

Product Expectation Training

- Carpet
- Tile and Grout
- Wood, Lamination, and LVT/LVP



Carpet

Seams

The size of each roll will affect seam layout. Seams are likely to show and can be expected. Results will vary with different carpet textures, density, and light situations. Some seams may show peaking characteristics. Time and normal traffic will help to alleviate visible seams. However, they will never be invisible. Carpet “fuzzing” is normal and could occur up to 1 year.

As carpet bends over stairs backing may show depending on the carpet density, texture and color. Please be advised that some carpets styles will show footprints especially in high traffic areas.



Looped, Patterned, and Low-Profile Carpet

These carpets are durable and unique. However, homebuyers should be aware that seams in looped, patterned and low-profile carpet will be visible and their prominence will vary depending on specific textures, colors lighting. Loops may snag and get caught in the vacuum or other object. Do not cut loops, have it done by a professional to avoid voiding your warranty.



Stain Protection

Some stain release treatments are typically applied to some carpets and the effectiveness will decrease with vacuuming and carpet cleaning.

Stain release treatments do not guarantee against or protect against all staining or soiling of the carpet.

Tile and Grout

Tile Disclaimer

Tile is not indestructible. Cracking or chipping is possible. Take proper precautions when moving heavy objects across your tile floor. Do not use any vinegar or bleach-based cleaning products. These types of products can eat away at the grout and discolor the tile and grout.

Glass mosaics, glass products, stone mosaics, stone products, tile/porcelain products, tile/porcelain mosaics will show chips, irregular edges and rough edges. This is due to the manufacturing and installation process. Chips and irregular edges are due to cutting of the material and in most cases unavoidable. This is particularly present in glass products more than any other products.

Different styles of tile exhibit different gloss levels or surface textures as the composition of glaze varies. Tiles with a high gloss finish and smooth surface can be slippery when wet or dry.

Floor tile might show signs of lippage and sharp edges. This is considered a normal part of manufacturing and installation.

Grout

A slight discoloration in grout is very common. Grout may darken over time in areas with heavy water use and any repairs or grout touch-ups will vary from the original product color. Once the tile is laid and grouted, it is your responsibility to maintain caulked areas and minimize heavy water use when cleaning to prevent damage. Pet claws can cause excessive wear on the grout and is not covered by the warranty. Sealing your grout will also void your grout warranty.



Shading



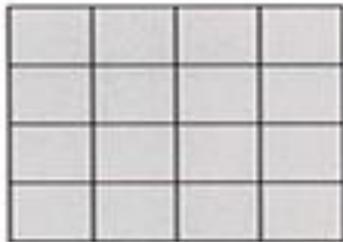
Pet Damage

Tile and Stone Shade Variations

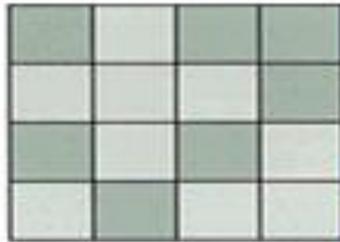
Shade variation is inherent in all hard surface products including porcelain, glass and ceramic. Shade and texture will vary significantly from piece to piece to within production runs. V1 shade variation has little change from piece to piece where a V4 will have a large variety of color and/or texture changes.

Please note shades of color are seen differently on computer monitors and/or in pictures.

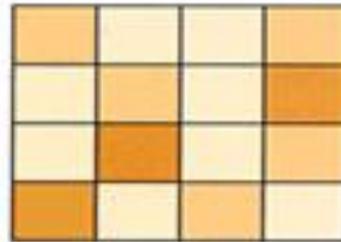
SHADE VARIATIONS



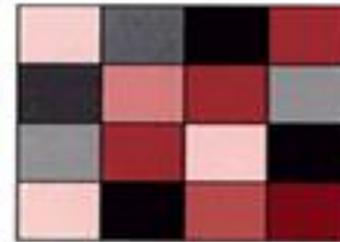
V1
SOME
VARIATION



V2
SLIGHT
VARIATION



V3
MODERATE
VARIATION



V4
SUBSTANTIAL
VARIATION

Wood, Lamination, and LVT/LVP

Wood Flooring

Hardwood is a natural product and as such, differences in graining, color, texture and character from your sample are not considered defects. Each floor is unique and should be considered as such.

This Region is a dry climate compared to the rest of the country. What this means is that you will experience some minor separations between boards. Smooth grained species like Maple and Cherry hide dents less than Oak and Ash. Lighter colors show separations more than darker ones. Adding filler to visually diminish the appearance of these cracks is a normal and accepted practice in the installation of Hardwood in ANY environment.

If the inside of your home goes outside of the required range of Temperature and Humidity (30-60% relative humidity and a normal living temperature of 65° to 90° Fahrenheit) visual appearance guarantees (cracks and expanding) cannot be fully met. If you do not occupy the residence all year, you should leave the HVAC system operating at a minimum range as stated. Hardwood is common and performs very well with a minimum of problems and can last for decades with proper care.

ALL hardwood flooring dents and can scratch and these ARE NOT covered under any warranty. Plastic, metal, or domed casters/footers WILL damage hardwood, as will casters that are not wide enough. DO NOT MOP WOOD! Instead, spray an acceptable wood cleaner on a microfiber towel mop to clean your floor.

To summarize, small separations, denting, and scratching are normal and as such are not a basis for warranty claims. To minimize these natural characteristics to the extent possible, keep your home within the required range of temperature and humidity. The manufacturer nor your Builder/Contractor can control your indoor environment, only you can.

Laminate and LVT/LVP Disclaimer

Unlike natural wood, laminated/LVT/LVP are installed using a “floating floor system” which produces a hollow sound. Ridging or peaking where planks are joined together may occur and is considered normal.

Be aware that transition pieces are fitted on top of the floors and may seem larger than traditional transition pieces.

Durable but not indestructible; stilettos or heels with an exposed metal pin can damage laminate and LVP/LVT floors. Laminate/LVT/LVP floors can scratch and dent and are not covered by warranty. **DO NOT MOP** Laminate or LVT/LVP. Instead, spray an acceptable cleaner on a microfiber towel mop to clean your floor.

Wood, Laminate, or LVT/LVP Trims When Applicable

In some installations, the baseboard is installed on top over the flooring (diagram A). A trim piece called a Quarter Round OR Additional applicable trim is used around cabinets, doorways, and all other applicable locations (diagram B).

