

## 10 Flooring / Resilient

### 10.1 Resilient sheet flooring seams do not appear tight.

**Acceptable Performance Condition:**

Resilient sheet flooring shall be installed with no visible gaps at the seams. Gaps at the seams exceeding 1/32 inch (0.75 mm) when viewed under normal viewing conditions are considered excessive.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Gaps not meeting the acceptable performance condition shall be rectified in accordance with the manufacturer's specifications.

**Remarks:**

The visibility of gaps is dependent on a number of factors including texture, pattern, colour, type of resilient material and lighting. Strong sunlight entering from a low angle will generate shadows and exaggerate any irregularity in the floors.

Seam sealer recommended by the flooring manufacturer is used to fill gaps between seams of sheet flooring. Seam sealer involves the application of an adhesive between abutting surfaces so a distance between seam edges is assumed as part of that process.

**Notes:**

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## 10.2 Resilient sheet flooring is loose along an internal seam.

**Acceptable Performance Condition:**

Resilient sheet flooring shall not come unglued from the substrate along the seam.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Resilient flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Excessive water or heat can adversely affect the glue and seam sealer on resilient flooring. Lifted seams or edges should be reported to the builder as soon as possible within the warranty period to mitigate damages. Seam sealer recommended by the flooring manufacturer is used to fill gaps between seams of sheet flooring.

After the warranty period, maintenance of the resilient flooring and associated sealant is the responsibility of the homeowner.

**Notes:**

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### 10.3 Sealant has allowed water to penetrate beneath the resilient sheet flooring.

**Acceptable Performance Condition:**

Resilient sheet flooring shall be installed with an appropriate seal along areas that are routinely exposed to standing water (e.g., areas adjacent to bathtubs, showers, and exterior doors).

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Such unsealed perimeters not meeting the acceptable performance condition shall be sealed with an appropriate sealant in accordance with the manufacturer’s specifications.

Repeat claims related to this defect will be evaluated by warranty providers on a case-by-case basis.

**Remarks:**

Typically this defect presents itself as an edge or corner of linoleum that has lifted, triggered by a bead of sealant (or seam sealant) that permitted water beneath the flooring.

The homeowner has a responsibility to mitigate damages. Any lifted seams or edges should be reported to the builder as soon as possible within the warranty period. After the warranty period, maintenance of the resilient flooring and associated sealant is the responsibility of the homeowner.

**Notes:**

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**10.4 Patterns on vinyl flooring are not aligned across the seams.**

**Acceptable Performance Condition:**

Vinyl flooring shall be installed in a manner such that deviations in alignment are not readily apparent.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Vinyl flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Complex, bold patterns are inherently more difficult to match and that complexity should be considered when choosing a floor pattern.

**Notes:**

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**10.5 Patterns in flooring (all types) vary in relation to the adjacent wall.**

**Acceptable Performance Condition:**

Misalignment greater than 1 inch (25 mm) over 12 feet (3.65 meters) is considered excessive.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Floors not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Builders will install flooring to achieve an overall balance in larger, frequently-used rooms. General alignment sometimes requires that alignment is altered in hallways or storage rooms to favour better alignment in main living areas.

This issue can best be avoided by selecting floor coverings that contain an element of randomness in their design.

**Notes:**

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## 10.6 Resilient (flexible) floor is loose.

**Acceptable Performance Condition:**

Resilient floor shall be securely bonded to the substrate beneath, unless designed otherwise.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Resilient floors not meeting the acceptable performance condition shall be rectified.

**Remarks:**

The various types of resilient floorings require different installation methods, i.e., loose lay, primary bonded, fully bonded, etc.). These methods vary with respect to characteristics such as the nature and location of the bonding agent, which can affect the degree of "looseness" of a finished floor.

Resilient flooring should not be subjected to standing water that could compromise adhesives along the seams.

Areas that become detached as a result of normal wear and tear or chemical contamination are not warrantable.

Shade and dye lot variations within specified colours in replaced areas are acceptable.

**Notes:**

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## 10.7 Ridges or depressions appear on the surface of resilient flooring without breaking through.

### Acceptable Performance Condition:

Resilient flooring shall be generally uniform and free of readily apparent depressions or ridges. Depressions or ridges that are readily apparent and exceeding 1/16 inch (1.5 mm) are considered excessive.

### Warranty Coverage:

1 year for defects in materials and labour.

### Claim Response:

Resilient flooring not meeting the acceptable performance condition shall be rectified.

