

## 8 Finishes/ Interior

### 8.1 Interior paint surface finish is inconsistent.

**Acceptable Performance Condition:**

A painted surface shall be generally uniform and consistent. A properly painted surface shall be assessedd by normal viewing from a minimum perpendicular distance of 5 feet (1.5 meters) under normal lighting conditions.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Painted surfaces not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Natural lighting conditions throughout the day will change the appearance of a painted surface. Direct sunlight glancing near parallel to the wall is not normal lighting.

Brush marks are acceptable in cut-in areas and on trim. The appearance of brush marks may vary in appearance with paint type and gloss.

Repainted areas shall closely match the adjacent finished surface for colour, sheen and texture. If the repair involves a significant proportion of the surface, the larger immediate area should be refinished.

Differences due to dye lot variations terminating at a corner or adjacent surface are acceptable.

Streaking on paint finish due to condensation is not a defect and usually the result of high levels of humidity in bathrooms. Bath and ventilation fans should be operated for longer periods of time to help prevent this occurrence.

On drywall surfaces the appearance of a paint finish is highly dependent upon the selected drywall finish. Higher level drywall finishes should be considered (as part of the construction specification) on walls that will ultimately receive darker paint, glossier finishes or exposure to high intensity or glancing light.

**Remarks:**

Number of paint coats and paint specifications (included in the purchase agreement) should be considered in determination of the paint finish.

**See Also:**

8.7 Texture of painted gypsum wallboard varies.

**Notes:**

---

---

---

## 8.2 Clear interior finishes have deteriorated.

**Acceptable Performance Condition:**

Clear interior finishes shall not deteriorate to the extent that they expose the substrate beneath.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Clear finishes not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Virtually all applied finishes will fade when exposed to sunlight over time.

Areas of intense, direct sunlight exposure will tend to fade faster than other, more shaded areas. Direct sunlight may cause the underlying substrate to fade and the clear finish to “yellow”. Clear finishes on fine woods is influenced by the wood substrate and the moisture balance in that wood. Clear finish on rectified areas shall closely match existing areas for both colour and texture.

Differences due to dye lot variations are acceptable.

The use of inappropriate household cleaners, abrasives, soaps and wood conditioners may contribute to discolouration and premature deterioration of finishes. Deterioration from abuse or inappropriate cleaners is excluded from the warranty.

Damage to interior finishes due to excessive condensation is not a defect. The homeowner is to maintain proper humidity levels within the home especially during cold weather.

**Notes:**

---

---

---

### 8.3 Wall covering is peeling.

**Acceptable Performance Condition:**

Wall coverings installed by the builder should not peel.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Wall coverings not meeting the acceptable performance condition shall be rectified.

**Remarks:**

High humidity can cause wall coverings to peel. Proper ventilation, particularly in kitchens and bathrooms, can help maintain proper indoor humidity.

The homeowner is to maintain proper humidity levels within the home especially during cold weather.

**Notes:**

---

---

---

#### 8.4 Patterns in wall coverings are mismatched at the edges.

**Acceptable Performance Condition:**

Wall coverings installed by the builder shall be installed to achieve a generally uniform appearance when viewed under normal lighting conditions and from a normal viewing position.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Wall coverings not meeting the acceptable performance condition shall be rectified.

**Remarks:**

Wall coverings shall be installed to achieve a generally uniform appearance and within the manufacturers tolerance.

**Notes:**

---

---

---

## 8.5 Caulking has separated from the substrate.

**Acceptable Performance Condition:**

Caulk shall not peel or detach from the substrate.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Sealant installations not meeting 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:**

Caulk shall be applied uniformly.

The homeowner should report a sealant defect to the builder as soon as possible to mitigate damages.

After the warranty period, the integrity of the sealant is the responsibility of the homeowner and should be reviewed for signs of deterioration as part of regular home maintenance.

**Notes:**

---

---

---

## 8.6 Water has penetrated behind ceramic tile, bathtub, or shower enclosures.

### Acceptable Performance Condition:

Joints between ceramic tiles and adjacent surfaces shall be grouted or caulked tightly to discourage water penetration beneath ceramic tiles.

### Warranty Coverage:

1 year for defects in materials and labour.

### Claim Response:

Ceramic tile installations not meeting 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:

The builder is responsible for installing grout uniformly to resist water intrusion.

The homeowner should report a grout defect in a shower or bath area to the builder as soon as possible to mitigate damages.

Grout joints between ceramic tiles and adjacent surfaces may deteriorate over time under normal use. Homeowners should inspect grout installations routinely and repair or seal grout lines exposed to water.

Homeowners should pay close attention to horizontal surfaces and consider sealing or resealing as part of routine maintenance.

After the warranty period, the integrity of the sealant is the responsibility of the homeowner and should be reviewed for signs of deterioration as part of regular home maintenance.

### Notes:

---

---

---

**8.7 A grout joint between interior floor or wall tiles is cracked, separated, or missing pieces.**

**Acceptable Performance Condition:**

Grout between tiles should not exhibit cracks, separations or missing pieces that are readily apparent from a normal lighting and normal viewing position. Cracks in grout joints in excess of 1/16 inch (1.5 mm) in width shall be rectified. Consideration should be given to the length of the crack.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

Missing or loose grout or excessive cracks not meeting 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:**

Minor cracks resulting from normal shrinkage caused by drying after construction, or thermal expansion and contraction, are acceptable. Hairline cracks are acceptable.

Cracks due to impact are not defects.

Rectified sections of grout shall be of similar type and colour as the original installation. Minor colour variances between new and existing grout should be expected, and are acceptable.

The homeowner should report a grout defect to the builder as soon as possible to mitigate damages.

Grout joints between ceramic tiles and adjacent surfaces may deteriorate over time under normal use. Homeowners should inspect grout installations routinely and repair or seal grout lines exposed to water.

Homeowners should pay close attention to horizontal surfaces and consider sealing or resealing as part of routine maintenance.

**Notes:**

---

---

---

**8.8 Grout is not uniform in colour.**

**Acceptable Performance Condition:**

In a room or defined area, the colour of grouted joints between ceramic 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:**

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 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 is a homeowner responsibility.

**Notes:**

---

---

---

## 8.9 Grout lines 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 tile surface.

### Warranty Coverage:

1 year for defects in materials and labour.

### Claim Response:

Grout installations not meeting the acceptable performance shall be rectified.

### Remarks:

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:

---

---

---

## 8.10 Adjacent stone or ceramic tile surfaces are installed at different elevations.

### Acceptable Performance Condition:

Adjacent stone or ceramic tiles shall be installed generally flush, taking into account the texture and intended aesthetic application 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:

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

### Remarks:

Some 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 different dye lots are to be expected when making repairs.

### Notes:

---

---

---

**8.11 Ceramic tile or natural stone surfaces show distinctive “groupings” that cosmetically detract from a defined area.**

**Acceptable Performance Condition:**

Ceramic tiles that are manufactured with the intention of producing a visually consistent surface shall be re-mixed and orientated during installation to produce an aesthetically and balanced surface that is generally uniform in appearance.

**Warranty Coverage:**

1 year for defects in materials and labour.

**Claim Response:**

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

**Remarks:**

Natural materials, such as shale, marble and granite cannot reasonably be positioned throughout the installation to provide a surface uniform in colour and character. Such variations are natural and acceptable.

Quarried stone tiles have veins, depth and colour that may vary tremendously, and such character markings are not defects. This is a cosmetic issue. The degree of non-uniformity is subjective.

**Notes:**

---

---

---