

10. INTERIOR FINISHING

10.1 Interior door is warped

Acceptable Performance/Condition

Interior doors shall not become inoperable or warp more than 6 mm (1/4") when measured corner to corner. In the case of double doors, one door shall not warp more than 6 mm (1/4") beyond the face of the adjacent door.

The 6 mm (1/4") measure applies to a standard height door (6' 8") and a proportional increase applies to larger doors.

Minor warping of interior wood doors is not uncommon and can be affected by changes in indoor relative humidity.

Warranty Coverage

12 months

15 months common property

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

Claim Response

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

10.2 Bi-fold and sliding doors come off tracks

Acceptable Performance/Condition

Bi-fold and sliding doors shall be installed to operate freely and remain on their tracks during normal operation.

Warranty Coverage

12 months

15 months common property

Bi-fold and sliding doors may require adjustment from time to time to maintain alignment and the hardware may need to be cleaned and lubricated as part of normal home maintenance.

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

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

10.3 Pocket door rubs

Acceptable Performance/Condition

The face of a pocket door shall not rub against the surrounding framing, doorjamb or casing or other trim during normal operation.

Some pocket doors require the use of guides that are designed to rub across the face of the door during normal operation and may cause a minor marking of the door; this is acceptable.

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.

Pocket doors may require adjustment from time to time and hardware may need to be cleaned and lubricated.

Claim Response

Pocket doors not meeting the Acceptable Performance/Condition must be rectified.

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

10.4 Door rubs on the doorjamb or does not latch

Acceptable Performance/Condition

Doors shall operate without rubbing on the doorjamb.

Door latches shall operate with relative ease, however, slight pressure may be required to engage or disconnect the latch.

Seasonal humidity levels may cause doors and jambs to swell, resulting in temporary rubbing; this is acceptable.

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

Doors and latches not meeting the Acceptable Performance/Condition are to be repaired.

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

10.5 Wood door panel has split

Acceptable Performance/Condition

Cracks, where daylight is visible through the door, are not acceptable.

Minor cracks that do not allow light through the door are acceptable.

Examination for a covered defect should be made under normal daylight conditions from a standing position not less than 1,800 mm (6') from the door.

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

Door panels not meeting the Acceptable Performance/Condition are to be repaired.

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

10.6 Door drags on the floor

Acceptable Performance/Condition

Doors shall not contact the floor unless the door is specifically designed to do so.

Interior doors are typically undercut by 25 mm (1") to facilitate air movement through the house.

Warranty Coverage

12 months

15 months common property

Claim Response

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

10.7 Interior door swings open or closes by itself

Acceptable Performance/Condition

Interior doors shall be installed sufficiently plumb and square so they do not swing by themselves due to the force of gravity alone.

Warranty Coverage

12 months

15 months common property

Claim Response

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

10.8 Door hinges bind

Acceptable Performance/Condition

Doors shall not bind on their hinges such that it impairs normal operation.

Hinges that are not aligned or are excessively recessed into the jamb or door may cause the door to bind; this is not acceptable.

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

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

10.9 Gaps exist between stair parts

Acceptable Performance/Condition

Stair parts (risers, treads, and stringers), where exposed to view in finished areas, shall not have gaps in excess of 3 mm (1/8").

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

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

The use of suitable filler or caulking may be used provided the appearance is not impaired.

10.10 Squeaking stair riser or tread

Acceptable Performance/Condition

Stair risers and treads shall be free of excessive squeaks caused by loose or inadequately fastened joints.

Some minor squeaks may be caused by normal shrinkage of material and are not covered.

Warranty Coverage

12 months

15 months common property

Noise resulting from normal shrinkage of materials due to drying after construction, 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.

Extended low-humidity indoor environments can cause excessive shrinkage in the wood resulting in loose stair connections.

Claim Response

Loose/inadequately fastened risers and treads are to be repaired.

10.11 Gaps exist between railing parts

Acceptable Performance/Condition

Railing parts shall be fitted to minimize gaps to not more than 3 mm (1/8").

The structural integrity of the joint should not be affected by minor gaps.

Minor gaps may exist due to different methods of fabrication of the railing and normal shrinkage of materials.

Warranty Coverage

12 months

15 months common property

Gaps resulting from normal shrinkage of materials due to drying after construction are excluded from coverage.

Claim Response

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

Filler or caulking may be used provided the appearance is not compromised.

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

10.12 Stair railings lack rigidity

Acceptable Performance/Condition

Stair railings shall be securely constructed and fastened in accordance with the Building Code.

Even when installed in accordance with the Building Code, slight movement in stair railings may occur under normal use and is acceptable.

The selection of material, the design of the stair railing and normal shrinkage of materials can affect rigidity.

Warranty Coverage

12 months

15 months common property

24 months for Building Code violation resulting in unsafe conditions

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

Stair railings not meeting the Acceptable Performance/Condition are to be repaired.

Filler or caulking may be used provided the appearance is not compromised.

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

10.13 Joint quality of interior trim and moulding work

Acceptable Performance/Condition

Joints in trim, when viewed under normal lighting conditions, without magnification, and from a normal viewing position shall be:

- tightly fitted
- aligned with other trim or surfaces, and
- filled with a compatible material to achieve a finished result.

Cracks or gaps in excess of 3 mm (1/8") are not acceptable.

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

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

Filler or caulking may be used provided the appearance is not compromised.

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

10.14 Nail heads and fasteners are not properly set or filled

Acceptable Performance/Condition

Nail heads and fasteners shall not protrude above the surface unless designed to do so.

Where nail heads and fasteners have been set below the surface they shall be filled with compatible filler unless designed otherwise.

Filler may be noticeable under normal lighting conditions.

This standard does not apply in unfinished rooms or spaces.

Warranty Coverage

12 months

15 months common property

Claim Response

Nail heads and fasteners not meeting the Acceptable Performance/Condition are to be repaired.

Filler or caulking may be used provided the appearance is not compromised.

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

10.15 Interior trim is split

Acceptable Performance/Condition

Trim shall not have visible splits when viewed in normal light conditions from a distance of 1,800 mm (6').

Warranty Coverage

12 months

15 months common property

Damage caused by normal shrinkage of materials due to drying after construction is excluded from coverage.

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

Trim not meeting the Acceptable Performance/Condition is to be repaired.

Filler or caulking may be used provided the appearance is not compromised.

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

10.16 Hammer marks visible on trim

Acceptable Performance/Condition

Trim shall not have visible hammer marks when viewed in normal light conditions from a distance of 1,800 mm (6').

Warranty Coverage

12 months

15 months common property

Claim Response

Trim with visible hammer marks that exceeds the Acceptable Performance/Condition must be rectified.

Filler or caulking may be used provided the appearance is not compromised.

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

10.17 Resin bleeding through painted finish

Acceptable Performance/Condition

Minor amounts of resin may bleed through painted finish on trim, but any excessive amount is not acceptable.

Examination for a covered defect should be made under normal daylight conditions from a standing position not less than 1,800 mm (6') from the door.

Warranty Coverage

12 months

15 months common property

Claim Response

Painted finish on trim with resin bleeding that exceeds the Acceptable Performance/Condition must be rectified.

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