

Services Guide

Floor Laying, Refinishing, and Resurfacing

**NOTE 1: This information is pulled from credible sources. This information is a guide. Any information used from this guide must be re-contextualized (no copying and pasting). Re-contextualize information incorporating SEO and business specifics.*

**NOTE 2: For MCP websites, stick to general information and avoid specifics.*

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1. FLOOR LAYING, REFINISHING, AND RESURFACING OVERVIEW

1.1 GENERAL INFORMATION

<https://trustedpros.ca/articles/flooring>

Helpful Articles:

These articles give good info that can add interest to a site: <https://trustedpros.ca/articles/flooring>. Topics include: choosing between different types of hardwood, installation tips, sustainable flooring materials, and other topics of interest.

1.2 SEO

Keywords (First Row – BEST, Last Row – LEAST)

○ Laminate flooring	○ Hardwood flooring	○ Tile flooring	○ Engineered hardwood
○ Vinyl flooring	○ Flooring	○ Linoleum flooring	○ Carpet
○ Ceramic tile	○ Kitchen flooring	○ Bamboo flooring	○ Flooring companies
○ Flooring installation	○ Floor refinishing	○ Floor laying	○ Floor resurfacing

1.3 TYPES OF FLOORING

<http://homerenovations.about.com/od/floors/a/artlamprocon.htm>
<https://trustedpros.ca/articles/flooring/sustainable-flooring-materials>
<http://www.cypresshardwood.com/hardwood-floors-faq>
<http://curlyscarpetrepair.com/debunking-carpet-myths/>
http://www.cleveland.com/insideout/index.ssf/2012/10/carpet_or_wood_the_experts_lay.html
<https://www.cottagecarpets.ca/flooring-solutions/home-carpet-vancouver.html>
<http://homerenovations.about.com/od/floors/a/Artlamfloor.htm>
<https://www.thisoldhouse.com/ideas/working-linoleum-flooring>
<http://concretefloorvancouver.com/>
<http://www.concretenetwork.com/concrete/interiorfloors/>
<http://www.realtor.com/advice/tile-flooring-pros-cons/>
<http://www.realtor.com/advice/pros-cons-vinyl-flooring/>
<http://www.realtor.com/advice/cork-flooring-pros-cons/>
<http://flooring.about.com/od/Flooring-Pros-And-Cons/a/An-In-Depth-Look-At-Concrete-Flooring.htm>
<http://flooring.about.com/od/Flooring-Pros-And-Cons/a/The-Benefits-And-Drawbacks-Of-Bamboo-Floors.htm>
<http://lifehacker.com/the-pros-and-cons-of-different-types-of-home-flooring-1621126726>

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<http://scottmcgillivray.com/design-renovations/back-basics-flooring-beginners-2/>
<http://www.armstrong.com/flooring-blog/2013/08/23/linoleum-vs-vinyl-flooring/>

Types of Flooring:

Type	Description / Pros & Cons
Bamboo	<ul style="list-style-type: none">○ Bamboo is not a wood but a grass, one that matures for harvesting in 2 years. Bamboo thrives all over the world in warm places, but not all of it is grown in sustainable forests. In addition, the manufacturing may contain formaldehyde compounds so it is wise to check the labels.○ Bamboo is environmentally ambiguous. It is sliced and glued to form planks that can be installed just like hardwood flooring. The adhesive used can emit VOCs. There are also some concerns that forests are being cut down and replaced with bamboo fields for commercial purposes.○ It's as hard as many oak products and contains a natural anti-bacterial agent that resists mould.○ Bamboo can also be fused to form engineered flooring that can be snapped together or glued.○ Bamboo can be refinished like hardwood.○ It can often become scratched if used regularly.
Carpet	<ul style="list-style-type: none">○ Carpeting is available in a great range of textures and styles.○ It is easily maintained with regular vacuuming and professional cleaning every 12-18 months. With advanced fibre and manufacturing technologies, today's home carpets are more stain and soil resistant than ever before.○ In addition, wool carpets are completely biodegradable when paired with a natural backing system made of jute.○ Beauty and style: there are a fabulous range of styles, textures, patterns and colours for unlimited decorating possibilities! Carpet is an important decor component that adds dimensional texture, pattern, and colour to any space in the home.○ Warmth and comfort: carpet makes your home warm and cozy for those long rainy days.○ Carpet is an excellent sound insulator and helps absorb disruptive noise – televisions, stereos, computers, children playing, etc. Carpet also works as a sound barrier between floors by helping block sound transmission to rooms below.○ Air quality: with proper cleaning and maintenance, carpet is beneficial in trapping and immobilizing potential allergens in the air, at the floor's surface, preventing them from contaminating the air you breathe.○ Carpeting is not as good as hardwood for your home's resale value.○ Not ideal if you have pets that are not fully house-trained.

