

12 Flooring / Carpet

12.1 Carpet seam is visible.

Acceptable Performance Condition:

Carpet seams shall be installed with the backing fitted and adhered tightly to minimize visibility of seams.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Carpet seams not meeting the acceptable performance condition shall be rectified.

Remarks:

Pile direction at seams will be in one direction only with the possible exception of a direction change at a doorway. Although the backing may be tightly fitted, a seam may remain visible and is acceptable. In contiguous (adjoining) carpeted areas, a redirection in pile is acceptable at the doorway.

The visibility of carpet seams will vary with the type of carpet and the lighting conditions.

Where carpets must be cut to execute floor repairs, seams in the repair area may become more visible. The location of carpet seams may vary due to predetermined manufactured widths and installation restrictions.

Seams around stair newels, balusters and risers are often readily visible; this is acceptable.

Notes:

12.2 Carpet is loose or stretching has occurred.

Acceptable Performance Condition:

Carpet shall be installed to prevent loosening at edges, separation from its point of attachment, and to minimize stretching under normal use.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Carpet not meeting the acceptable performance condition shall be rectified.

Remarks:

Carpets should be maintained in accordance with the manufacturer's recommendations. Inappropriate cleaning techniques can damage carpeting materials.

A lifted carpet along the room perimeter usually indicates that a tack strip is no longer holding the carpet backing adequately. The defect can usually be corrected by re-stretching the carpet.

A ripple in the middle of the carpeted surface is typically the result of dragging or rolling objects over the carpeted.

Notes:

12.3 Carpet colour has changed.

Acceptable Performance Condition:

Carpet color will change over time under normal viewing conditions

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

Carpet manufacturers caution homeowners on exposing carpet to direct sunlight for extended periods of time. Carpet fading can be greatly reduced by closing blinds and curtains. Furniture placement can affect the colour of carpet over time.

Spots or faded areas of carpet resulting from normal wear and tear or improper maintenance or abuse are not defects.

Notes:

12.4 Carpet is not uniform in colour, texture, or pattern.

Acceptable Performance Condition:

Carpet shall be uniform in colour, texture, and pattern when viewed under normal lighting and normal viewing conditions.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Carpet not meeting the acceptable performance condition shall be rectified.

Remarks:

Carpet pieces in the same room or defined area shall be installed with the pile oriented in the same direction. Minor variation between dye lots is acceptable.

Distinctions in colour often appear when the carpet pile is misaligned or if a section of the carpet is combed in a different direction or the fibres compressed.

Variation in colour may occur due to different lighting effects and at transitions between rooms or areas. Direct sunlight naturally causes general colour change or fade; this is normal.

Doorways and thresholds are acceptable locations where pile direction may change.

Carpets shall be maintained in accordance with manufacturer's recommendations. Inappropriate cleaning techniques can damage carpet materials. Spots or faded areas of carpet resulting from normal wear and tear, improper maintenance, abuse, or homeowner neglect are not defects.

Rectified areas may be visible as a result of variable lighting conditions or different material dye lots.

Notes:

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

Acceptable Performance Condition:

Dark stains on carpet around room perimeters and at heating registers, commonly called “carbon black”, are caused by homeowner use. Sources of carbon rarely relate to workmanship and material supplied by the builder.

Warranty Coverage:

This is not a defect.

Claim Response:

None.

Remarks:

The homeowner shall ensure that furnaces and fireplaces are maintained, serviced as recommended by the manufacturer, and functioning properly.

Burning candles can contribute considerable carbon into the air and lead to carpet staining. Light-coloured carpets accentuate this condition.

Vehicle emissions contribute carbon to the air and homeowners should not disable the passage door closer to an attached garage. This practice defeats the purpose of the fire rated door, but an open door may also permit the passage of carbon and other airborne contaminants into the home.

Notes:

12.6 Hollow areas in underpad below carpet surface.

Acceptable Performance Condition:

Carpet underpad shall provide a continuous surface of support for the carpet between tack strips.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Carpet underlay not meeting the acceptable performance condition shall be rectified.

Remarks:

Large furniture can generate significant point loads and may cause local carpet depressions. The combination of excessive furniture loads and elevated room temperature can permanently damage carpet underlay subjected to point loading. This is beyond the builder's control. Underlay is resilient in nature and will usually recover in height once the weight has been lifted.

Carpet underpad is often intentionally omitted at the base of stair newel posts and stair nosing.

Notes:

12.7 Carpet is exhibiting excessive fibre loss.

Acceptable Performance Condition:

Carpet shall be free of manufacturing defects that could cause carpet fibre loss.

Warranty Coverage:

1 year for defects in materials and labour.

Claim Response:

Carpet not meeting the acceptable performance conditions shall be rectified.

Remarks:

Carpets shall be maintained in accordance with manufacturer’s recommendations. Inappropriate cleaning techniques can damage carpet materials. Some carpet fibre loss can be expected as specified by the manufacturer.

Fibre loss due to improper maintenance or abuse is not warrantable.

Notes:
