IDENTIFY FLOORING TYPE:
- Solid Hardwood - CLEAN AND REFINISH
- Engineered Hardwood - CLEAN AND REFINISH
- Laminate - CLEAN WITH CAUTION ONLY

NOTE EXISTING PROBLEMS:
- Bare Wood
- Water Damage
- Scratches
- Light / Dark
- Indentations
- Nail Holes
- Pet Stains
- Delamination
- Other

TAKE PICTURES OF PRE-EXISTING ISSUES
- Yes
- No

Determine what maintenance products are being used - Ask to see the bottle
- Mop and Glo
- Orange Glo
- Murphy's Oil Soap
- Bona Polish
- Other

TEST FOR ACRYLIC AND PASTE WAX - If customer wants Hardwood Floor Refinisher applied
- Acrylic Test (See Kit Instructions)
- Paste Wax Test (Refer to www.basiccoatings.com)
- No Acrylic Present
- Acrylic Present
- No Paste Wax Present
- Paste Wax Present

REVIEW TIME GUIDELINES OF FLOOR USAGE:
- Immediately - Clean Only
- 1-2 Hours - Walk on floors (With stocking feet)
- 24 Hours - Return furniture and rugs to floor (Use felt pads)
- 14 Days - Maintain with Squeaky Cleaner

DISCUSS CUSTOMER EXPECTATIONS:
- Clean Only
- Clean and Refinisher
- Wax Removal, Clean, Refinisher
- Sheen: Gloss or Satin

REVIEW PROPER MAINTENANCE
- Leave cleaning kit and review usage