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	<ul style="list-style-type: none">○ As much as manufacturers talk about how stain-resistant carpeting can be, the unbiased sites all mention that it can become stained and generally doesn't last as long as wood.
Concrete	<ul style="list-style-type: none">○ Most flooring contractors don't seem to provide concrete flooring. The ones that do install concrete usually don't do any other kinds of flooring.○ Benefits of concrete flooring: eco-friendly, non-combustible, better indoor air quality, lower lighting costs, low maintenance, design flexibility, durable, cost effective, great for snowy/sandy regions, requires little upkeep and lasts for years.○ Colours, textures, patterns, saw cuts, etc. are available to enhance designs.○ The hard, durable surface can also be a drawback because if you drop things on it they will break, and if you fall on it you may injure yourself.○ It is cold and the hard surface can be tough on your joints.○ For resale, a new owner could always install carpet or other flooring types over the top of the concrete.
Cork	<ul style="list-style-type: none">○ Cork is a sustainable flooring material. Cork is the bark of trees and is harvested in hundreds of colors and textures that, when processed, produces a beautiful and durable floor.○ Naturally resistant to invasive organisms as well as mold and mildew.○ The cellular nature of cork allows it to store warmth, making it one of the warmer flooring surfaces next to carpet.○ It's naturally shock-absorbing so dropped glasses or dishes will be less likely to break. It works wonders for those who struggle with joint conditions and as a cushioned play surface for young children.○ Can be quite expensive.○ Does not hold up well to heavy furniture or items sitting on it for long periods of time. Can also be carved out if sharp objects are dropped or if you have pets with sharp claws.○ Can discolour in direct sunlight over time.
Engineered Wood	<ul style="list-style-type: none">○ Sometimes called composite wood, engineered wood differs from hardwood in that it is a veneer of hardwood on top of several wood layers underneath. It is processed or machined to have a specific look and feel, and typically comes pre-laminated.○ Can be ideal for below-grade installation, such as basements, as it is much more resistant to moisture than hardwood.○ Installation is fast. It can be installed over any subflooring type (padding, concrete) with relative ease.○ Quality and durability can vary. It can usually be sanded and refinished only once, if at all. Owners may have to settle for screening (removing the finish without sanding the actual floor).○ Edges of the panels lack a finish and can fray or allow water in. It doesn't last as long as real hardwood.

