

12. FLOORING

12.1 Transition between different types of flooring is not flush

Acceptable Performance/Condition

Changes in height where different flooring materials abut is acceptable provided the transition is suitably eased (i.e. does not create a trip-hazard).

Changes in height between different flooring materials is normal if caused by different material thickness and/or installation methods.

Standard practice is to install a transition strip of a material such as wood, metal or marble to ease the change in height.

Transition strips may vary in material, colour, grain, and/or dimension.

Warranty Coverage

None

Claim Response

None

12.2 Floor is uneven

Acceptable Performance/Condition

Flooring shall be installed without visible ridges or depressions.

Where visible ridges or depressions occur, the variation from the specified plane shall not exceed 6 mm (1/4") over 800 mm (2' - 8").

Greater consideration must be given to any variance at exterior walls where different wood shrinkage may exist; the variation from the specified plane shall not exceed 10 mm (3/8") over 800 mm (2' - 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

Flooring with visible ridges or depressions that exceed the Acceptable Performance/Condition must be rectified.

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

12.3 Pattern of finished flooring is out of alignment with adjacent wall surfaces

Acceptable Performance/Condition

The pattern of finished flooring shall be installed in general visual alignment with adjacent wall surfaces.

Pattern variation greater than 25 mm (1") in 1,800 mm (6') is not acceptable.

This does not apply to angled, curved walls, or flooring not designed to be aligned.

Warranty Coverage

12 months

15 months common property

Claim Response

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

The method of repair will vary with the type of finished flooring installed.

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

12.4 Carpet seam is visible

Acceptable Performance/Condition

Carpet seams shall be installed with the backing fitted in accordance with the manufacturer's specifications.

Visibility of carpet seams will vary with type of carpet, lighting conditions and direction of pile. Although the backing may be properly fitted, a seam may remain visible; this is normal but open joints or gaps in material are not acceptable.

Location of carpet seams may vary due to predetermined manufactured widths and installation restrictions and are discretionary. Seams around spindles, balustrades, and newel posts for stairs are often visible. Vacuum cleaners with aggressive rotary attachments may damage carpet seams.

Warranty Coverage

12 months

15 months common property

Damaged carpet seams resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

Claim Response

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

Where carpets may be cut to execute floor repairs; seams in the repair area may be more visible.

12.5 Loose or stretched carpet

Acceptable Performance/Condition

Carpeting shall be installed in accordance with the manufacturer's specifications and to prevent:

- loosening at edges
- separation from seams or points of attachment, and
- to minimize buckling under normal use.

Warranty Coverage

12 months

15 months common property

Carpets should be maintained in accordance with manufacturer's recommendations. The use of inappropriate cleaning equipment can damage carpet material.

Damage resulting from improper maintenance, normal wear and tear, or dampness/condensation due to failure of the homeowner to maintain adequate ventilation, is excluded.

Claim Response

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

12.6 Spots or fading on carpet

Acceptable Performance/Condition

Carpet shall be free of manufacturer's defects and should not be visible when viewed in normal light conditions from a distance of 1,800 mm (6').

Warranty Coverage

12 months

15 months common property

Spots or faded areas in carpet resulting from normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

Claim Response

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

Regardless if repairs consist of cleaning, re-dying or areas of carpet replaced, minor appearance variations and seams may be visible when viewed under certain lighting conditions and from a distance of less than 1,800 mm (6').

12.7 Carpet not uniform in colour

Acceptable Performance/Condition

Within a room or defined area, carpet shall be uniform in colour, texture, and pattern.

Variations should not be visible when viewed in normal light conditions from a distance of 1,800 mm (6').

A slight variation in colour may occur due to different lighting effects and at transitions between rooms or areas.

Minor variation between dye lots is acceptable. Doorways, stairs and thresholds are acceptable locations where pile direction may change.

Warranty Coverage

12 months

15 months common property

Claim Response

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

Repaired area may be visible when viewed under certain lighting conditions and from a distance of less than 1,800 mm (6').

12.8 Carpet has dark stains around perimeter of rooms and at heating registers

Acceptable Performance/Condition

Dark stains on carpet around room perimeters, stairs, or at heating registers, commonly called carbon black, are an occupant use and house location issue. Sources of carbon rarely relate to work and material supplied by the builder.

Dark staining often results from airborne carbon material settling out on synthetic or magnetic surfaces such as televisions screens, carpets and magnetic seals on refrigerators. Burning scented candles contributes to carpet staining. Light-coloured synthetic carpets accentuate this condition.

Warranty Coverage

None

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

Claim Response

None

12.9 Hollow areas in underpad below carpet surface

Acceptable Performance/Condition

Carpet underpad shall provide a continuous surface of support for the carpet in traffic areas.

