

LARGE PANEL DANCE FLOORS

FREQUENTLY ASKED QUESTIONS

1. *I am looking for a traveling floor for my tap dancing competition. Will your floors work for my use? What kinds of dancing can be performed on Large Panel Dance floors?*

Our Windsor Oak Finger Parquet is perfect for a traveling tap dance floor. This floor type is best used indoor. For outdoor use, any of our laminates would work beautifully.

2. *Which of your floors do you recommend for outdoor use? Which one of your floors will work for my beach wedding next year?*

Our Vinyl Floors and Composite Laminates can be set up on grass, carpet or other surfaces. We do recommend a tent over Vinyl if used outdoors. Laminates do not require a tent and are our most scratch resistant.

3. *What is the best way to clean my new dance floor?*

- a) For regular cleaning after use, you can use any floor cleaner with a micro fiber cloth. You do not want to use a degreaser as it will remove the wax.
- b) For heavier marks that will not come off with the cleaner and cloth, you can use a buffing machine and black scrubbing pad.
- c) For edging you can use a spray bottle with paint thinner and steel wool.

4. *What is the average set-up and tear-down experience?*

Once the floor sections are on site, 2 people can install a 20' x 20' floor using 4' x 4' sections in about 40 minutes. Simply follow the guide. You can connect or disconnect the floor sections from each other by tightening or loosening the fastening screws. The screws are designed to be left in each section when dis-assembling the floor. Just loosen the screws with a couple of twists.

******Please make sure you do not loosen the screw so that it protrudes above the surface of the floor section. You do not want to scratch the floor next to it when storing your sections.**

5. *Your website claims that your floors are weather resistant – what does that mean? Will the floor be protected from drink spills, laying over wet grass and what if the floor gets rained on?*

Our Indoor/ Outdoor Floors are weather resistant, meaning you can use them on wet grass, cement or other surfaces that are not submerged in water. The bottom of the floors are made with a full-grain water resistant plywood base. If it begins to rain, the floor does need to be picked up right away and the sections need to be dried and stacked on a flat surface, face to face and bottom to bottom, until dry. If the grass is very wet, a tarp under the sections will help to protect the floor sections. Drink spills on top of the floors will not harm the floor. Caution: Floors are slippery when wet. Please keep dry to avoid falls and accidents.

6. What kind of warranty do you offer? Do you offer some type of Money-Back Guarantee?

See Instruction Booklet for full information. But we do offer a 3 year warranty to the original purchaser from date of purchase for manufacturing defects. There is no money back guarantee.

7. How many years will these floors last?

We have rental companies that have had our floor sections in their inventory for 10 to 15 years and more. They will last a long time if you take proper care of the floor sections.

8. What's the best way to store these floors?

Floor sections are best stored on a flat surface with the sections stacked face to face and back to back.

9. Do these floors need to be waxed? How do I remove scratches?

For the vinyl sections and the laminate sections we do recommend waxing to help protect them. Use the floor maintainer and a microfiber cloth to remove surface marks. For deeper scratches, you may have to replace a tile of the vinyl in the section. Refer to Instruction Booklet for directions. For deeper scratches on the laminate flooring, you can use a paint pen with a matching color that may be purchased at Home Depot. The Windsor Oak Finger Parquet does not require wax. For deep scratches, use a Dura Seal stain in a Cinnamon color. This can be purchased at Home Depot.

10. What kind of custom floor can I order?

We can get some custom colors in the laminates. For custom configurations, let us know the dimensions so we can recommend the best way to fit our sections to your needs. We can do custom sizes when needed.

11. What is the difference between the 2 trim widths?

The standard edge has a 45% slope and can be used indoors or outdoors. ***** Best for uneven surfaces.**

The wide edge has an 11% slope and is best used indoors. Hotels, country clubs etc. prefer this style as it helps them meet the Americans With Disabilities Act. A wheel chair can get up on the floor with this style.

12. Can I get a sample color chip?

We do have small sample pieces of the tops of the floor sections we can send for our floor sections for customers to see the color.

13. Where can I see your floors on display?

You can see them on our website, at trade shows and you can come by our shop in Camarillo, CA.

14. How do you ship these floors to me? Can they ship UPS?

We ship floors strapped to a pallet by truck. The edging is strapped to the pallet on top of the floor sections. If you are ordering one panel or a few borders, we will ship them U.P.S.

15. How are your floors constructed? How do the panels connect to each other? How do I attach the edging?

All sections are made with a full-grain water resistant plywood base. They have a metal extrusion around all edges of each floor section that is the connecting device. Sections and edging connect with a tongue-in-groove with a set screw design.

16. What size are the panels? Are these panels compatible with any other interlocking dance floors?

We make our sections in 3' x 3', 3' x 4' or 4' x 4' sizes. We can do most custom sizes upon request.

Our floor sections are not compatible with other floor manufacturers' floors and ARE NOT WARRANTIED if you try to connect them to any other manufacturer's floor sections.

17. How do you handle refunds, returns, exchanges?

No refunds or returns are accepted. Exchanges or repairs, at our discretion, are done for manufacturing defects with notification prior to our 3 year warranty we offer. See the Instruction Booklet for complete details.

18. Do you rent dance floors?

We do not rent. We manufacture and sell. We can recommend a rental company for rentals.

19. I am buying this dance floor for my university - can I use a purchase order?

Yes purchase orders are accepted. However, orders from customers need to be prepaid prior to shipping, unless a credit application has been submitted and approved for Net 30 terms, prior to shipping.

20. How do I set up Net 30 payment terms with you?

A credit application needs to be filled out and processed for approval.

21. Do your floors need to be placed on a perfectly flat surface?

Our floors are made with the full-grain plywood base. They are approx. 7/8" thick. They are designed so that they can be used on uneven surfaces as they have the sub-floor built into it for the strength for the uneven surface.

22. Can your floors be installed on top of thick carpet?

They can be used on thick carpeting. However, thick carpet and padding may result in the floor traveling a bit during your event.

23. Can I pick up from your warehouse?

"Will Call" is available.

24. Am I obligated to pay sales tax?

Sales tax is required for all purchases in states where we have a distribution or sales presence. Unless you have a resale certificate or are otherwise tax exempt.

25. Can I arrange for my own trucking service?

Yes you can arrange for your own trucking company. We can supply the dims for the bill of lading.

26. Do you have a storage or transport cart? How many panels does it hold?

We offer a transport cart to move and store your dance floor. It holds up to 25 sections and has a place for the edging.

27. What type of installation instructions do you provide?

We do offer a diagram and instructions in our Instruction Booklet.

28. I am planning a wedding with 200 guests, what size floor will I need?

Traditionally, only about half of your guests will be on the dance floor at any one time. A 4' x 4' section, depending on the style of dancing can hold maybe 2 or 3 people. For a 200 guest event, you might have maybe 100 to 120 people dancing. To accommodate 100 to 120 people you could get a 28' x 28' (49 sections) or a 32' x 32' (64 sections) for 2 people per section.

29. I don't see prices listed, how much do your floors cost?

We have so many styles and sizes, we cannot list them all on our website. Please call and we will be happy to generate a quote to fit your needs including product costs and shipping.

30. Can my students dance barefoot on your floor? Will their skin get caught in the seams?

As long as the floor has been properly installed there should not be any problems with people dancing barefoot on the floor.