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Hardwood	<ul style="list-style-type: none">○ Hardwood flooring comes in a variety of species and finishes. Each species has its own unique look, price range, moisture resistance, and durability.○ Hardwood floors are very desirable on the real estate market and increase the value and salability of your home.○ Hardwood is the most abundantly renewable flooring material available. Sustainable forest management makes it possible to harvest wood without any serious impact on the environment, because trees are a renewable resource that can be regrown time and time again.○ Hardwood floors improve indoor air quality. They do not harbor allergens, microorganisms or harmful pesticides tracked in from outdoors.○ When properly installed and maintained, hardwood floors can last for hundreds of years.○ Hardwood floors can be scratched or dented.○ They can be damaged by water.
Laminate	<ul style="list-style-type: none">○ Laminate is a floor covering made of pressed wood. The top only looks like wood because it is a photograph covered in a clear "wear layer." The thin, clear plastic wear layer is the linchpin between the delicate lower layers and exterior elements such as moisture, UV rays, and scratching.○ Laminate flooring is unusual in that it does not attach to the subfloor. Foam underlayment resides between the subfloor and laminate, detaching the 2 surfaces and providing for a softer footfall. Floors that attach from board to board but not to the subfloor are called floating floors.○ Inexpensive relative to solid wood, engineered wood, and stone floor covers; comparable to vinyl flooring.○ Laminate is easy to clean.○ Unlike hardwood, laminate is scratch-resistant, one reason why it is a great floor for people who own pets. However, being made of pressed board, laminate can easily chip—especially the critical tongue and groove sections. Over time, laminate can also start to show wear, and it cannot be refinished the way hardwood can.○ It is somewhat resistant to water. However, standing water will cause laminate flooring to swell if it gets between the seams.○ Laminate is not as good for resale value as hardwood.
Linoleum	<ul style="list-style-type: none">○ Unlike vinyl, linoleum flooring is produced from all-natural ingredients and will not melt if a cigarette or match is dropped on it.○ Because it's porous, its appearance and continued resilience depend on regular maintenance. Be sure to use cleaners that are not high in pH, as these can damage linoleum.○ Retail stores, day-care centers, and hospitals remain prime buyers of the flooring because of its natural bactericidal qualities.○ Linoleum is made with linseed oil, and newly laid linoleum floors have a pronounced linseed-oil scent for the first few months. A new linoleum floor can

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	<p>also have a “bloom” (yellowish tint that is a by-product of manufacturing). This yellow colour will fade with exposure to light.</p> <ul style="list-style-type: none">○ Linoleum is comfortable, you can get it wet, and you don't have to worry about dropping knives on it, the way you do with most vinyl. (To make a gash in linoleum disappear, fill it with a mix of wood glue and fine scrapings off a leftover piece.)
Tile	<ul style="list-style-type: none">○ Because the supplies of clay, granite and marble are endless the only drawback for them in order to be sustainable is their weight and the cost of transportation. However, there are many rock and tile manufacturers on the continent.○ One of the best surfaces to install over a radiant floor heating system.○ Non-toxic and great for allergy sufferers.○ Can be a cold, hard surface for walking if not installed over radiant heat.○ No sound insulation properties.
Vinyl	<ul style="list-style-type: none">○ Backed with a thin layer of either felt or foam. The soft layer results in the floor having a little more flexibility and give, which makes it easier to stand on for long periods of time.○ Vinyl flooring can refer to several different products – sheet vinyl, vinyl tiles (sometimes LVT – luxury vinyl tiles), or, vinyl plank (sometimes LVP – luxury vinyl plank).○ Durable and resistant to dirt/water.○ Can be installed directly over the subfloor.○ Requiring practically no maintenance after installation, vinyl needs to just be swept and mopped occasionally to keep the floor clean.○ Manufactured using PVC and has VOC emissions .

1.4 TIPS FOR MAINTAINING YOUR HARDWOOD FLOOR

<http://www.cypresshardwood.com/hardwood-floors-faq>

- Never clean your hardwood floor with water, with a steam mop, or use a cleaner that is mixed with water. Do not use vinegar or bleach on your hardwood flooring. Use only recommended hardwood flooring cleaners.
- Keep floor mats at all entrance-ways to keep dirt and moisture from being tracked on your floor. Place walk-off mats at all exterior entrances. This will capture much of the harmful dirt before it ever reaches the hardwood floor. Shake out, wash, and vacuum mats and rugs frequently.
- To avoid water marks, never let spills of any type remain on the surface of the floor. Wipe up spills immediately.
- Rotate area rugs occasionally to minimize discolouration from sunlight.
- Use soft protectors under all furniture.
- Vacuum and sweep your floor as often as required to eliminate dust and debris. Some sites say this may have to be done on a daily basis, depending on the amount of traffic in your

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home. However, others say weekly.

