Program Guide

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Flooring Installation Moisture Standards Playbook

Introduction – Flooring Installation Moisture Standards

Hard surface flooring specs include additional options for moisture protection products. The objective of the options is to provide a total solution for customers with all subfloor types and avoid potential moisture issues. This will allow us to reduce markdowns, warranty issues, customer satisfaction problems and reworks due to elevated subfloor moisture. We look forward to seeing the positive results this program will bring to our flooring programs. If you have any questions, please refer to the contact list.

Product Knowledge Objectives

After completing this Product Knowledge, you will be able to:

- Understand moisture guidelines
- Assist customers with questions
- Determine which products to sell for each flooring type
- Have clear, concise answers on how to resolve moisture problems in different applications
- Be able to train other associates in the store
- Drive flooring sales and earn hours for your store

Overview

- HDMS (Home Depot Measurement Services) has the new standards set in their system, and builds quotes based on the information gathered during the measure
- The best course of action for each customer will depend on the type of flooring being installed, subfloor type (wood or concrete) and level of moisture detected
- HDMS will review the quote and sell the job to the customer as a complete installation

Benefits

- Create a total solution for customers with moisture problems
- Help protect customers from long-term flooring-related moisture problems
- Set a consistent best course of action when installing flooring in homes with detected or expected moisture issues

Questions and Contacts

Installation questions:

Contact your store's Service Provider, HDMS (#248-968-5463) or Field Services Team

ATL SSC Flooring Services Team:

Amanda Coy, 770-384-2822, amanda_coy@homedepot.com or Matthew Fetter, 770-384-2417, matthew_fetter@homedepot.com

Process

Qualification

When qualifying a customer for a Hard Surface Installation, particularly wood, laminate or vinyl planks, the store associate should ask probing questions to understand the following:

- In what rooms is the customer having flooring installed?
- Are these rooms over a wood or concrete subfloor? If over concrete, is it on/above or below grade?
- Are there any signs of excessive moisture in these areas? Musty smell, wet areas of carpet, buckling/cupping wood or laminate, curling/warping vinyl?

Then use this information to recommend to the customer the best floor covering option to fit their budget, discuss the potential impact of moisture on flooring, how that may impact their project, and how we will handle the situation if we detect a moisture issue during the measure or installation phase of the project. Refer to the grids on page 6, as well as the rest of this playbook, to help guide this conversation.

Please note: The store associate should strive to educate and prepare the customer for the unexpected while not diminishing the excitement of buying their new floor. This can be a delicate balance to reach and may require some practice, role-playing, etc. Role-plays are located on MyApron to assist with these conversations.

Estimator Tool

The Flooring Estimator tool builds estimates assuming there is **NOT** a moisture problem for all markets except New Orleans (Mkt 5), Jackson MS (Mkt 102), Carrollton LA (Mkt 465), and Florida (All Mkts). (These markets will have an option for moisture barrier products automatically included within the estimate.)

Moisture barrier products / options such as RedGard or DMX will be also be included within the estimate for specific products / subfloors. Merchandise product such as ¾" Solid Wood floor in conjunction with concrete subflooring should include RedGard or DMX. Substitute moisture barrier product with Elastion if there is a height issue present.

It is best practice to discuss potential moisture issues, solutions and estimated cost per sq ft. Please include dialogue within the notes section for HDMS and future reference purposes.

Measure

HDMS performs an initial moisture test at the time of measure❖. This test is non-invasive and a *comparative* reading only. It is performed using a Tramex Moisture Encounter Plus Meter (MEP) and conducted on concrete subfloors. If the subfloor is not accessible, the test will be conducted over the existing flooring.

❖ *HDMS Comparative Moisture Testing Programs & Locations*
   a. Moisture testing is performed on Wood, Laminate, Vinyl Plank and Vinyl Peel & Stick Flooring
   b. No testing is performed on Carpet, Tile, Glue-Down Vinyl Tile or Sheet Vinyl
   c. Moisture testing at the time of measure is performed in the following territories:

Alabama	Idaho	New England	Philadelphia
Alaska	Northern Illinois	New Jersey	San Antonio
Arizona	Indiana	New Mexico	Tennessee
Austin	Kentucky	New York	Texas
Buffalo	Louisiana	Reno	Utah
California	Maryland	North Carolina	Virginia
Cincinnati	Mississippi	Oklahoma	Washington
Delaware	Montana	Oregon	Washington DC
Florida			

Measure (cont.)

