

WALL-2-WALL NEWS

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We have added more helpful information to this web page for you, check it out today!

Comments or ideas please email acsnews@acsouth.com

Editor: Rob Covert

Top 10 Carpet Installs for 12/13

RANK	STORE #
1	4115
2	4120
3	915
4	2560
5	4108
6	4118
7	4621
8	909
9	2550
10	947



Great job!

Who will be in the Top 10 SQ YD report next month?

Thank you for all the hard work.

Natural Harmony Carpet

The Natural Harmony collection offers distinctive designer styling and luxurious construction enhancements at remarkably affordable price points. To achieve this innovative combination of fashion and value, we have created specially blended proprietary yarn systems like our Wool soft and Wooltex that enable our remarkable assortments to capture the feel and performance characteristics of the finest wool products.

Key Points to Remember:

This carpet Collection is 100% wool or blend of 50% wool / 50% olefin or nylon.

When the carpet is 100% wool, the price on the installation will be under the carpet national sku wool (not part of any promo).

When the carpet is a 50/50% blend, the installation price will be under the promo price.

The Natural Harmony display is only available in certain Home Depot Carpet Showrooms and markets

In-Store Appointment Maker

The In-Store appointment maker tool is now live on the Home Depot website! This tool will allow customers to give their contact information to your store and select a date and time for them to meet with one of the flooring department's specialists. Another great option for customers looking for convenience and ease with their project!

Solid or Engineered Hardwood?

Solid ¾ inch Hardwood Flooring

Solid wood planks are milled from a single piece of hardwood and covered with a thin, clear protective layer which often consists of aluminum oxide, ceramic or an acrylic monomer. Typically ¾-inch thick, the thickness of solid wood planking enables it to be sanded and refinished many times throughout the life of the floor. Because the plank is a solid piece of wood, it will expand and contract in accordance with the home's relative humidity, so to prevent warping or other types of damage, the home's interior relative humidity needs to remain between 45% and 65% all year round.

HARDWOOD

- Can be sanded and refinished many times - the color and finish can be changed
- Must be nailed or stapled
- NO BASEMENTS cannot be installed on concrete - cannot install below grade

Engineered Flooring

Hardwood planks classified as "engineered" feature multiple layers (typically between three and five) that are bonded together under extreme heat and pressure. The layers typically include a top veneer of hardwood backed by less expensive layers of plywood, although some manufacturers use substrates made from recycled wood fibers mixed with stone dust for improved durability and stability. Because engineered hardwood is processed under heat and pressure, it is not as affected by humidity levels as solid wood planks are. Therefore, the product is often the preferred choice for kitchen and bathrooms or in areas where the humidity level can vary, like in a basement or a part of the house that's below grade as long as a moisture barrier is placed between the subfloor and the hardwood planks. They are also better suited for installing over in-floor heating systems than solid wood for this very same reason. Engineered hardwood floors are suitable for installation on all levels of the home and over plywood, wood, OSB and concrete subfloors.

ENGINEERED

- Can be used throughout the home - It can be installed below grade so it can be installed in basements
- Must be glued, nailed or stapled
- Some Engineered floors can be refinished ONCE usually - These floors have durable factory finishes

Help Us to Help Your Customer!

How can ACS give your customer the best installation experience possible? **YOU** play a huge role in that!

- Help guide the customer to the proper material
- Set the expectation
- Assure the customer they will be completely satisfied with the install when completed
- Explain the process from measure to sale to install to follow up
- Make sure we have accurate contact information
- Review the measure with the customer to make sure all the info is correct, even if HDMS closes the sale
- If there is an issue with the install, make sure ACS is notified ASAP so we can correct the situation - our goal is a perfect 10 with EVERY customer! If a customer can't give us a 10, we want to make it right!