to make sure you can see as much as possible of the full pattern. This is 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 on a smaller sample.

LVT (laminated vinyl tiles) plank samples often only show one plank. There are usually six to eight different planks per box and each has different characteristics.

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 selection 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 something untoward happens in the future.

It is preferred that installation be completed in one visit or consecutive days. Where this is not possible there may be additional charges for returning to site. Carpet will need to be stored onsite as we cannot be responsible for the storage of partial rolls.

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 touch up paint work on completion of installation.

If you are aware of a manhole under your existing flooring; please let your salesperson know if you require access to the manhole.

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

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 page 8 for example). Peaking seams usually settle over time as the carpet relaxes. The performance of your carpet is not 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 laid in order to prepare and store the new carpet. Typically this will be a patio, garage or carport.

The UV rays 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, at an additional cost. 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 (which 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,



Core marks, crease/fold marks and pressure marks can be present in your new flooring. Core marks are identified by a strong colour variation (light/dark) across the width of carpet or a deep line. This occurs at the end of roll where the end of carpet is rolled around the carpet core and the pile becomes crushed. Crease/fold marks and pressure marks may be present when your new carpet is installed. Crease/fold marks happen as, at times, it is necessary to fold the carpet for transport and/or to fit into the house. Pressure marks are where the roll of carpet has been sitting and it pushes its weight to the bottom of the roll. This can make it look like the stripes of light and dark. These are also uncommon, but if they occur are normal. It can take a few weeks for these characteristics to be less apparent. These characteristics are normal and in most cases will improve naturally.

Fuzzing or blooming is caused by the tips of the fibres in a cutpile 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 manufacturers to be normal wear and tear.

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

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 manufacturers warranties.

If a low pile carpet is being installed, at times, the carpet gripper can be felt around the outside of the room.

Textured carpet can have a bow or skew where it is joined, this is with the nature of carpet installation. It is normal, though uncommon.

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.

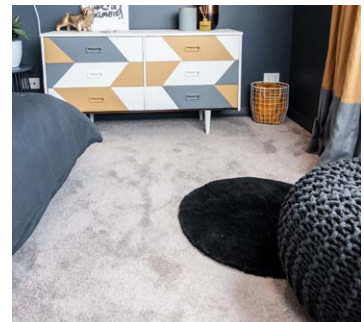
The standard colour of naplock bars (the metal strip that finishes carpet to other flooring surfaces) is champagne. Champagne is a colour that takes on other colours around it. Sometimes layers may change the colour to silver if they feel it will look better in your home. The standard finish is 'Hammer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



Puddling



Blooming



Shading / Tracking



Peaking Seam



Cut Pile Join



Loop Pile Join

Caring for your carpet

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

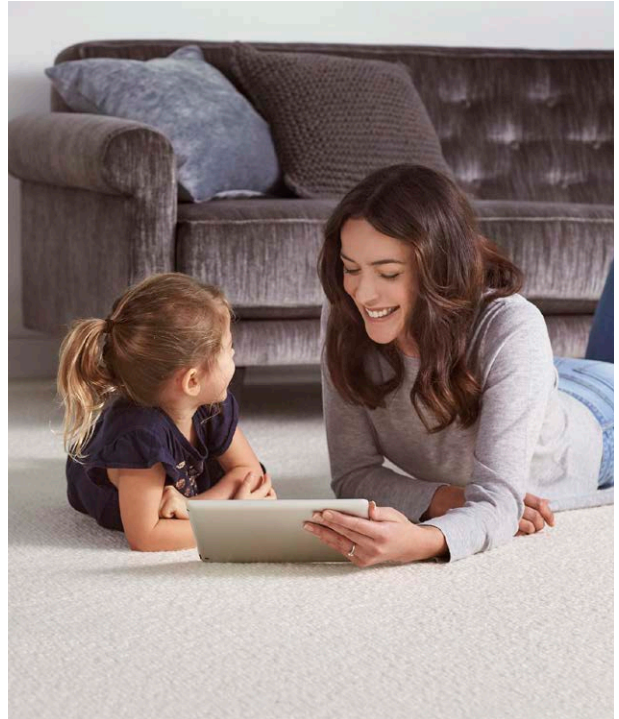
Looking after your carpet is very easy: vacuum regularly (once or twice a week) and always attend to spills or marks immediately. White paper towels are the best for absorbing liquid spills, as they will not push the liquid down into the carpet. Keep dabbing until you can see that it is all gone – you may need a little water to help with this.