### Remarks:

The visibility of ridges is dependent on a number of factors including texture, pattern, colour, type of resilient material, and lighting. Strong sunlight entering from a low angle will generate shadows and will exaggerate any irregularity in the floors.

The measurement of a ridge is done by placing the centre of a 6" straight edge over the ridge and depressing one side. The high end will measure twice the height of the ridge. The measurement of a depression is done by placing a straight edge over the depression and measuring the depth.

The builder is to match the repair closely but is not responsible for discontinued resilient flooring, patterns, dye lot variations, or for colour fade between existing and rectified flooring. Builders sometimes leave flooring remnants in the new home for such repairs, and these materials should not be discarded by the homeowner.

The substrate directly beneath the irregularity will be cleared of any irregularity or debris that may be causing the ridge or depression.

Consideration shall be given to the type of flooring installed.

### See Also:

4.3 Finished floor above grade is uneven.

### Notes:

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**10.8 Bubbles appear from beneath the surface of the resilient sheet flooring.**

**Acceptable Performance Condition:**

Vinyl flooring shall be free from bubbles that cause surface deformities.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Vinyl flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

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

**Notes:**

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### 10.9 Topical discolouration or yellowing appears on the surface of the resilient flooring.

**Acceptable Performance Condition:**

Resilient flooring shall be free of discolouration when viewed from a normal viewing position and under normal lighting conditions.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Resilient flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

This defect is typically induced by an incompatible agent such as latex-backed carpets, oven cleaners, hairsprays and foods such as mustards or vegetable dyes contacting the flooring. These and others can all discolour flooring permanently.

Staining caused by substances applied by the homeowner is not a defect.

Over a period of years, direct sunlight naturally causes general colour fade and yellowing; this is normal.

**Notes:**

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### 10.10 Discolouration appears over time on resilient flooring.

**Acceptable Performance Condition:**

Sheet flooring shall not exhibit inks, stains, pigments or other colorants which have bled through from the substrate causing discolouration of the finished flooring.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Vinyl flooring not meeting the acceptable performance condition shall be replaced.

**Remarks:**

Sheet flooring shall be installed on a clean surface devoid of inks, stains, pigments or other colorants that could disperse upwards and discolour the finished surface of the flooring.

The substrate will be rectified to alleviate telegraphing.

This defect is typically induced by an incompatible agent such as latex-backed carpets, oven cleaners, hairsprays and foods such as mustards or vegetable dyes contacting the flooring. These and others can all discolour flooring permanently.

Staining caused by substances applied by the homeowner is not a defect.

Over a period of years, direct sunlight naturally causes general colour fade and yellowing; this is normal.

**Notes:**

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**10.11 Dye lot variation exists in resilient flooring.**

**Acceptable Performance Condition:**

Within a room or defined area, resilient flooring shall be uniform in colour, texture and pattern. Minor variations between dye lots are acceptable.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Resilient flooring not meeting the acceptable performance condition shall be replaced.

**Remarks:**

Differences in gloss, texture or dye lot variation in non-contiguous (non-adjoining) areas are not considered defects.

**Notes:**

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### 10.12 Rectified resilient flooring looks different.

**Acceptable Performance Condition:**

Rectified areas of resilient flooring shall closely match the adjoining material; slight variations in shade, sheen, and texture are acceptable when viewed under normal lighting and from a normal viewing position.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Rectified areas of vinyl flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Rectified areas may still show differences attributable to normal wear and tear of the original flooring. Such differences are normal and acceptable.

Slight variation between dye lots within a specified colour pattern is normal.

Where dye lot match is unavailable, or a remnant of original vinyl flooring is not available, material may be removed from an inconspicuous location and used for repair.

Builders will sometimes leave a piece of vinyl flooring in the home which should be retained by the homeowner for future repair purposes.

**Notes:**

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**10.13 Nail or fastener pops appear on the surfaces of resilient flooring.**

**Acceptable Performance Condition:**

Resilient flooring shall not exhibit readily apparent surface irregularities caused by nails used in floor framing or the installation of underlay.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Resilient flooring not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Raised nail heads or irregularities caused by other fasteners, e.g., staples or glues, are typically the result of movements of the floor joist caused by natural shrinkage and deflection. Floor framing and installation of underlay should be carried out in a manner that minimizes the occurrence of nail pops and takes into consideration the type of resilient flooring to be installed. Flooring should be installed according to the flooring and sub-flooring manufacturer's instructions.

**Notes:**

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