Each room will have three readings to help identify any anomalies. The associated moisture flags on the measure diagram as outlined below:
- If all three readings are consistently low – flagged "GREEN"
  - **GREEN** – no potential moisture problem (at this time)
    - Quote built according to low moisture standards
      - o Less than 6% on concrete subfloor
- If all three readings are consistently high OR if all three readings vary significantly– flagged "RED"
  - RED – potential moisture problem
    - Quote built according to high moisture standards
      - o 6% or greater on concrete subfloor

HDMS takes pictures and takes note of any other job site conditions that may indicate a moisture issue and partners with our installation Service Providers as needed to build the quote.

Quote Building

HDMS builds the customer order/quote based on:

- Comparative Moisture Reading❖ and job site conditions as discussed above
- Input from the installation Service Provider, as needed
- Existing Subfloor Type, and
- New Flooring selection

Product adhesives, underlayment and additional labor options are included in the quote as specified in accordance with the Moisture Standards grids for Concrete and Wood Subfloors on the following pages.

Installation

The Service Provider performs a moisture test on the day of the installation, after the existing flooring is removed, to ensure that the products included in the customer order are appropriate for the moisture level reading that day.

This moisture test is performed using a Tramex Concrete Moisture Encounter (CME) – for concrete subfloors, Tramex Professional Digital Pin Meter (PTM) – for wood or wood-based subfloors, or equivalent instrument. The Service Provider records these readings, including the variance between the product and subfloor as well as other observations regarding the job site in their customer folder for documentation.

Unforeseen conditions

If the moisture reading or jobsite conditions on the day of installation require additional labor and/or products in addition to original quote, the Service Provider will notify the store and customer of the change order. If this occurs, the store owns the resolution of the issue and partners with the customer and installation Service Provider to determine next steps. Properly setting customer expectations of unforeseen conditions upfront will aid smooth conversation later.