Carpet underpad is often omitted at the base of stair balusters and nosings and is acceptable.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear, such as furniture loads that may cause local depressions, is excluded from coverage.

Claim Response

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

12.10 Protrusions appear on the surface of resilient flooring without breaking through

Acceptable Performance/Condition

Finished surface of flooring shall be free of visible protrusions (bumps, fasteners, telegraphing) when viewed under normal non-reflective lighting conditions from a normal standing position and all such protrusions shall be less than 3 mm (1/8") in height.

Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting.

When measuring floor protrusions, a 150 mm (6") straight edge shall be used.

Warranty Coverage

12 months

15 months common property

Claim Response

Visible protrusions in the flooring not meeting the Acceptable Performance/Condition are to be repaired.

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

12.11 Resilient sheet flooring is loose

Acceptable Performance/Condition

Resilient sheet flooring shall not come unglued from the substrate.

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

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

12.12 Resilient flooring joints not tight

Acceptable Performance/Condition

Resilient flooring shall be installed with no visible gaps in the joints or gaps in excess of 1 mm (1/32") when viewed under normal lighting conditions in a standing position.

The visibility of gaps is dependent on a number of factors including texture, pattern, colour, type of resilient material, and lighting.

Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting.

Visible seam sealer is not considered to be a defect.

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

Visible gaps not meeting the Acceptable Performance/Condition are to be repaired in accordance with the manufacturer's specifications.

Joint filler that complies with the flooring manufacturer's specifications may be used to fill gaps between seams of sheet flooring.

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

12.13 Bubbles appear on vinyl flooring surface

Acceptable Performance/Condition

Vinyl flooring shall be free from bubbles that cause surface deformities visible from a normal viewing position, under normal lighting conditions without magnification by reflected light.

Reflected light, particularly from large windows, exaggerates any irregularity in the floors and should not be considered normal lighting

Warranty Coverage

12 months

15 months common property

Bubbles caused by normal wear and tear or 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 are excluded from coverage.

Claim Response

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

As part of repair procedures, vinyl material may be punctured and resealed to remove the trapped air.

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

12.14 Yellowing appears on surface of resilient flooring

Acceptable Performance/Condition

Sheet vinyl flooring shall be installed in accordance with the manufacturer's specifications and under normal conditions should not yellow.

Direct sunlight naturally causes general yellowing over time and is normal.

Warranty Coverage

12 months

15 months common property

Yellowing due to maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded.

Claim Response

Vinyl flooring not meeting the Acceptable Performance/Condition is to be rectified.

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

12.15 Dye lot variations in resilient flooring

Acceptable Performance/Condition

Within a room or defined area, resilient flooring shall be uniform in colour, texture and pattern when viewed under normal lighting conditions from a standing position not less than 1,800 mm (6') away.

Minor variation between dye lots is acceptable.

Slight variation in colour may occur due to different lighting effects and pattern.

Warranty Coverage

12 months

15 months common property

Claim Response

Resilient flooring not meeting the Acceptable Performance/Condition is to be rectified.

12.16 Gaps developing between strips of hardwood or parquet flooring

Acceptable Performance/Condition

Cracks or joints that remain open in excess of 2 mm (1/16") over the length of the strip are not acceptable.

Hardwood and parquet flooring are natural wood products and can be highly susceptible to changes in indoor relative humidity, which may cause dimensional changes in the flooring material.

Warranty Coverage

12 months

15 months common property

Cracks resulting from normal shrinkage of materials due to drying after construction, damage caused by normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded.

Areas around heat registers and those exposed to concentrated sunlight may be more susceptible.

Claim Response

Cracks or joints that remain open and exceed the Acceptable Performance/Condition are to be repaired.

Wood filler may be used for repairs.

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

12.17 Strip hardwood flooring is cupped (high edges)**Acceptable Performance/Condition**

At the time of occupancy, strip hardwood flooring shall be free from cupping.

Cupping of hardwood strip flooring may result over time from excessive moisture when the humidity below the finished flooring material is substantially higher than above or if the floor becomes wet.

Refer to Appendix A2 “Moisture and Wood Floors” for more information.

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded. Cupping caused by excessive humidity due to failure by the homeowner to maintain adequate ventilation is excluded.

Claim Response

One complete heating and cooling season should be allowed as the problem may remedy itself. If reported of a pre-delivery inspection report cupped flooring is to be repaired or replaced. Cupping that occurs after possession, and is shown to result from defective work or materials, is to be repaired.

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

12.18 Uneven hardwood or parquet flooring

Acceptable Performance/Condition

Hardwood flooring or parquet flooring shall be installed to provide a surface where adjacent strips have no more than a 3 mm (1/8") difference in elevation.

Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal and may exaggerate the appearance of the condition.

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

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

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

12.19 Finished wood flooring is not uniform in appearance

Acceptable Performance/Condition

Unless designed to be random, floor finish shall provide a visible uniform surface when viewed without magnification from a normal, standing viewing position not less than 1,800 mm (6') away.

Reflected light, particularly from large windows, magnifies any irregularity in the floors and should not determine acceptance.

Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal. The open grain in some wood surfaces tends to show a rough appearance, however, this is a natural property of wood and is acceptable. This applies to both pre-finished and site-applied wood flooring.

Warranty Coverage

12 months

15 months common property

Damage resulting from normal wear and tear is excluded.

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

Hardwood flooring surfaces not meeting the Acceptable Performance/Condition are to be repaired.

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

12.20 Wood flooring finish has blistered, bubbled, or peeled

Acceptable Performance/Condition

Under normal conditions, hardwood flooring finishes shall not blister, bubble, or peel when properly maintained.

Isolated air bubbles not resulting in detachment of the finish are acceptable.

Wood is a natural product and variation in colour and grain pattern from one piece of flooring to another is normal.

Warranty Coverage

12 months

15 months common property

Damage noted on the pre-delivery inspection report will be repaired. Damage caused by normal wear and tear or maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder is excluded.

Claim Response

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

Colour, texture, and grain variation in the wood may cause the area of repair to be visible under normal lighting conditions, even when the repair is undertaken in accordance with a manufacturer's specification.

12.21 Crowned strip hardwood flooring

Acceptable Performance/Condition

Strip hardwood flooring shall be installed without crowns (centre of strip is higher than edges).

Unless reported on a pre-delivery inspection report, crowned flooring is not covered.

Crowning of hardwood strip flooring may develop over time and usually results from the surface of the flooring being exposed to excessive moisture. This condition also develops when houses experience excessive changes in humidity conditions.

Warranty Coverage

12 months

15 months common property

Damage caused by maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder and excessive humidity due to failure by the homeowner to maintain adequate ventilation is excluded.

Claim Response

Hardwood flooring not meeting the Acceptable Performance/Condition at the time of pre-delivery inspection is to be repaired.

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

12.22 Wood flooring buckles and detaches from substrate

Acceptable Performance/Condition

Hardwood flooring shall be fastened to the substrate in accordance with manufacturer's requirements.

Wood flooring shall be installed to accommodate normal expansion and contraction.

Refer to Appendix A2 "Moisture and Wood Floors" for more information.

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

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

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

12.23 Knots and colour variation in wood flooring

Acceptable Performance/Condition

Knots or colour variation are natural characteristics of wood.

Loose or detached knots are not acceptable.

Warranty Coverage

12 months

15 months common property

Claim Response

Loose or detached knots are to be rectified.

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

12.24 Splinters occur in wood flooring

Acceptable Performance/Condition

Under normal usage conditions, finished flooring shall have a surface that is smooth, even, and free from splinters.

Warranty Coverage

12 months

15 months common property

Splinters resulting from maintenance not conducted in keeping with maintenance documentation provided to the owner by the warranty provider or builder are excluded.

Never damp mop hardwood floors.

Claim Response

Flooring not meeting the Acceptable Performance/Condition is to be rectified.

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

12.25 Ceramic tile, porcelain tile, marble, or stone flooring is broken, cracked or loose

Acceptable Performance/Condition

Ceramic, porcelain tile, marble, or stone flooring shall be installed in a manner to prevent cracking or debonding from the substrate.

Cracked or loose flooring tiles 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

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

Slight variations in grout colour or texture are to be expected when making repairs.

Variations between dye lots of similar materials within a specified colour or pattern are normal and acceptable provided they are not readily visible.

12.26 Adjacent marble units or ceramic tile surfaces installed at different elevations

Acceptable Performance/Condition

Considering the texture and intended aesthetic application of the finished surface, adjacent marble units and/or ceramic tiles shall be installed generally flush.

Adjoining tiles that exceed 3 mm (1/8") in variance are not acceptable.

Some floor tiles are designed with irregular finished surfaces, which may exaggerate the aesthetic appearance of the condition.

Warranty Coverage

12 months

15 months common property

Claim Response

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

Variations in grout and tile colour and texture are to be expected when making repairs. Variation between dye lots of similar materials within a specified colour or pattern is normal.

12.27 Grout is not a uniform colour

Acceptable Performance/Condition

In a room or defined area the colour of grouted joints shall appear generally uniform under normal lighting conditions and from a normal, standing viewing position.

Minor variation in grout joint colour is normal.

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 is excluded.

Claim Response

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

Variations in grout and tile colour and texture are to be expected when making repairs.