

## 9. WALL AND CEILING FINISH

### 9.1 Ceiling is uneven

#### Acceptable Performance/Condition

Within a room or space, ceilings shall appear uniform when viewed from a normal viewing position under normal lighting conditions.

Where an isolated sag, bulge, or area of waviness appears and is not resulting from a structural problem, variation shall not exceed 6 mm (1/4") over a 600 mm (2') support distance.

Even when installed according to the Building Code, it is not unusual to see undulation in drywalled ceilings due to joint finishing. This occurrence can be exaggerated by certain lighting conditions and glossy finishes. Spray-applied textures and matte finishes tend to minimize this condition.

#### Warranty Coverage

12 months

15 months common property

Undulations caused by normal shrinkage of materials due to drying after construction may be excluded from coverage.

#### Claim Response

Ceilings not meeting the Acceptable Performance/Condition must be rectified.

### 9.2 Ceiling texture is unevenly applied

#### Acceptable Performance/Condition

In a room or area, applied ceiling texture (i.e. stipple) shall appear generally uniform when viewed from a normal viewing position under normal lighting conditions.

Ceilings shall be viewed from a distance of not less than 1,800 mm (6'), under normal lighting conditions, without magnification and from a normal standing position.

Minor variation in texture is normal with randomly applied finishing materials.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Ceiling texture not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, an exact match in colour and texture cannot be guaranteed.

### 9.3 Gypsum wallboard corners are uneven

#### Acceptable Performance/Condition

Gypsum wallboard corners shall appear generally even and uniform when viewed under normal\* lighting conditions from a normal viewing position of 1,200 mm (4') away.

Where repairs are required, colour, finish or texture may not have an exact match.

Some minor variations are normal.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

#### Claim Response

Gypsum wallboard corners not meeting the Acceptable Performance/Condition must be rectified.

\*Reflected light, particularly from large windows and strong artificial light (i.e. as from a bare bulb or floodlight) can amplify normal irregularities in the finish and shall not be used to determine acceptability.

## 9.4 Cracks in interior wall and ceiling surfaces

### Acceptable Performance/Condition

Interior gypsum board shall be installed to minimize cracking of joints, corners and corner beads. Minor cracks are not unusual. Most minor cracks are a result of normal shrinkage of materials and are generally not covered.

However, drywall cracks are considered to be a defect when they are:

- greater than 2 mm (1/16") in width
- more than 300 mm (12" or 11") long and greater than 1 mm (1/32") in width
- tape separation is greater than 2 mm (1/16") from the surface, or
- where bead separation is greater than 2 mm (1/16") from the surface.

Extreme cracking in excess of 12 mm (1/2") in width or 6 mm (1/4") in width and 100 mm (4") in length should be investigated to determine if the cause is a structural defect.

Drywall finishes within garages and unfinished areas are excluded from warranty other than as required by the Building Code.

### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

### Claim Response

Cracks not conforming to acceptable performance standard are to be repaired.

These repairs will be completed towards the end of the first year to allow the majority of settlement and material shrinkage to occur. The repairs will be filled, sanded smooth and made ready for painting by the owner. Repairs completed to a textured ceiling will require retexturing of the affected area. Only where drywall repairs are required as a result of extreme cracking will touch-up painting be required.

Where repairs are required, colour, finish or texture may not have an exact match.

It should be noted that most residential builders will repair minor drywall problems as part of their customer service policy. However, the level to which this service is provided may vary from

builder to builder and is not covered by the home warranty insurance policy. Where residential builders have a drywall repair policy, they will typically arrange for repairs towards the end of the first year of occupancy to allow for normal shrinkage and settlement to take place. Most will agree to fill the affected location and sand it smooth ready for painting by the owner.

### 9.5 Ceiling/wall joint separation - often referred to as truss uplift

#### Acceptable Performance/Condition

The junction of inside wall finishes and ceilings should be constructed to minimize excessive cracking or wall/ceiling separation.

Truss uplift is a term often applied to a condition where the bottom chord of wood roof trusses bow or arch upward causing the ceiling drywall that is fastened to it to become separated from the wall finish. Differences in the temperature and moisture content between the top and bottom members of trusses can cause seasonal movement of the bottom chord.

The condition cannot always be prevented but can be controlled by good design, good attic venting and by “floating” the ceiling drywall near partitions.

Similar damage can occur due to downward movement of the wall as a result of settlement of interior wall footings or shrinkage of the framing lumber.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

#### Claim Response

Wall ceiling junctions not conforming to the Acceptable Performance/Condition must be rectified and shall be repaired in a way that the condition does not recur or is concealed.

Where repairs are required, colour, finish or texture may not have an exact match.

Seasonal conditions may delay the timing of repairs.

### 9.6 Drywall surface blemishes including blisters in taped joints, trowel marks, excess joint compound and dents or gouges

#### Acceptable Performance/Condition

Interior finished drywall (excluding garages and unfinished areas) shall be free from blemishes (dents and gouges) at the time of first occupancy\* and shall be installed according to the Building Code.

Conditions such as cracks, blisters in taped joints, trowel marks, excess joint compound, dents or tool gouges, that are readily noticeable when viewed under normal lighting conditions and from a normal viewing position of 1,800 mm (6') directly in front of the wall surface, are unacceptable.

