



Program Guide



Flooring Installation Moisture Standards Playbook



Introduction – Flooring Installation Moisture Standards

The flooring specs have been revised to include additional pricing options for new and existing moisture vapor protection products. Our objective is to provide a total solution for customers with all subfloor types and potential moisture issues. This is made possible in part by recent introductions of new moisture vapor products which provide increased protection against moisture related 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 or Field Services Team

ATL SSC Flooring Services Team:

Trisha Kinskey, 770-384-2822, trisha_kinskey@homedepot.com

Mary May, 770-384-2885, mary_may@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 pages 5 and 8, 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 have been included in the Appendix of this document to assist with this.

Estimator Tool

The Flooring Estimator tool builds estimates assuming there is NOT a moisture problem (except in New Orleans (Mkt 5), Jackson MS (Mkt 102), Carrollton LA (Mkt 465), and Florida (All Mkts), where all orders are built with a moisture vapor barrier products). However, if a ¾" solid wood floor sku is selected for a basement area, then DRlcore will be built into the estimate.

Nonetheless, if during the qualification process, the customer indicates a moisture problem maybe present, please discuss the potential solution and ball park costs per sf as listed in chart in the appendix. Additionally, if a customer indicates that they want their quote to include a moisture solution, please put that in the order notes for HDMS.

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 the sub-floor regardless of type, concrete or wood. If the sub-floor is not accessible, then test is conducted over the existing flooring.

❖ See appendix for list of programs and territories where comparative moisture tests are performed.



Measure (cont.)

Three readings are taken in each room to help identify any anomalies. The associated moisture flags are retained 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
 - Less than 6% on concrete subfloor
 - Less than 14% on wood 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
 - 6% or greater on concrete subfloor
 - 14% or greater on wood 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 sub-floors, Tramex Professional Digital Pin Meter (PTM) – for wood or wood-based sub-floors, or equivalent instrument. The Service Provider records these readings and 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 than that which was originally quoted, the Service Provider will notify the store and customer of the change order needed to proceed with the installation. If this occurs, the store owns the resolution of the issue and partners with the customer and installation Service Provider to determine next steps. A well qualified customer will be prepared for this conversation.



❖ See appendix for list of programs and territories where comparative moisture tests are performed.



Moisture Standards Grid – Concrete Subfloor

PRODUCT	MOISTURE STANDARDS*				
	CONCRETE SUBFLOOR				WARRANTY ON HIGH MOISTURE JOBS
	ON / ABOVE GRADE	ON / ABOVE GRADE	BELOW GRADE	BELOW GRADE	
Less Than 6% Moisture†	6% or Greater Moisture†	Less Than 6% Moisture†	6% or Greater Moisture†		
Wood - Glue Down (Engineered)	THD Recommended Adhesive☐	Roberts 1530 or Bostik Super-Grip	Roberts 1530 or Bostik Super-Grip	DRicore & Option 0166	Adhesive / Underlayment Manufacturer
Wood - Glue Down (Solid)	THD Recommended Adhesive☐	Roberts 1530 or Bostik Super-Grip	DRicore & Option 0166	DRicore & Option 0166	Adhesive / Underlayment Manufacturer
Wood - Nail Down (Engineered / Solid)	DRicore & Option 0166	DRicore & Option 0166	DRicore & Option 0166	DRicore & Option 0166	Underlayment Manufacturer
Wood - Floating (Engineered / Laminate)	3 in 1☋ or QEP 6 Mil Poly for Products w/ Built-In Underlayment	3 in 1 & QEP 6 Mil Poly☋ or QEP 6 Mil Poly for Products w/ Built-In Underlayment	3 in 1 & QEP 6 Mil Poly☋ or QEP 6 Mil Poly for Products w/ Built-In Underlayment	DRicore & 2 in 1 or DRicore Only for Products with Built-In Underlayment or Redgard & 2 in 1 or Redgard Only for Products with Built-In Underlayment	Underlayment Manufacturer
Tile	Std set	Std set	Std Set	Std Set	Adhesive Manufacturer
Vinyl Sheet	THD Recommended Adhesive☐	THD Recommended Adhesive☐	THD Recommended Adhesive☐	THD Recommended Adhesive☐	Adhesive Manufacturer
Vinyl Tile - Self Adhesive (Ceramica / Groutable)	Primer☐	DRicore & Primer☐	Primer☐	DRicore & Primer☐	Underlayment Manufacturer
Vinyl Tile - Self Adhesive (DIY Peel & Stick)	THD Does Not Install	THD Does Not Install	THD Does Not Install	THD Does Not Install	THD Does Not Install
Vinyl Tile - Glue Down (VCT / CeraRoma)	THD Recommended Adhesive☐	THD Recommended Adhesive☐	THD Recommended Adhesive☐	THD Recommended Adhesive☐	Adhesive Manufacturer
Vinyl Plank - Click Lock (Allure Ultra)	QEP 6 Mil Poly	QEP 6 Mil Poly	QEP 6 Mil Poly	DRicore	Underlayment Manufacturer
Vinyl Plank - Self Adhesive Edge (Allure Grip-Strip)	QEP 6 Mil Poly	QEP 6 Mil Poly	QEP 6 Mil Poly	DRicore	Underlayment Manufacturer

