



# **Technical Course**

Session 1

**“The Home Depot Moisture Standards Playbook”**



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## Program Guide

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# Flooring Installation Moisture Standards Playbook



## 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
      - 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
      - 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 GRADE	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 Elastion & QEP 6Mil Poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Bostik UltraSet (S/O) OR Elastion & QEP 6Mil poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Bostik UltraSet (S/O) OR Elastion & QEP 6Mil poly	Rule: Bostik UltraSet (S/O) Alt Opt: Elastion & 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 Elastion & QEP 6Mil Poly	Rule: Roberts 1530 / 1535 Alt Opt: Bostik Super-Grip (S/O) OR Bostik UltraSet (S/O) OR Elastion & QEP 6Mil poly	Rule: Bostik UltraSet (S/O)	Rule: Bostik UltraSet (S/O)	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: Elastion & QEP 6Mil Poly (Engineered Only)	Rule: DMX & Plywood ⚡ Alt Opt: Elastion & QEP 6Mil Poly (Engineered Only)	Rule: DMX & Plywood ⚡ Alt Opt: Elastion & QEP 6Mil Poly (Engineered Only)	Rule: DMX, Plywood & Silicone Vapor Shield ⚡ Alt Opt: Elastion & 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 & QEP 6Mil poly Alt Opt: 3N1 Airguard & QEP 6Mil Poly OR 3N1 Premium & QEP 6Mil Poly OR DMX & Floor Muffler ⚡ OR DMX & 3N1 Airguard ⚡ OR DMX & 3N1 Premium ⚡	Rule: Floor Muffler & QEP 6Mil poly Alt Opt: 3N1 Airguard & QEP 6Mil Poly OR 3N1 Premium & QEP 6Mil Poly OR DMX & Floor Muffler ⚡ OR DMX & 3N1 Airguard ⚡ OR DMX & 3N1 Premium ⚡	Rule: Redgard & Floor Muffler Alt Opt: Redgard & 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: QEP 6Mil Poly	Rule: 2N1 Standard & QEP 6Mil Poly Alt Opt: 2N1 Best & QEP 6Mil Poly OR DMX ⚡	Rule: QEP 6Mil Poly	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



## Roberts 1530

Roberts 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.



## Roberts 1535

Roberts R1535 Premium 4-in-1 Wood Floor Adhesive is based on the latest innovative technology for Zero VOC wood floor adhesives. R1535 is a one-part, trowel-applied, 100% solids, moisture-cure urethane adhesive specifically designed for installation of bamboo, solid wood and engineered wood flooring. The exceptional formula provides a flexible, tenacious bond, moisture vapor barrier, sound reducer and crack suppressant in one simple 4-in-1 single step adhesive.



## Roberts 1509

Roberts R1509 is 100% solids moisture cure urethane adhesive glue formulated for the installation of solid, engineered and parquet wood flooring. It is also recommended for bamboo flooring. Roberts R1509 is a solvent free adhesive which meets the Low VOC requirements of the south coast air quality management district



## Bostik Super-Grip

Bostik SuperGrip® is a trowel-applied, moisture-cure urethane that combines a rapid tacking adhesive with a high performance moisture vapor membrane-eliminating the need to install a separate vapor membrane and allowing for a simple, one-step application process.

## Bostik Ultra Set

Bostik's Ultra-Set® SingleStep™ is a one-part, trowel applied, tacking, moisture-cure urethane adhesive, moisture vapor and sound reduction membrane. This scientifically formulated adhesive and membrane is very tenacious, has extremely low moisture permeability, and is formulated with Bostik's patent pending Thickness-Control™ Spacer Technology to ensure proper membrane thickness between hardwood flooring and the substrate





# Underlayments



## Floor Muffler

FloorMuffler UltraSeal Flooring Underlayment is a Premium Grade highly engineered, cross-linked polypropylene foam with the FloorMuffler UltraSeal self sealing lip and tape system.

FloorMuffler UltraSeal is the ideal choice for most laminate, engineered and solid hardwood flooring applications. FloorMuffler UltraSeal can be used for floating and double glue down installations in both residential and commercial applications.

## 3 N 1 Airguard

Roberts AirGuard Premium 3-in-1 Underlayment is ideal for installing laminate and engineered wood floors. AirGuard provides the moisture barrier, sound reduction and cushioning, all 3-in-1, required for a proper, quality installation.

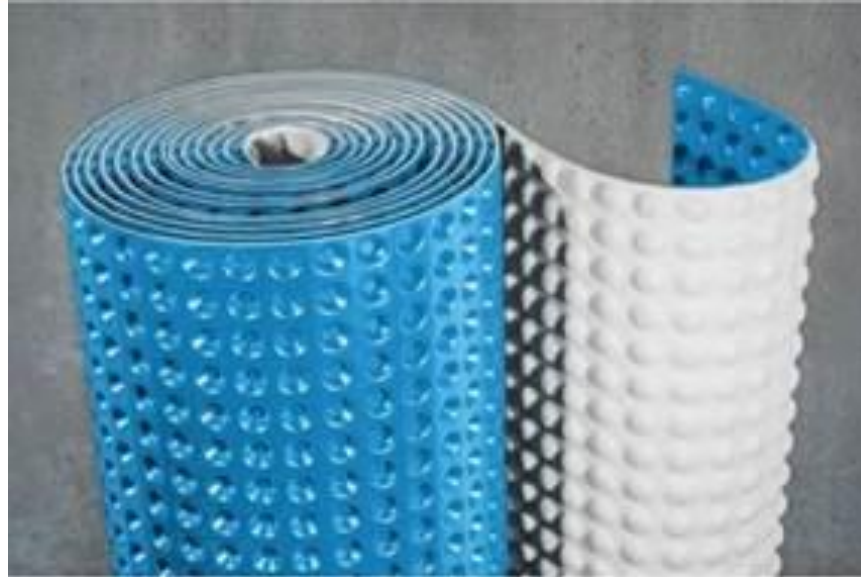


## Silicone Vapor Shield

The Roberts SVS Silicone Vapor Shield is an underlayment that is in a class by itself. Our SVS is made of 6 mil wet strength paper and has a baked silicone coating that won't allow moisture to penetrate though to your hardwood and engineered wood floors. It is ideal for staple and nail down installations.



# DMX Underlayment



## DMX

DMX 1-STEP, the new standard in flooring underlayment. DMX 1-STEP space-age contoured foam and unique dimple design provides the ultimate in sound absorption while allowing air to circulate beneath your floors, evaporating trapped moisture and eliminating harmful mold growth.

Installation is simple and fast – no tools required.

DMX 1-STEP is your best choice for quiet, cozy and comfortable floors. DMX 1-STEP is the only dimpled underlayment that is approved by the North American Floor Association (NALFA).

## Elastilon

Elastilon solves common problems that can affect nailed or glued floors, such as: gapping, buckling, and cupping as a result of changes in humidity. It simplifies hardwood-flooring installation over virtually any surface, above and below grade, including concrete, significantly reducing installation time. While ease of installation is a major benefit to using Elastilon, performance is its most important feature. An Elastilon-backed floor provides superior walking comfort and dampens the sound often associated with wood floors.



# Thank You for Your Time



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