- When moving heavy furniture or appliances put a large heavy blanket underneath them to avoid scratches and dents.
- Do not wear high heels on your hardwood floor. Spiked shoes exert approximately 1000 pounds per square inch. Old, unprotected tips will dent any hardwood floor.
- Try to maintain an average humidity level of 45% in order to minimize the expansion and contraction in your floor.

2. FLOOR LAYING

<http://lifehacker.com/the-pros-and-cons-of-different-types-of-home-flooring-1621126726>

<http://scottmcgillivray.com/design-renovations/back-basics-flooring-beginners-2/>

<http://www.exclusivefloors.com/carpetinstallation>

<http://www.concretenetwork.com/concrete/interiorfloors/installation.html>

<https://www.thisoldhouse.com/how-to/how-to-lay-cork-floor>

<https://www.thisoldhouse.com/how-to/how-to-install-linoleum-tile-floor>

<https://www.lowes.com/projects/build-and-remodel/install-floor-tile/project>

<https://www.thisoldhouse.com/ideas/working-linoleum-flooring>

Installation Comparisons among Different Types of Flooring:

Flooring Type	Difficulty Level	Descriptions
Bamboo	<ul style="list-style-type: none">○ Moderately difficult to install	<ul style="list-style-type: none">○ It is sliced and glued to form planks that can be installed just like hardwood flooring.○ Bamboo can also be fused to form engineered flooring that can be snapped together or glued.
Carpet	<ul style="list-style-type: none">○ Moderately difficult to install	<ul style="list-style-type: none">○ While seams are inevitable, the professionals excel at minimizing and hiding seams.○ Be prepared to be at home the day of installation and be available in case the installation crew has questions. The carpet may not clear the doors or there may be difficulties with transitions between different types of flooring.
Concrete	<ul style="list-style-type: none">○ Very difficult to install; not a DIY flooring	<ul style="list-style-type: none">○ Unlike carpeting, a decorative concrete floor can't be installed in just a few hours or a day.○ On a small project, such as a basement floor, the timeline can range anywhere from 2 days to 5 or 6 days. More complex decorative concrete floor projects involving multiple stain or dye colors, an overlay, decorative saw cuts and custom graphics will take much longer to

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		complete than a simple project calling for just one coat of stain and a sealer.
Cork	<ul style="list-style-type: none"> Moderately difficult to install 	<ul style="list-style-type: none"> Cork is a lot easier to install than traditional wood flooring. Manufacturers now offer products in engineered panels that snap together without glue or nails. These floating-floor systems sit well over plywood, concrete, or even existing flooring.
Engineered Wood	<ul style="list-style-type: none"> Fairly easy, fast installation 	<ul style="list-style-type: none"> Can be installed over any subflooring with relative ease Cost of installation is about the same as hardwood
Hardwood	<ul style="list-style-type: none"> Difficult to install 	<ul style="list-style-type: none"> Can be installed on a conventional raised plywood subfloor or on a properly prepared concrete slab (but not below grade) Some how-to instructions recommend installing vapour barrier paper underneath flooring
Laminate	<ul style="list-style-type: none"> Fairly easy, fast installation 	<ul style="list-style-type: none"> Installation is about half the cost of hardwood installation Laminate flooring is unusual in that it attaches from board to board but not to the subfloor (making it a floating floor). Foam underlayment resides between the subfloor and laminate, detaching the two surfaces and providing for a softer footfall.
Linoleum	<ul style="list-style-type: none"> Easy to install in tile form 	<ul style="list-style-type: none"> Possible as a DIY project Installed over an adhesive/glue Comes in sheets When linoleum hits the glue, it shrinks in length and expands in width. Leave some of it adhesive free and wait half an hour for the material to stabilize before overlapping the next sheet. The adhesive takes 24 hours to set firmly enough to support furniture. Also comes in a tile form, which click together to form a floating floor, meaning they go down without needing to be glued.
Tile (ceramic, porcelain)	<ul style="list-style-type: none"> Difficult to install 	<ul style="list-style-type: none"> Floor tiles should be laid with the first tile centered in the middle of the floor, working onward from that. This is a very involved process. You'll need to lay mortar, lay the tiles (separated by spacers for even spacing), level the tiles, and grout the tiles.
Vinyl	<ul style="list-style-type: none"> Very easy to install 	<ul style="list-style-type: none"> Can be glued or nailed directly over a subfloor Vinyl is DIY friendly, letting you save money on installation