*Moisture Standards are national guidelines and apply to all markets, except the following which follow high moisture level guidelines: (FL & LA Mkts: 2,3,4,5,14,18,25,28,50,60,102,344,465,471)

† Moisture Percentages are based on Tramex Moisture Meter Readings

☐ Refer to HDMS for THD Recommended Adhesives by category

☋ 3-in-1 can be substituted with 2-in-1 and QEP 6 Mil Poly or Black Jack and 6 Mil Poly



Program Details

CONCRETE SUBFLOOR STANDARDS

Hardwood/Laminate

Hardwood Engineered (Glue Down)

On or Above Grade

- . Less than 6% Moisture – THD Recommended Adhesive
- . 6% or Greater Moisture – Roberts 1530 or Bostik Super-Grip

Below Grade

- . Less than 6% Moisture – Roberts 1530 or Bostik Super-Grip
- . 6% or Greater Moisture – DRIcore & Option 0166

Hardwood Solid (Glue Down)

On or Above Grade

- . Less than 6% Moisture – THD Recommended Adhesive
- . 6% or Greater Moisture – Roberts 1530 or Bostik Super-Grip

Below Grade

- . All Moisture Levels – DRIcore & Option 0166

Hardwood Engineered or Solid (Nail Down)

On, Above or Below Grade

- . All Moisture Levels – DRIcore & Option 0166

Hardwood/Laminate Engineered (Floating/Click-Lock)

On or Above Grade

- . Less than 6% Moisture – Combination of Foam & Poly Underlayment
 - o 3-N-1 or
 - o QEP 6 Mil Poly for products w/ built-in underlayment
- . 6% or Greater Moisture – Combination of Foam & Min. 6 Mil Underlayment
 - o 3-N-1 & QEP 6 Mil Poly or
 - o QEP 6 Mil Poly for products w/ built-in underlayment

Below Grade

- . Less than 6% Moisture – Combination of Foam & Min. 6 Mil Underlayment
 - o 3-N-1 & QEP 6 Mil Poly or
 - o QEP 6 Mil Poly for products w/ built-in underlayment
- . 6% or Greater Moisture – Combination of Underlayment & Foam
 - o DRIcore & foam underlayment (either 2-N-1 or products w/ built-in underlayment) or
 - o Redgard (moisture protection) & foam underlayment (either 2-N-1 or products w/ built-in underlayment)



Tile

Tile

On, Above or Below Grade

- . All Moisture Levels – THD Recommended Standard Setting Materials

Vinyl

Sheet Vinyl

On, Above or Below Grade

- . All Moisture Levels – THD Recommended Adhesive

Vinyl Tile (Self Adhesive)

On or Above Grade

- . Less than 6% Moisture – Primer
- . 6% or Greater Moisture – DRIcore & Primer

Below Grade

- . Less than 6% Moisture – Primer
- . 6% or Greater Moisture – DRIcore & Primer

Vinyl Tile **DIY** (Self Adhesive)

On, Above or Below Grade

- . Not Available – THD Does Not Install

Vinyl Tile (Glue Down)

On, Above or Below Grade

- . All Moisture Levels – THD Recommended Adhesive

Vinyl Plank (Click-Lock)

On or Above Grade

- . All Moisture Levels – QEP 6 Mil Poly

Below Grade

- . Less than 6% Moisture – QEP 6 Mil Poly
- . 6% or Greater Moisture – DRIcore

Vinyl Plank (Self Adhesive Edge)

