



What to Expect from the Finish Coverings in Your New Home.

Things you **Should Not** expect from a wood floor finish

- 1. A table top finish.** Each piece of oak flooring sands differently depending on its grain type (plain or quartered) making it virtually impossible for a completely flat surface.
- 2. Dust-free finish.** Since your floor is being finished in your home it is not possible to achieve a "clean room" environment. Some dust will fall onto the freshly applied top finish.
- 3. A monochromatic floor.** Wood, as a natural product, varies from piece to piece. Remember it is not fabricated -- it is milled from a tree and will have grain and color variations consistent with the grade and species of flooring selected.
- 4. A floor that will not indent.** In spite of the term "hardwood", Oak flooring will indent under high heel traffic (especially heels in disrepair). Dropping Items or pet claw marks can also damage the wood and its finish. The finish that is applied will not prevent the dents.
- 5. A floor without cracks between the boards,** or within the parquet pieces. Although your new floor may start tight together, as a natural product it will continue to absorb and release moisture. This natural process will cause the flooring to expand and contract from season to season -- resulting in cracks between some of the pieces in your floor. Some stain colors, such as white, will show this process more than others.

Understand that furniture, cabinetry, doors, etc., are fabricated in a factory under ideal conditions and that they contain 1-10 different pieces of wood. Your floor is fabricated in your new home and is made up of 300 to a thousand individually different pieces. Your floor will never to be duplicated -- a truly custom floor of your own!

Things you **Should Not** expect from your Carpet

1. A seam-less installation. *(Yes, there will be seems.)*
2. An exact match to the sample you looked at. *(Dye-lot variations occur.)*
3. A floor that won't need vacuuming, cleaning, shampooing or replacement. *(Maintenance and care are required.)*
4. A floor that won't stretch. *(occasionally, after use your carpet may need to be restretched)*
5. A Floor that won't stain.

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Things you **Should Not** Expect from Your Vinyl Flooring:

1. A seam-less installation. *(Yes, there will be seems.)*
2. An exact match to the sample you looked at. *(Dye-lot variations occur.)*
3. A floor that won't need cleaning or eventual replacement. *(Maintenance and care are required.)*
4. A floor that won't indent if you drop something heavy on it.

Things you **Should Not** Expect from Your Tile Floors or Counters:

1. That grout won't crack. *(Grout often cracks.)*
2. That it won't need to be sealed or resealed.
3. An exact match to the sample you looked at. *(Dye-lot variations occur.)*
4. A floor or counter that won't need cleaning *(Maintenance and care are required.)*
5. That it won't be cold on your feet.
6. That you won't slip on it.
7. A floor or counter that won't break if you drop something heavy on it.

Things you **Should Not** Expect from Your Sheet Rock Walls:

1. Completely Uniform finish. *(The texture is random in nature and will vary in consistency throughout the home.)*
2. Walls or ceiling that won't need to be repainted
3. Walls or ceilings that won't dent.
4. Walls or ceilings that won't need cleaning.
5. Walls and ceilings that won't crack. *(Most cracking is due to expansion and contraction of the wood products underneath the sheetrock. Our warranty indicates the size of cracks that will be repaired once during the first year of the warranty.)*

Things you **Should Not** Expect from your Laminate Counter Tops

1. A Seam-less counter top. *(Laminate only comes in certain sizes.)*
2. A Counter top with invisible seams. *(Patterns and sheens will highlight seams.)*
3. A Counter top that won't scratch.
4. A counter top that you can set hot plates or pans on.
5. An exact match to the sample you looked at. *(Dye-lot variations occur.)*
6. A Counter top that will not need to be re-caulked. *(We will re-caulk the counter tops one time during the first year of warranty.)*

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Things you **Should Not** Expect from your Solid Surface Counter Tops

1. A completely opaque counter top. *(Some solid surface materials are translucent in nature, especially lighter colored counters.)*
2. A counter that you can set a hot pan or plate on. *(You can burn or scorch solid surface counter tops.)*
3. A counter that won't scratch or dent. *(These counters can be damaged, but, in most cases, they can also be repaired.)*

Things you **Should Not** Expect from Granite or Natural Stone Products

1. A seam-less counter top. *(Granite only comes in certain sizes.)*
2. A counter top with invisible seams. *(Natural stone products have unique patterns that will highlight seams.)*
3. An exact match to sample you looked at. *(Dye-lot variations occur.)*
4. That it won't need to be sealed or resealed. *(Care and maintenance are required.)*
5. That you won't be able to feel the seams when you touch it. *(This is a common occurrence.)*
6. A Counter top that won't stain.

This is not an exhaustive list of the characteristics of these products but they are the major issues related to each one. Please refer to our warranty standard, Residential Construction Performance Guidelines for Professional Builders and Remodelers for common issues covered by Conser Design and Construction.

The lesson to be learned from this information is that there is no perfect solution or product for these applications. As you can see, each of these products have characteristics that should be noted prior to selecting said product. Please keep in mind that this is not an exhaustive list, but it is presented to you so that you can make an informed decision when making your décor selections. Be sure to ask each vendor or supplier for care and maintenance guidelines for your future reference.

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