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Basic Floor Installation Process:

<http://www.diynetwork.com/how-to/rooms-and-spaces/floors/how-to-install-linoleum-flooring>

<http://www.diynetwork.com/how-to/rooms-and-spaces/floors/how-to-install-a-hardwood-floor>

Steps	Description
1. Remove old flooring	<ul style="list-style-type: none">○ Pull up carpeting or other old flooring.○ Remove the baseboards (be careful not to damage them if you're planning to reuse them).
2. Prep the surface	<ul style="list-style-type: none">○ Remove nails, staples, or anything else that makes the surface uneven.○ Lay a subfloor if there isn't one already and if you're installing a flooring material that requires one.○ Create a level surface by sanding the subfloor if needed.○ Check for squeaks in the subfloor. If it is squeaky, screw a long drywall screw into the subfloor and joist where the squeak occurs.○ Install vapour barrier paper if needed (for hardwood flooring).
3. Acclimate flooring	<ul style="list-style-type: none">○ Place the flooring in the room where it will be installed at least 24 hours in advance. This allows it to come to room temperature.
4. Measure	<ul style="list-style-type: none">○ Measure the room.○ Do the math to determine how many tiles/boards you'll need. You don't want the last row to be less than 2 inches wide, so you may need to cut the first row a bit to prevent the last row from being too narrow.○ Cut pieces to fit around doors or any odd angles in the room.
5. Lay the flooring	<ul style="list-style-type: none">○ There are many different processes for laying flooring depending on the type you buy:<ul style="list-style-type: none">▪ Click together▪ Floating▪ Glue-down▪ Mortar and grout for ceramic or porcelain tiles
6. Trim	<ul style="list-style-type: none">○ Replace the baseboards to cover the edges of the flooring. You may also install new baseboards if the old ones were damaged during removal.
7. Roll the floor	<ul style="list-style-type: none">○ With some flooring (like linoleum) you'll need to roll over it with a heavy roller.
8. Clean up	<ul style="list-style-type: none">○ Sweep to remove any dust/debris from installation, and then enjoy!

Other Information about Installing Flooring:



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- With just about any type of flooring, you must have a level surface to start. You may need to pull nails or staples, sand the subfloor, or use self-levelling concrete.
- When you use tiles (linoleum, porcelain, etc.) you can create various patterns with different colours.
- The different types of flooring don't fall into hard and fast categories. Things have been simplified a bit for this guide. For example, linoleum can come in sheets or could also come in tiles, which require different installation processes.
- Laminate flooring also comes in different varieties, some of which are easier to install than others.
- Linoleum and vinyl are also often confused and sometimes the terms are used interchangeably even though they are different products.
- It's best to be available for at least the beginning of the installation so you can answer any questions the workers may have.

3. REFINISHING AND RESURFACING: WHAT'S THE DIFFERENCE?

<http://blog.coldwellbanker.com/refinishing-hardwood-floors-vs-resurfacing/>

General:

Resurfacing and refinishing are terms that are often used interchangeably, but they have different meanings.