#### Warranty Coverage

\*Physical damage such as dents and gouges must have been reported on the pre-delivery inspection report.

12 months

15 months common property

#### Claim Response

Drywall surface blemishes not conforming to the Acceptable Performance/Condition are to be repaired and refinished to match the original finish as closely as possible.

### 9.7 Drywall nail/screw pops

#### Acceptable Performance/Condition

Interior finished drywall (excluding garages and unfinished areas), shall be free from nail/screw pops that have broken the finished surface or are in a readily noticeable location, at the time of first occupancy.

A small number of nail/screw pops and other minor surface imperfections are normal and usually result from minor shrinkage of materials or normal settlement of the building and are not covered.

Nail/screw pops when viewed under normal lighting conditions and from a normal viewing position of 1,800 mm (6') directly in front of the wall surface are unacceptable when:

- they are readily noticeable, or
- they have broken the finished surface.

Five or more nail pops within an area of 1 square meter is considered to be excessive and requires filling, sanding smooth and painting.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

These repairs will be completed towards the end of the first year to allow the majority of settlement and material shrinkage to occur. The repairs will be filled, sanded smooth and made ready for painting by the owner. Repairs completed to a textured ceiling will require retexturing of the affected area. Only where drywall repairs are required as a result of an excessive number of nail/screw pops will painting be required.

Where repairs are required, colour, finish or texture may not have an exact match. This applies also to the limited circumstances where painting is required by the builder. Most residential builders will repair minor drywall problems as part of their customer service policy. However, the level to which this service is provided may vary from builder to builder and is not covered by the home warranty insurance policy. Where residential builders have a drywall repair policy, they will typically arrange for repairs towards the end of the first year of occupancy to allow for normal shrinkage and settlement to take place. Most will agree to fill the affected location and sand it smooth ready for painting by the owner. Texture of painted gypsum wallboard varies.



### Acceptable Performance/Condition

Wall and ceiling surfaces of gypsum wallboard consist of paper and joint compound. These materials accept paint finishes differently. Variations in texture of the final finish may result and are normal.

### Warranty Coverage

None

### Claim Response

None

### 9.8 Finished surface is rough

#### Acceptable Performance/Condition

Finished surfaces that are intended to be smooth and are touched during normal use shall be uniformly smooth.

Non-textured surfaces that are not touched during normal use shall appear smooth when viewed, from a minimum distance of 1,800 mm (6'), under normal lighting conditions, without magnification, and from a normal viewing position.

The open grain in some wood surfaces tends to appear rough yet feels smooth; this is a natural property of wood and is acceptable.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Surfaces not meeting the Acceptable Performance/Condition are to be rectified.

Where repairs are required colour, finish or texture may not have an exact match.

### 9.9 Paint finish is unacceptable

#### Acceptable Performance/Condition

A properly painted surface (has consistent colour, appearance and cover) shall be provided on every exposed surface where a painted finish is specified. A properly painted surface shall be assessed by viewing, without magnification, from a minimum perpendicular distance of 1,800 mm (6') under normal lighting conditions, and from a normal viewing position.

Natural lighting conditions throughout the day may change the appearance of the painted surface. Brush marks are acceptable in cut-in areas and on trim and may vary in appearance with paint type

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Where a properly painted surface is not achieved, repairs are to be made.

Repainted areas shall match the original finished surface for colour, sheen and texture as closely as possible since an exact match may not be possible.

### 9.10 Paint is splattered on surfaces not intended to be painted

#### Acceptable Performance/Condition

Interior finished surfaces not intended to be painted should not have paint splatters when viewed under normal lighting conditions, without magnification, and from a normal viewing position of 1,800 mm (6') away.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Interior finished surfaces with paint splatters that exceed the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

### 9.11 Wall covering is peeling

#### Acceptable Performance/Condition

Wall coverings shall not peel or de-bond from the underlying surface.

#### Warranty Coverage

12 months

15 months common property

High humidity levels can create conditions causing wall coverings to peel. Damage resulting from maintenance not conducted by the owner in keeping with maintenance documentation provided to the owner by the warranty provider or builder, or from additions, deletions or alterations made by the homeowner is excluded from coverage.

#### Claim Response

Wall coverings not meeting the Acceptable Performance/Condition are to be repaired.

### 9.12 Patterns in wall covering are mismatched at the edges

#### Acceptable Performance/Condition

Wall coverings shall be installed to achieve a generally uniform appearance and within the manufacturer's tolerances.

Some wall coverings are more difficult to match than others due to pattern, colour and texture.

Wall coverings should be viewed under normal lighting conditions and from a normal viewing position 1,800 mm (6') away.

#### Warranty Coverage

12 months

15 months common property

#### Claim Response

Wall coverings not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.

### 9.13 Water penetration behind ceramic tile and bathtub or shower enclosures

#### Acceptable Performance/Condition

Joints between ceramic tiles and/or adjacent surfaces shall be finished to resist water penetration.

#### Warranty Coverage

12 months

15 months common property

Damage resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder and normal wear and tear may be excluded from coverage.

#### Claim Response

Joints between ceramic tiles and/or adjacent surfaces not meeting the Acceptable Performance/Condition must be rectified.

Where repairs are required, colour, finish or texture may not have an exact match.