



# ENQUIRY FAQs

FLOOR SANDING | KITCHEN WORKTOPS | DEEP FLOOR CLEANING

## - FREQUENTLY ASKED QUESTIONS -

### SOME IMMEDIATE ANSWERS FOR YOU:

#### WILL MY HOUSE BE COVERED IN DUST?

Great news, the answer is No! Our machines are virtually dust free, so no need to cover your house in any sheeting. Our inbuilt vacuum system sucks 98% of the dust straight from the sanders, and any remaining dust is vacuumed up by us as we need to have smooth floors for the oiling and lacquering processes.

#### FURNITURE REMOVAL

We ask that **ALL** furniture is removed from your room(s), as we need full access to the floors and edges. If you are going to have difficulty removing any furniture, please liaise with me **in advance**, as this will add additional time, and staffing.

#### KITCHEN WORKTOPS

This will usually take two days, and you must remove all kitchen items from your worktop so we have full access.

We use orbital sanders with a vacuum unit to keep the dust to a minimum, 98% dust free in fact. Please specify if you would like matt, satin or a gloss finish.

## THANK YOU FOR YOUR ENQUIRY, I'M DARYN, HELLO!

This FAQs page should help you understand the processes I go through and answer any of those initial questions.



### OUR HIGH QUALITY SANDING MACHINES ARE A MIXTURE OF LAGLER, BONA, AND FESTOOL, AND ARE AMAZINGLY VIRTUALLY DUST FREE!

**YES 98% OF THE DUST IS CONTAINED, SO  
NO NEED TO USE HOUSE COVERINGS.**

Most locally hired in machines do not have the capacity for being dust free, and do not offer the right weight or pressure needed to sand through three or four grades of sand paper for your floors. We use extra weighted machines which even out floorboards during sanding, and get deep scratches out.

I am a French Polisher by trade, so I understand the needs of wood and how it should be treated. I take great care working in my customers homes and buildings. If you have any further questions after reading this, please email me.

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## DRYING TIMES

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**Oils** have a drying time of 12hrs in set conditions before you can walk on them.

**Lacquers** offer a quicker drying time at 3-4hrs.

PLEASE NOTE: Manufacturers also have a longer cure term, so the optimum and recommended drying times are 5-7 days, *but we know that this is not always possible in your home!*  
Just be sensible, no shoes or dragging furniture around please!

## MORE THAN ONE ROOM TO BE SANDED?

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We have many requests for more than one room to be sanded, or several rooms plus hallways and stairs, and often we fully refurbish for new ownership or end of tenancy.

When more than one room is sanded, this will reduce cost per room as we can sand the additional room(s) whilst the first room is drying:

\*One room = 2 days

\*Two rooms = 3 days

\*Full terraced houses = 5 days approximately (depending on floor quality and access)

## CARPETS

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Sorry, but we do not offer a carpet removal service, all carpets would need removing **before** we can confirm your booking. It is critical we see the state of your floorboards before booking, as we need to plan for fixing or replacing any damaged boards. Please also remove any pins or staples in advance too.

## OILS AND LACQUERS

We use professional grade domestic oils and lacquers. Other premium, extra tough, commercial oils and lacquers are available at extra cost.

## WHAT DO I DO IN PREPARATION FOR YOUR ARRIVAL?

Please email [daryn@norfolkfloorsanding.co.uk](mailto:daryn@norfolkfloorsanding.co.uk) with photos of your floor(s), and or worktops (I can do both at the same time!), and all room measurements, so we can ensure a correct quote.

Please specify if you want a particular brand of oil or lacquer, but our standard oils and lacquers re included in the price, as are all materials, and no vat to be added on.

## AVAILABILITY?

We are usually booked up a few months in advance, so please let us know if you are happy to book in with no rush.

However, if you require the job urgently or within a certain time frame, please let us know at the top of your email, as we may be able to fit you in around other jobs, or if we have cancellations.

## WHAT HAPPENS NEXT?

Once we have received your photos and measurements, we will reply with your personal quote. We charge per room, and if you have more than one room requirement, this will make it cheaper for you as for can be done simultaneously.

Confirm your time frame and if you require any premium products at the extra cost, as we will need to order them.

Carpets to be pulled up to see condition of boards, and don't forget to send close up photos of any damaged areas.

## WHEN CAN I WALK ON THE FLOORS?

I will let you know what to do and what not to do, but please follow my strict drying times to ensure your floors and worktops stay looking amazing!

Thank you so much, I look forward to hearing from you.

Daryn