Service	Description
Refinishing	<ul style="list-style-type: none">○ Refinishing involves sanding off the top layer of the floor and adding a fresh top coat over the existing wood. It's a fairly simple do-it-yourself project — all you really need to get the job done is a basic drum sander for floors, stain, and lacquer to make the top of the floor look shiny and new again.
Resurfacing	<ul style="list-style-type: none">○ Resurfacing your floor involves more than just putting a layer of polish on top. It may require removing old floorboards, grinding down uneven boards, and reinforcing wood planks with new nails. This process is more time-consuming and expensive — it requires an investment in wood-grinding equipment, lumber, a nail gun, power saw, and other special tools.

Refinishing Process:

<http://www.ineedflooring.ca/floor-refinishing.php>



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Steps	Description
1. Sanding	<ul style="list-style-type: none">○ Drum sand the entire surface of the hardwood flooring 3 times with different sanding grit until your floor is flat and smooth.○ Sanding your entire hardwood floor virtually removes all pre-existing scratches, dents, and stains.
2. Fill Cracks	<ul style="list-style-type: none">○ Impregnate the entire floor with wood filler compound to fill any cracks, holes, deep dents that did not sand out.
3. Buff	<ul style="list-style-type: none">○ Buff the floor to remove excess wood filler – this is yet another light sanding.
4. Stain	<ul style="list-style-type: none">○ If a stain is desired to change the colour of the hardwood floor, then this is when the entire floor will be stained – sometimes several coats are required to get the right color – every wood flooring species soaks in stain differently.
5. Lacquer	<ul style="list-style-type: none">○ Many different finishes are available: high gloss, semi-gloss, matte, oil and water based.○ It is industry standard to clear-coat 3 times, but the floor requires a polishing sand prior to the application of the final clear coat.

4. OTHER SERVICES

<http://leveltechconcrete.com/services/self-levelling-vancouver-burnaby-north-vancouver-level-floors-surrey-langley-richmond/>

<http://www.ineedflooring.ca/importance-of-levelling.php>

<https://www.hardwoodfloorrefinishingin.com/bc/vancouver/?gclid=CM7Km5KL-c8CFQsfhgodZacCeQ>

<http://homerenovations.about.com/od/floors/tp/Floor-Transition-Strip-Types.htm>

<http://www.westcoastmoulding.com/index.asp>

<http://www.imperialfinishing.com/finishing-services.php>

General:

Services	Description
Floor leveling	<ul style="list-style-type: none">○ A level subfloor is essential to have a properly installed floor. A concrete floor can be levelled using self levelling concrete. With a wooden sub floor, leveling compound can be added to low spots or high spots can be ground down. When dealing with nailed-down installations, cement

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	<p>compounds cannot be used because the fasteners holding down the flooring will cause the compound to crack. Instead, a combination of plywood, construction paper, and an electric planer are crucial for proper results.</p>
Carpet removal	<ul style="list-style-type: none">○ Many homes have beautiful hardwood flooring that is hidden underneath a layer of carpet. However, it is difficult to remove the carpet staples without damaging the flooring underneath, and disposing of the carpeting can be a challenge for a homeowner to do on his/her own.
Flooring repairs	<ul style="list-style-type: none">○ Most hardwood floors require repairs prior to refinishing. Hardwood floors are durable, but everyday wear and tear of children and pets can cause damage over time. Repairs can take care of pet stains, deep scratches, and water damage. Repaired areas can be perfectly matched to the original flooring.
Transition strip repair & installation	<ul style="list-style-type: none">○ A transition strip is a strip of material that bridges the gap from one flooring type to another, usually at the doorway of a room. These allow for expansion and contraction and make transitions in elevation more visible, thus reducing the tripping hazard. These strips come in a variety of materials like aluminum and vinyl.
Stair refinishing	<ul style="list-style-type: none">○ Refinishing stairs is one of the most difficult tasks related to flooring. Careful attention is needed not to damage your stringers or risers. However, once completed, refinished stairs along with refinished floors can help the stairs look like a cohesive part of the home.
Custom wood moulding & staining	<ul style="list-style-type: none">○ This can include custom-designed stair railings, crown moulding, baseboards, and other wood trim pieces. These can be stained or painted with a variety of finishes or can even be distressed for an antique look.