On or Above Grade

- . All Moisture Levels – QEP 6 Mil Poly

Below Grade

- . Less than 6% Moisture – QEP 6 Mil Poly
- . 6% or Greater Moisture – DRIcore



Moisture Standards Grid – Wood Subfloor

MOISTURE STANDARDS*			
PRODUCT	WOOD SUBFLOOR		
	ON / ABOVE / BELOW GRADE		WARRANTY ON HIGH MOISTURE JOBS
	Less Than 14% Moisture†	14% or Greater Moisture†	
Wood - Glue Down (Engineered)	THD Recommended Adhesive❖	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Glue Down (Solid)	THD Recommended Adhesive❖	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Nail Down (Engineered / Solid)	Aquabar (where available) or Felt❖	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Wood - Floating (Engineered / Laminate)	3 in 1 ❖☞	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Tile	Wonderboard	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Sheet	THD Recommended Adhesive☐	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Tile - Self Adhesive (Ceramica / Groutable)	Primer☐	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	THD Does Not Install
Vinyl Tile - Glue Down (VCT / CeraRoma)	THD Recommended Adhesive☐	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Plank - Click Lock (Allure Ultra)	No Underlayment	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform
Vinyl Plank - Self Adhesive Edge (Allure Grip-Strip)	No Underlayment	Do Not Install - Customer Must Address Underlying Issue	N/A - Will Not Perform

† Moisture Percentages are based on Tramex Moisture Meter Readings

❖ Additional acclimation needed for more than 4% difference in product and subfloor

☐ Refer to HDMS for THD Recommended Adhesives by category

☞ 3-in-1 can be substituted with 2-in-1 and QEP 6 Mil Poly or Black Jack and 6 Mil Poly



Program Details (continued...)

WOOD SUBFLOOR STANDARDS

Customer must address underlying issue on all readings of 14% or Greater Moisture –Do Not Install

Hardwood/Laminate

Hardwood Engineered (Glue Down)

On, Above or Below Grade

- . Less than 14% Moisture w/ less than 4% difference in product and subfloor –
THD Recommended Adhesive

Hardwood Solid (Glue Down)

On, Above or Below Grade

- . Less than 14% Moisture w/ less than 4% difference in product and subfloor –
THD Recommended Adhesive

Hardwood Engineered or Solid (Nail Down)

On, Above or Below Grade

- . Less than 14% Moisture w/ less than 4% difference in product and subfloor –
Aquabar (where available) or Felt

Hardwood/Laminate Engineered (Floating/Click-Lock)

On, Above or Below Grade

- . Less than 14% Moisture w/ less than 4% difference in product and subfloor –
3-N-1

Tile

Tile

On, Above or Below Grade

- . Less than 14% Moisture – Wonderboard



Vinyl

Sheet Vinyl

On, Above or Below Grade

- . Less than 14% Moisture – THD Recommended Adhesive

Vinyl Tile (Self Adhesive)

On, Above or Below Grade

- . Less than 14% Moisture – Primer

Vinyl Tile **DIY** (Self Adhesive)

On, Above or Below Grade

- . Not Available – THD Does Not Install

Vinyl Tile (Glue Down)

On, Above or Below Grade

- . Less than 14% Moisture – THD Recommended Adhesive

Vinyl Plank (Click-Lock)

On, Above or Below Grade

- . Less than 14% Moisture – No underlayment (product direct over wood)

Vinyl Plank (Self Adhesive Edge)

On, Above or Below Grade

- . Less than 14% Moisture – No underlayment (product direct over wood)



Appendix - Terms

2-in-1 (Roberts Floorcovering Installation Products)

The Roberts Unison 25 ft. x 4 ft. x 3/32 in. Underlayment is made for use with laminate and engineered wood flooring. The roll's polyethylene foam provides cushioning between flooring and subfloor as an under-pad on floating floor. The edge has a 4" film overlap with adhesive strip for seamless protection. 2MM thick top film helps protect against moisture vapor.

3-in-1 (Roberts Floorcovering Installation Products)

Roberts Airguard™ Premium 3-in-1 630 sq. ft., 3.34 ft. x 189 ft. X .25 in. thick, is perfect for all floating laminate and engineered wood installations. It is the only underlayment protected with Microban®. Meets or exceeds most condominium sound ratings requirements: STC 67 / IIC 68. Airguard™ provides superior defense against moisture by combining Air Flow technology, Microban®, and a moisture barrier all in one premium underlayment. It is easy to install with an 8 inch overlap and adhesive strips. It also works great with under floor heating systems. R-Value 0.39

Aquabar (QEP)

Aquabar "B" 3ft. x 167ft. floor and tile underlayment is an extremely effective moisture vapor retarder for use in a variety of interior construction applications. Consisting of two layers of Kraft paper laminated with asphalt, Aquabar "B" is a non-reinforced 30/30/30 duplex type Grade "B" paper.