Moisture Standards Grid

PRODUCT	CONCRETE SUBFLOOR					WOOD SUBFLOOR		
	ON / ABOVE GRADE	ON / ABOVE GRADE	BELOW GRADE	BELOW GRADE	WARRANTY ON HIGH MOISTURE JOBS	ON / ABOVE / BELOW GRADE		WARRANTY ON HIGH MOISTURE JOBS
	Less Than 6% Moisture‡	6% or Greater Moisture‡	Less Than 6% Moisture‡	6% or Greater Moisture‡		Less Than 14% Moisture‡	14% or Greater Moisture‡	
Wood - Glue Down (Engineered)	Rule: Roberts 1530 / 1535 Alt Opt: Roberts 1509 OR Elastilon & QEP 6Mil Poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Roberts R1535 OR Elastilon & QEP 6Mil poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Bostik Ultraset (S/O) OR Elastilon & QEP 6Mil poly	Rule: Roberts R1535 Alt Opt: Elastilon & QEP 6Mil Poly	Adhesive Manufacturer	Rule: Roberts 1530 / 1535 ❖ Alt Opt: Roberts 1509	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Glue Down (Solid)	Rule: Roberts 1530 / 1535 Alt Opt: Roberts 1509 OR Elastilon & QEP 6Mil Poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Roberts R1535 OR Elastilon & QEP 6Mil poly	Rule: Roberts R1535	Rule: Roberts R1535	Adhesive Manufacturer	Rule: Roberts 1530 / 1535 ❖ Alt Opt: Roberts 1509	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Nail Down (Engineered / Solid)	Rule: DMX & Plywood ◆ Alt Opt: Elastilon & QEP 6Mil Poly (Engineered Only)	Rule: DMX & Plywood ◆ Alt Opt: Elastilon & QEP 6Mil Poly (Engineered Only)	Rule: DMX & Plywood ◆ Alt Opt: Elastilon & QEP 6Mil Poly (Engineered Only)	Rule: DMX, Plywood & Silicone Vapor Shield ◆ Alt Opt: Elastilon & QEP 6Mil Poly (Engineered Only)	Underlayment Manufacturer	Rule: Silicone Vapor Shield ❖	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Floating (Engineered / Laminate without attached back)	Rule: Floor Muffler Alt Opt: 3N1 Airguard OR 3N1 Premium	Rule: Floor Muffler Alt Opt: 3N1 Airguard OR 3N1 Premium OR DMX & Floor Muffler ◆ OR DMX & 3N1 Airguard ◆ OR DMX & 3N1 Premium ◆	Rule: Floor Muffler Alt Opt: 3N1 Airguard OR 3N1 Premium OR DMX & Floor Muffler ◆OR DMX & 3N1 Airguard ◆OR DMX & 3N1 Premium ◆	Rule: Redgard & Floor Muffler Alt Opt: Redgard & 3N1 Airguard OR DMX & 3N1 Airguard ◆ OR Redgard & 3N1 Premium OR DMX & 3N1 Premium ◆	Underlayment Manufacturer	Rule: Floor Muffler ❖ Alt Opt: 3N1 Airguard OR 3N1 Premium	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Floating (Engineered / Laminate with Built-in Underlayment)	Rule:	Rule: 2N1 Standard Alt Opt: 2N1 Best OR DMX ◆	Rule:	Rule: Redgard Alt Opt:Redgard & 2N1 Standard OR Redgard & 2N1 Best OR DMX ◆	Underlayment Manufacturer	Rule: 2N1 Standard ❖ Alt Opt: 2N1 Best	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Tile (Floor)	Rule: Standard Setting Materials to qualify for Custom Building Products Lifetime Warranty Thinset (16" or smaller tile) Medium Bed Mortar (above 16" or stone)				Adhesive Manufacturer	Rule: Standard Setting Materials to qualify for Custom Building Products Lifetime Warranty	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Tile (Wall)	Rule: Standard Setting Materials to qualify for Custom Building Products Lifetime Warranty				Adhesive Manufacturer	Rule: Standard Setting Materials to qualify for Custom Building Products Lifetime Warranty	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Sheet	Rule: Roberts 2310 (Fiberglass) ❑ S235, S254 (Felt)	Rule: Roberts 2310 (Fiberglass) ❑ S235, S254 (Felt)	Rule: Roberts 2310 (Fiberglass) ❑ S235, S254 (Felt)	Rule: Roberts 2310 (Fiberglass) ❑ S235, S254 (Felt)	Adhesive Manufacturer	Rule: Roberts 2310❑	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Tile - Self Adhesive (Ceramica)	Rule: Henry Primer 336 ❑	Rule: DRIcore & Henry Primer 336 ◆ Alt Opt: Redgard (up to 12%)	Rule: Redgard ❑	Rule: DRIcore & Henry Primer 336 ◆ Alt Opt: Redgard (up to 12%) Basement Proofer	Underlayment Manufacturer	Rule: Henry Primer 336 ❑	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Tile - Self Adhesive (DIY Peel & Stick)	THD Does Not Install					THD Does Not Install		
Vinyl Tile - Glue Down (VCT / CeraRoma)	Rule: CeraRoma - S-288❑ VCT - S-750, S-515, S-700, ❑ Alt Opt: Roberts 2057	Rule: CeraRoma - S-288 ❑ VCT - S-750, S-515, S-700 ❑ Alt Opt: Roberts 2057	Rule: CeraRoma - S-288❑ VCT - S-750, S-515, S-700, ❑ Alt Opt: Roberts 2057	Rule: CeraRoma - S-288❑ VCT - S-750, S-515, S-700, ❑ Alt Opt: Roberts 2057	Adhesive Manufacturer	Rule: CeraRoma - S-288❑ VCT - S-750, S-515, S-700, ❑ Alt Opt: Roberts 2057	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Plank - Click Lock (Allure Ultra)	Rule: QEP 6 Mil Poly	Rule: RedGard ◆	Rule: QEP 6 Mil Poly	Rule: DRIcore ◆ Alt Opt: Redgard (up to 12%)	Underlayment Manufacturer	Rule: No Underlayment	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Plank - Self Adhesive Edge (Allure Grip-Strip)	Rule: QEP 6 Mil Poly	Rule: RedGard ◆	Rule: QEP 6 Mil Poly	Rule: DRIcore Alt Opt: Redgard (up to 12%)	Underlayment Manufacturer	Rule: No Underlayment	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Carpet	Rule: Padding	Rule: DRIcore & Padding ◆	Rule: Padding	Rule: DRIcore & Padding ◆	Underlayment Manufacturer	Rule: Padding	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform

Moisture Standards Grid Key