



## D23 Flooring Services Notice

### Moisture Standards Process

**Audience:** SMs, ASMs, SASMs, D23 Associates, Special Services Associates and COSs of all THD Stores

Effective Thursday, August 23<sup>rd</sup>, 2012 Flooring Services will be implementing a new Moisture Standards Process for Wood, Laminate, Tile & Vinyl Programs. The Moisture Standards will provide a total solution for customers with all subfloor types and potential moisture issues and will reduce markdowns, warranty issues, customer satisfaction problems and reworks due to elevated subfloor moisture. Refer to the Moisture Standards Playbook for details on product applications based on site locations.

#### Summary

- Effective 8/23/12
- Applicable Programs –Wood, Laminate, Tile & Vinyl
- Solutions now available for flooring in high moisture areas over concrete subfloors

#### Process

- Estimator Tool builds estimates assuming there is NOT a moisture problem
  - Exceptions:*
    - All orders for New Orleans (Mkt 5), Jackson MS (Mkt 102), Carrollton LA (Mkt 465), and Florida (All Mkts), will be built with moisture barrier products
    - ¾” Solid Wood being installed in a basement will have DRICore built into estimate
- Store to add note to measure order for HDMS if customer indicates they want their quote to include a moisture solution
- HDMS will use guidelines to build order based on measure determinations, product selection, Service Provider feedback and order notes from store
- If Service Provider identifies a moisture related issue at the time of install they will notify the store and customer of the change order needed to proceed with installation

#### Program Changes

- Aquabar will be replacing felt (where available) for Nail-Down Wood Installations over Wood Subfloors
- Service Providers will provide QEP product for all 6Mil poly film installations
- F&I DRICore option available for stores that do not stock DRICore products in stores
- Redgard option now located in Wood & Laminate Click Programs (874-261, 919-821, 960-858, 270-731, 371-600, 963-589, 186-973)
- Refer to HDMS for specific THD Recommended Adhesives

#### Action Required

SM/SASM:

1. Print and distribute information for all relevant associates
2. Review the Moisture Standards Playbook for process
3. Utilize Role Play examples located in the Playbook
4. Associates can re-price quotes if applicable
5. Reference material located:
  - *My Apron / HDMS main page / The Warehouse*

**Questions:** Trisha Kinskey at [trisha\\_kinskey@homedepot.com](mailto:trisha_kinskey@homedepot.com)



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Mary May at [mary\\_may@homedepot.com](mailto:mary_may@homedepot.com)