Black Jack (Roberts Floorcovering Installation Products)

Roberts black jack 28 ft. x 43 in. x 2 Mil laminate and engineered wood floor underlayment is ideal for use with many types of subflooring. Black Jack is engineered as a superior grade, 2-in-1 underlayment. The 2 mil thick top layer provides the needed moisture barrier to protect laminate and engineered wood floors from harmful moisture. The 1/8 in. thick foam provides optimal floor cushioning and absorbs everyday room noise. Includes a 4 in. overlap and adhesive strip to seal out moisture and join multiple rolls.

Bostik Super-Grip (Bostik)

SuperGrip™ is an adhesive, moisture vapor barrier, and sound reduction membrane all in one. The one-part, moisture-cure urethane requires no mixing and is easy to trowel and clean up. The formula is specially designed for hardwood, engineered wood, and bamboo flooring and develops a tenacious bond to both the flooring materials and approved substrates. The patent-pending Thickness-Control™ Spacer Technology allows "Walk-on-Work" installation method while maintaining the perfect membrane thickness required to protect the wood from moisture vapor transmission from the substrate. SuperGrip does NOT contain any water and has zero VOC's per SCAQMD 1186.

Once cured, SuperGrip is tough, flexible, absorbs impact and sound, and can bridge cracks up to 1/8" (3mm) that may occur in the substrate prior to or after installation. The flexibility of the membrane allows the adhesive to move with the wood flooring as it expands and contracts with changes in humidity and temperature.

DRICore Subfloor (AGT Products)

DRICore 2ft. x 2ft. panels is a one-step engineered sub floor solution. The raised moisture barrier covers cold; damp concrete to protect, insulate and cushion your finished floors. Concrete continually releases moisture. DRICore Sub floor panels have been designed with air gap technology to keep basement floors dry, comfortable and cozy throughout the entire year. The air gap encourages constant air flow and evaporation of surface moisture emitted from your basement concrete floor. You will be warm and dry in your new basement space with finished floors that are up to 3.2C warmer. DRICore Sub floor ensures a healthy environment for you and your family by limiting moisture that can lead to mold. DRICore Sub floor panels are strong enough to take up to 4,000 lbs per square foot. DRICore® is fast and easy to install and is ideal for carpet, laminate, engineered hardwood, tile and vinyl.

HDMS (Home Depot Measuring Service)

HDMS was formally known as MeasureComp. HDMS does all of the measuring for flooring and is also responsible for calling the customer and reviewing their final prices and collecting the final payment. Contact# 248-968-5463



Appendix (continued...) Terms

Option 0166

0166 UNDERLAYMENT FOR WOOD SUBFLOOR (INSTALLER PROVIDES) – Installer provides up to ¾” plywood subfloor needed to build up floor for product being installed. Typically 3/8” plywood is needed when adding to DRIcore subfloor panels.

Primer (Henry or Trafficmaster)

Bond Enhancer for Self-Stick Tile and used for indoor use only. Primer/Basement Proofer used for concrete or wood subfloors.

QEP 6 Mil Poly (Roberts Floorcovering Installation Products)

Roberts Moisture Barricade 12ft. x 10ft., 6mil. underlayment provides moisture protection for floating flooring with pre-attached underlayment. For use on concrete slabs for moisture protection. Not for use with wood subfloors.

RedGuard® (Custom Building Products)

Waterproofing and Crack Prevention Membrane

A ready-to-use elastomeric membrane suited for interior and exterior substrates, RedGuard® creates a continuous waterproofing barrier with outstanding adhesion. It can be used as a moisture vapor barrier under all types of floor coverings.

Roberts 1530 (Roberts Floorcovering Installation Products)

Roberts R1530 is a solvent free 100% moisture cure urethane adhesive glue that performs as an all-in-one, single application adhesive, moisture vapor barrier and sound reducer for wood and bamboo flooring installations. It helps to protect against unforeseen moisture vapors that can destroy a wood flooring installation. It also provides crack isolation for cracks up to 1/8 in. thick.

