

## 14 Tile and General Flooring Issues

### 14.1 Ceramic, porcelain, or stone flooring is cracked or loose.

**Acceptable Performance Condition:**

Ceramic, porcelain, or stone tile shall be installed to prevent it from cracking or coming loose from the substrate.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Flooring not meeting the acceptable performance condition shall be rectified.

Broken or cracked tiles shall be replaced. Grout shall be reinstalled to match the existing grout closely.

**Remarks:**

Flooring areas that are rectified are liable to experience some colour variation between original and new flooring materials. Homeowners should consider the impact of dye lot variations when deciding whether to proceed with a repair based only on an existing cosmetic variance.

Variations between dye lots of similar materials within a specified colour pattern are normal. Variations in natural stone (such as marble and granite) are inherent to that product and are acceptable.

Impact damage caused by the homeowner is beyond the builder's control and is not a defect.

**Notes:**

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**14.2 A grout joint between floor tiles is cracked or has separated from the tile.**

**Acceptable Performance Condition:**

Grout between floor tiles shall not exhibit cracks or separations that are greater than 1/16 inch (1.5mm) and readily apparent when viewed under normal lighting from a normal viewing position.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Grout joints between floor tiles in excess of the acceptable performance condition shall be rectified.

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

**Remarks:**

Grout loses water as it dries, often resulting in shrinkage the causes it to pull away from the edge of the stones or to exhibit hairline cracks. Minor cracks resulting from normal shrinkage of the mortar caused by drying or thermal expansion and contraction are acceptable.

Rectified sections of grout shall be of similar type and colour as the original installation but colour variances between original and new grout repairs should be expected; this is acceptable.

Cracks due to impact are not defects.

**Notes:**

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### 14.3 Grout lines between floor tiles are not uniform in width.

**Acceptable Performance Condition:**

Grout line widths shall be generally consistent and uniform and shall not detract from the general appearance of the overall floor tile surface.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Floor tile grout installations not meeting the acceptable performance condition shall be rectified.

**Remarks:**

The width of the grout lines is an aesthetic issue and somewhat dictated by the floor tile design. The wider the line of grout the more prominent it is within the overall floor.

In some instances, a builder may alter the width of a grout line rather than exercising another option such as cutting the finished edge from the tile.

A builder may alter the width of a grout line, which may result in a less cosmetically appealing finish, rather than exercising another option, such as cutting the finished edge from the tile this is acceptable.

Consideration shall be given to the type and placement of tiles.

**Notes:**

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#### 14.4 Floor tile grout is not uniform in colour.

**Acceptable Performance Condition:**

Within a room or defined area, the colour of grouted joints between ceramic floor tiles shall appear generally uniform from a normal viewing position and under normal lighting.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Floor grout joints not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Grout can be easily discoloured (especially lighter shades) by routine activities that are beyond the builder's control. Washing tile floors can discolour grout over time.

Rectified joints shall be of the same pattern and similar in colour to the original. Some variation in the colour should be expected.

Sealing grout and maintaining that seal can greatly reduce grout discolouration. Sealing grout and maintaining the seal can greatly reduce grout discoloration.

Sealing grout is a homeowner responsibility.

**Notes:**

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### 14.5 Adjacent floor tile surfaces are installed at different elevations.

**Acceptable Performance Condition:**

Adjacent stone or ceramic floor tiles shall be installed generally flush, taking into account the texture and intended appearance of the finished surface.

Variances exceeding 1/8 inch (3 mm) vertically between adjacent tiles are considered excessive.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Floor tile installations not meeting the acceptable performance condition shall be rectified.

**Remarks:**

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

Wider grout joints tend to blend tile height variations more than thinner grout lines.

Variations in tile colours due to dye lots are to be expected when making repairs.

**Notes:**

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**14.6 Cut edge of a floor tile is too rough or sharp.**

**Acceptable Performance Condition:**

Cut edges of floor tile shall be generally free of sharp edges.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Stone or ceramic tiles not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Cut edges will be irregular in texture, colour and finish when compared to factory finished tile edges and this is acceptable.

**Notes:**

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**14.7 The surface of a ceramic or stone tile is damaged by a chip or a gouge.**

**Acceptable Performance Condition:**

Ceramic or stone tile flooring shall be free of chips that are readily visible when viewed under normal viewing conditions.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Ceramic or stone tile not meeting the acceptable performance condition shall be rectified unless noted during the walk-through inspection. Issues noted on the walk-through inspection are contractual matters that should be resolved by the builder and homeowner.

Chips or gouges in ceramic or stone tile flooring resulting from actions of the homeowner are not covered.

**Remarks:**

Minor dye lot variations may occur when matching existing and new materials. This is acceptable.

A localized repair is acceptable.

**Notes:**

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### 14.8 Transition between different types of flooring is not flush.

**Acceptable Performance Condition:**

Changes between flooring heights shall be suitably eased within the abutting flooring types or by the use of an appropriate transition strip.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Where the flooring transition has not met the acceptable performance condition at commencement of warranty, the transition area shall be rectified.

**Remarks:**

The sub-floor provides an even base upon which finished flooring materials are installed. Changes in height between different flooring materials are caused by variances in material thickness and their different installation techniques. Standard practice is to install a transition strip of a material such as wood, metal or stone to ease the change in height. This height difference is bridged by the transition strip which in itself is typically not flush to either surface; this is acceptable.

The transition strip may be of a different material, dimension or colour than the adjoining floor types.

**Notes:**

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**14.9 Finished flooring is uneven.**

**Acceptable Performance Condition:**

Applied finished flooring shall be installed where the variation shall not exceed 1/4 inch (6 mm) within 32 inches (800 mm). This standard does not apply to floors of irregular material such as slate or brick.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Flooring installations not meeting the acceptable performance condition shall be rectified.

**Notes:**

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