You can also purchase a carpet spot cleaning machine, we have these available for purchase in store and are fantastic to have on hand.

The key to remember is never to rub, scrub, brush or massage your carpet, especially when it's wet. This can damage the carpet and can spread the stain further.

To align with most manufacturer's warranty requirements, we recommend a professional steam clean at least every two years – this helps to revive the pile and remove deep dirt that can damage the carpet pile at the base. Vomit and urine (human and animal) can bleach your carpet.

Carpets generally have long warranties, during the carpets lifetime it may require restretching – this is the responsibility of the client.



UV treatment on your windows and doors is recommended to protect your new flooring from UV damage and subsequent fading.

Manufacturers and suppliers have good cleaning guides on their websites which they recommend for their specific carpet. It is great to have a look and print the information so it is at hand should you need it.



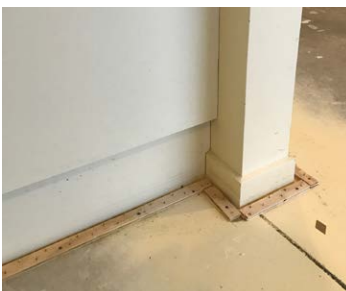
Champagne Naplock Doorbar



Underlay



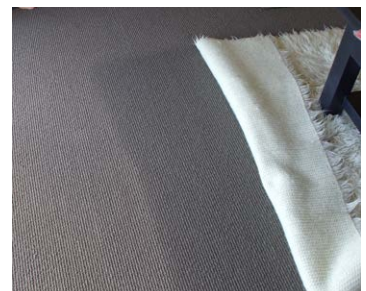
Waterfall Staircase Installation



Carpet Gripper



Overlocking



Texture / Carpet Fading

Hard Flooring

Vinyl, LVT & Vinyl Planks

Please read 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 on your subfloor prior to the vinyl layers installing (e.g. rotten floor boards).

To ensure a professional finish, most floors will require floor preparation. 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 attachment. This process may leave a fine layer of dust which can travel to other rooms, so you may wish to cover doorways, tables etc. For wooden floors, we most commonly use thinline board. There are occasions where 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 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

checked by a trained plumber prior to having flooring installed.

New laws and regulations came into effect from April 2016 in regards to asbestos. Our layers cannot remove asbestos, by law, if they believe there to be asbestos on the work site they have a legal requirement to cease work. If this is the case we will call you, you will need to arrange for an inspection from a registered asbestos tradesperson. In most instances you will need to arrange for the asbestos to be removed by a registered asbestos removal company. We are happy to assist you with contact details. Asbestos-related death is the number one cause of workplace deaths in NZ and it is our duty to ensure the safety of our staff and homeowners.

If your installation requires sanding or grinding, 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. Be careful to turn off any air circulating units and cover any air vents.





When installing hard flooring, toilets, dishwashers, plumbed in fridges, super tubs, claw foot or free standing baths and vanities with legs that sit on top of 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 onsite.

Hardwired appliances 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.

Staining can happen on hard flooring, usually from contact with chemicals, solvents, strong dyes and certain food colours.

UV and exposure to sunlight can fade your new flooring.

Do not use abrasive cleaners or strong detergents as they may cause discolouration. A mild soap solution 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.

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 Vinyl, LVT & Vinyl Planks.

Hard flooring can be damaged or dented when things are dragged across it or heavy furniture is placed on top. 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.

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. You may also see nail/screws or FRC movement from the subfloor. 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 detect.

Colour and gloss can fade due to wear and tear and sunlight.

Laminate & Timbers (aka Floating Floors)

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

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 need to be '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 lessen sound noise 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 avoid unnecessary scratching.

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's 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 nonstaining 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 checked by a trained plumber prior to having flooring installed.

New laws and regulations came into effect from April 2016 in regards to asbestos. Our layers cannot remove asbestos, by law, if they believe there to be asbestos on the work site they have a legal requirement to cease work. If this is the case we will call you, you will need to arrange for an inspection from a registered asbestos tradesperson. In most instances you will need to arrange for the asbestos to be removed by a registered asbestos removal company, we are happy to assist you with contact details. Asbestos-related death is the number one cause of workplace deaths in NZ.

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) and 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.

Appliances need to be removed prior to installation (e.g. oven) - please arrange this with your electrician or plumber. 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.

In some installations, windows may need to be covered to keep the temperature at a constant. In winter, at times, the heating may need to be on to be within the suppliers recommended installation temperatures.

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.



Other Hard Flooring

Hybrid Floating Floor

Hybrid boards are 100% waterproof and suitable for wet areas such as bathrooms and toilets.

Hybrid floors 'float' off the ground, so any humps in your subfloor may stop the systems from being able to click together. Floor preparation is likely required.

Hybrid Floors should be installed after your kitchen is installed. A kitchen is too heavy for a locking system flooring and stops it being able to expand as necessary.

It is best to install skirting boards after the hybrid flooring has been installed. If skirting is already installed, it will usually require being 'undercut' (installers cut out the bottom part of the skirting board), as the flooring will 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 installing large areas, an expansion trim may be required. We also recommend having expansion trims in most doorways however each installation is different. One of our specialised sales team will advise you on this once a site measure has been completed.

Ensuring the correct placement of external and internal door mats can reduce walked in dirt, sand and stones substantially. These provide additional protection and are the first line of defence in reducing fine scratches and dents. Clean mats regularly.

Make sure all movable items of furniture (chairs, tables etc) are fitted with appropriate felt pads and gliders. This will again assist with protecting your new Hybrid Floor from household damage.

Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powder as they may damage the floor. Never use steam mops.

Always read the manufacturer's instructions before using any cleaning solution and never spray them directly onto the floor.

Never use oil, soap, wax or polishes to clean the floor. These finishes may make the floor slippery and can leave a dull finish on the floor.

Daily sweep with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces) to remove any

loose dirt or grit which could damage the floor. Clean the floor weekly using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks. Scuffs and stains can also easily be removed by a diluted solution of household ammonia or white spirit. Use a damp cloth, mop or sponge – not a wet one.

When moving furniture around it's 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 locking floor systems (200Kg). This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.

Spiked heels or shoes in need of repair can severely damage hybrid flooring. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

In some installations, windows may need to be covered to keep the temperature at a constant. In winter, at times, the heating may need to be on to be within the suppliers recommended installation temperatures.

We also have cork flooring options instore.

Caring for your new Hard Flooring

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

Looking after your new hard flooring is very easy: sweep and/or vacuum regularly (once or twice a week) and always attend to spills, marks and dirt immediately.

Mopping your floor regularly with a mild detergent will help remove grit and dirt that can damage your flooring. Do not flood the floor, a damp mop should be sufficient.

To align with most suppliers warranty requirements, harsh chemicals must not be used to clean your hard flooring.

An entrance mat at each entry point can help trap dirt before it is walked onto your new flooring.

When moving furniture or appliances around on your new flooring it is best to lift instead of dragging as this can cause damage across your new flooring.

UV treatment on your windows and doors is recommended to protect your new flooring from UV damage and subsequent fading.



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 installers 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 installers 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 installers 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 would 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 and Instagram pages. Each month we will draw a winner from all entries. The winner can choose either a Bissell carpet spot cleaner or a \$150 Décor Room by Devon and Patterson Voucher.

Feel free to get creative! We love before and afters, we love photos of your family or pets enjoying your new flooring, we love photos of your freshly put together décor, we love funny photos, magazine style photos, energetic

photos. The snaps can be taken with your cell phone or 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 is happening in the photo.

Please note: Photos will be used on our Facebook page, Instagram and website. Please make sure you are happy for the photo you send us to be used. One entry per client per installation. Email your photo to **sales@dpflooring.co.nz**. Bissell spot cleaner must be collected from in store. Voucher must be spent in a single transaction and no change will be given.

Clients' Responsibility Prior To Flooring Installation

Read all the information in this brochure.

Let your salesperson know if there is any additional 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 may bleed 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's 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.



Devon + Patterson Direct

0800 372 968

63 Kenepuru Drive, Porirua

We are an independent
family-owned Wellington
business since 1990