Standard Setting Materials (Custom Building Products)

A compilation of products designed to prep, set and grout tile to ensure a lasting and durable installation. Specific products are required to qualify for the Custom Building Products Lifetime Warranty Guarantee.

Tramex (Tramex Ltd)

Tramex has been manufacturing moisture meters for over thirty years. Designed and developed the world’s first non-destructive moisture detector working on the principle of impedance measurement using direct contact electrodes.

- . Tramex Moisture Encounter Plus Meter (MEP) – Used during MEASURE ONLY (This is a NON-INVASIVE test)
- . Tramex Concrete Moisture Encounter (CME) – for moisture detection on concrete sub-floors (This is a NON-INVASIVE test)
- . Tramex Professional Digital Pin Meter (PTM) – for moisture detection in wood or wood-based sub-floors, and wood or wood-based flooring products (This is an INVASIVE test)

(Non-Invasive – small two probe electronic devise to measure radio frequencies that leaves no traces)

(Invasive – pin based moisture meter designed to penetrate subfloor to take a precise measurement of moisture content that leaves two small holes which can be filled)

Wonderboard® Backerboard (Custom Building Products)

A fiberglass mesh re-enforced-cement backerboard for residential and commercial tile, stone, slate and thin-brick applications. High-flexural strength, along with moisture resistance, makes Wonderboard® ideal for both interior and exterior substrate applications. Wonderboard® panels are composed of stable Portland cement, aggregates and reinforcement.



Appendix (continued...) Comparative Moisture Testing

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			



Appendix (continued...) Ballpark Costs for Moisture Solutions

MOISTURE STANDARDS				
PRODUCT	CONCRETE SUBFLOOR			
	ON / ABOVE GRADE	ON / ABOVE	BELOW GRADE	BELOW GRADE
	Below 4.5%	6% or Greater Moisture	Less than 6% Moisture	6% or Greater Moisture
Wood - Glue Down (Engineered)	THD Recommended Adhesive	Roberts 1530 (+\$.40/sf) or Bostick SuperGrip (+\$.75/sf)	Roberts 1530 (+\$.40/sf) or Bostick SuperGrip (+\$.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)
Wood - Glue Down (Solid)	THD Recommended Adhesive	Roberts 1530 (+\$.40/sf) or Bostick SuperGrip (+\$.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)
Wood - Nail Down (Engineered/Solid)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf)
Wood - Floating (Engineered/Laminate)	3-n-1 OR 6 mil poly for Products w/ Built-in underlayment	3-n-1 AND 6 mil poly (+\$.24/sf)	3-n-1 AND 6 mil poly (+\$.24/sf)	Dricore (+\$.375/sf) & Option 0166 (+\$1.75/sf) OR Redgard (+\$1.50/sf)
Tile	Std set	Std set	Std Set	Std Set
Vinyl Sheet	THD Recommended Adhesive	THD Recommended Adhesive	THD Recommended Adhesive	THD Recommended Adhesive
Vinyl Tile - Self Adhesive (Ceramica, Groutable)	Primer	Primer & DRICore (+\$2.75/sf)	Primer	Primer & DRICore (+\$2.75/sf)
Vinyl Tile - Peel and Stick	HD Does Not Install			
Vinyl Tile - VCT	THD Recommended Adhesive	THD Recommended Adhesive	THD Recommended Adhesive	THD Recommended Adhesive
Allure Ultra	QEP 6 Mil Poly	QEP 6 Mil Poly	QEP 6 Mil Poly	DRICore (+\$.275/sf)
Allure Grip-Strip	QEP 6 Mil Poly	QEP 6 Mil Poly	QEP 6 Mil Poly	DRICore (+\$.275/sf)



Appendix (continued...) Role Play #1 for DRCore subfloor

DRCore Subfloor – Selling Scenario

- Perform this Selling Scenario with all department associates. Guide the associates to understand that the customer needs both a solution for their moisture problem and a quality finished flooring.
- You're interested in replacing the vinyl in your basement with solid wood. The space is currently a play area but you would like to transform the space into a family 'rec' room with a home entertainment theater. Currently, The basement has a musty smell and the vinyl flooring is warping and curling at the edges. You plan on being in the home long-term and would like the basement to be as enjoyable as every other part of the home.
- After the Associate helps the customer select a style of solid wood, the focus should shift to selling DRCore as a recommended solution for the customer's moisture problem.**

Recently THD has begun offering DRCore® - a subfloor with a patented moisture barrier that keeps your family warm and dry. It insulates your basement, protecting furniture, flooring and electronics from potential damage. DRCore® also promotes indoor air quality by allowing your concrete to breathe, reducing the potential for mold and mildew, while increasing finished floor temperature for a warmer, softer floor.

Feature	Benefit	Solve PROJECT SELLING
Air Gap Technology	Allows moisture emitted from the concrete or topical moisture (resulting from broken or leaky pipes) to find drainage or re-absorb back into the concrete, protecting finished flooring and promoting a safer and healthier living environment!	
¼" Thermal Break	Increases floor temperature as much as 6 degrees	
Enhanced OSB core	Premium grade OSB core provides a softer, more forgiving floor than if installed directly over concrete.	
Available For Install With All Flooring Options	You can now have DRCore installed for as low as \$2.75sf (\$1.75/sf for product, \$.99/sf for installation)	

Suggested Qualifying Questions

1. How quickly do you need your flooring?
2. What rooms are you 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?
3. Do you have children or pets?
4. What do you dislike about your existing flooring?
5. How long do you plan to live in your home?
6. Do you have a ballpark budget for this project?
7. Would you like to have The Home Depot install the flooring for you?

Did the Associate:

- Ask sufficient, good qualifying questions?
- Lead with the Best that fits your wants and needs?
- Present a solution in front of the Product and encourage interaction with the Product display?
- Recommend DRCore as a solution to your potential moisture issue and desire to have solid wood flooring in the basement?
- Overcome your objections well?
- Offer you the whole project? Including the installation?
- Test close? (Would you like to set up a measure? Etc.)
- Use all of the available tools, including Estimator Tool, Buying Guide?
- Thank you for shopping at The Home Depot?





Appendix (continued...) Role Play #2 for Roberts 1530

Roberts 1530– Selling Scenario

- ❑ Perform this Selling Scenario with department associates on every walk and provide coaching and feedback to help the associate understand the selling process.
- ❑ You are interested in replacing the carpet in your family room to wood because you like the traditional look of wood. Also the existing carpet is matted and some times, after a hard rain, is wet and smells musty. You have no basement or crawl space, so you believe your house is built on a concrete slab. You have no kids or pets. You plan on being in the home long-term.
- ❑ **After the Associate helps the customer select a style of engineered wood, the focus should shift to selling Roberts 1530 as a recommended solution for the customer's moisture problem.**

Roberts® R1530 is a solvent free product that performs as an all-in-one adhesive, moisture vapor barrier and sound reducer for wood and bamboo flooring installations. It helps to protect against unforeseen moisture vapors emissions that can destroy a wood flooring installation.

Feature	Benefit
All-in-One	Bamboo and wood flooring adhesive, Moisture vapor barrier and Sound reducer (IIC 71*, STC 67*, IIC 22)
Environmentally Friendly	Solvent free, VOC: 0 g/L and 0% by weight VOC compliant adhesive that exceeds the strict requirements of the South Coast Air Quality Management District. May contribute to one or more LEED points.
Affordable Piece of Mind	For only ~\$.40/sf more than standard adhesive, you get piece of mind that your flooring is protected against unforeseen moisture vapors emissions that can destroy a wood flooring installation.
Guaranteed	Roberts warranties their product against defects and failures and will pay to replace the materials AND labor if installed by a THD Service Provider.



Suggested Qualifying Questions

1. How quickly do you need your flooring?
2. What rooms are you 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?
3. Do you have children or pets?
4. What do you dislike about your existing flooring?
5. How long do you plan to live in your home?
6. Do you have a ballpark budget for this project?
7. Would you like to have The Home Depot install the flooring for you?

Did the Associate:

- ❑ Ask sufficient, good qualifying questions?
- ❑ Recommend Roberts1530 as a solution to your potential moisture issue?
- ❑ Lead with the Best that fits your wants and needs and recommend a solution?
- ❑ Present a solution in front of the Product and encourage interaction with the Product display?
- ❑ Overcome your objections well?
- ❑ Offer you the whole project? Including the installation?
- ❑ Test close? (Would you like to set up a measure? Etc.)
- ❑ Use all of the available tools, including Estimator Tool, Buying Guide?
- ❑ Thank you for shopping at The Home Depot?

