



**SHUGART
HOMES**

What You Need To Know

This guide is intended to provide some background on the various products you may be able to choose when you meet with your Shugart Homes Design Coordinator. There are inherent benefits and possible drawbacks to each that should be considered to ensure your long-term satisfaction. **Please read this document carefully before you attend your Design Center appointment.**

Important: Color samples at the Shugart Design Center are *examples* of average color range, shading, texture and marking. Because some products are manufactured in lots, and others in nature, there may be some degree of variation from one to the next. An exact match to any sample is neither implied nor guaranteed.

Carpet

In addition to warmth and softness, the variety of carpet choices offers countless ways to personalize a room.

Seams - Carpet is manufactured in certain industry standard widths, thus seaming is often required to cover a large room. The degree of visibility of your seams depends on the texture and color you choose, as well as the lighting and furniture placement in your room.

Fuzzing/Shedding - The shedding of loose fibers is normal and should subside with regular vacuuming.

Pile reversal or shading - This seeming color change may occur in various parts of the carpet, caused by light being reflected in different ways as pile fibers are bent in different directions. This is a characteristic of plush carpet, not a defect.

Regular vacuuming and limiting damage from common household spills will help extend the life of your carpet. Many carpets are manufactured with a stain-resistant chemical. You must refer to your manufacturer's instructions for cleaning. Often, warranties can be nullified when unapproved products are used.

Engineered Hardwoods

Hardwood products are known for their natural beauty, with varying textures and grains. Engineered hardwoods are made of real wood stacked in a cross-grain configuration, making them more stable and durable than their solid wood counterparts.

Keep in mind that no two-floor boards will be identical. Variations in appearance are completely normal. As your floor ages, some color change can occur. This is also normal, but can be minimized by limiting exposure to direct sunlight, and periodically moving furniture and rugs. Seasonal humidity changes may cause the wood to expand and contract. Cracks are normal and will appear and disappear between floorboards during seasons of high and low humidity.

Darker finishes show scratches more readily, while lighter ones tend to show dirt.

Protect your floors by vacuuming, sweeping, or dust-mopping them at least once a week. Do not use a vacuum with a beater bar or hard heads. Place area rugs, made for hardwood floors, in high-traffic areas. High heels, pets, sharp objects and grit on shoes can dent or scratch floors. Water should **never** be used directly on wood floors. Moisture causes wood to swell and can result in permanent damage to your floors. To further protect your floors, wipe up spills immediately.

Be sure you refer to the manufacturers' guidelines for keeping your floors clean and conditioned.

Laminate

Laminate flooring is a multi-layer synthetic product fused together with a lamination process that simulates wood with a photographic applique layer under a clear protective layer. Laminate floors offer realistic looking hardwoods at a budget-friendly price. They are more durable than hardwood and are easy to maintain.

Laminate floors are installed using a "floating floor" system. A padded underlayment lies between the laminate planks and the subfloor. The planks are not anchored to the subfloor, only to the edges of other planks. The result can produce a hollow sound when walked upon and have the feeling of a slight give.

Like hardwood, you should not use water on laminate. Manufacturers recommend cleaner made specifically for laminate. Soap-based detergents or "mop and shine" products can leave a dull film on the surface of your floor. Consult your manufacturer for recommendations on care and maintenance.

Tile

Tile products (flooring/ walls) are a popular choice due to their aesthetic appeal, as well as their durability and easy care.

Exact layouts, including the grout spacing, will be determined by the industry professional at the time of installation. They will take into account the size and shape of the tile, as well as the area to be covered.

Sweeping, dusting or vacuuming your tile floor regularly removes the accumulation of dirt or grit that can scratch or dull the surface. Some homeowners choose to apply a sealant to protect grout lines. Check with your manufacturer for recommendations on the appropriate type of sealant, as well as cleaning guidelines.

Vinyl

Also called “resilient flooring,” vinyl floors are manufactured using the latest advances in flooring technology. They are durable and easy to maintain. Vinyl is highly resistant to mold, mildew, and moisture, making it one of the most popular flooring options for kitchens, bathrooms and laundry rooms.

Vinyl is typically manufactured in certain widths and, as with carpet, some seams may be unavoidable. Vinyl, while very durable, is susceptible to tearing and puncturing. Use caution when moving furniture/appliances and do not wear high heels or sports cleats on this flooring.

Fine grit and sand can cause scratches to the surface of vinyl and, over time, will diminish the look. Placing entry mats at high-traffic areas and sweeping frequently will extend the life of your vinyl floor. Be sure the mats you buy are for vinyl floors. (Some rubber-backed mats may leave stains or marks.) If sweeping or vacuuming does not remove the dirt, mop the floor with clean warm water.

Cultured Marble

Cultured marble is a blend of stone particles and resins and is most often used in bathrooms. Customers appreciate the fact that cultured marble is beautiful, long-lasting, and low maintenance.

Granite

Granite is widely popular for its beauty and richness. Granite is durable, easy to clean and resistant to heat and scratches. Being a natural material, each granite countertop features patterns and colors that make it one of a kind.

With polished granite, any or all of the following natural characteristics may be present:

- Areas, which have been filled with a matching, color epoxy.
- Variations in veining, color, and movement that may be present in any natural materials. Materials that are referred to as “swirl” granites exhibit more of these types of natural occurrences.
- Fissures – small visible lines on the surface of the polished slab which rarely indicate or affect the structural integrity of the product.
- Beauty marks – natural mineral deposit concentrations that can be seen as intensified spots or lines of color, lack of color, or areas with compromised polishing ability.
- Pitting – “pock marks” of varying size on the surface of the slab which are a result of the tightness of the material grain and the material’s ability to accept a polished finish.

Granite is a porous material, so spills should be wiped up immediately, especially oils. Regular care includes proper cleaning and the use of sealers to prevent staining.

Quartz

Quartz is one of the hardest minerals found in nature, so it's a fitting material for the busiest space in the home: the kitchen. It is a popular alternative to natural stone.

Quartz is manufactured by a process that mixes approximately 95 percent ground natural quartz with 5 percent polymer resins. The result is a super-hard, low-maintenance, natural stone-look countertop available in a dazzling array of colors. Because Quartz countertops are manufactured, they tend to be more uniform in appearance. Quartz is nearly indestructible, though it can be damaged with excessive heat. It is non-porous, which is a great sanitary feature.

Backsplashes

With the variety of products offered in our Shugart Design Center, there are countless ways to express your personality and add a little flair to the heart of your home, the kitchen. Backsplashes add an extra touch to your tile work, but there are a few things to keep in mind.

Accent placement- Installation of your backsplash is dictated by the structural work behind your walls. Electrical outlet locations are dependent upon certain code regulations and will fall within a planned tile or trim pattern.

Decorative trim- Specialty trim pieces, such as ropes and listellos, are manufactured in separate lots and may not be the exact color as the field tile selected.

Tubs and Showers

Fiberglass tubs will sometimes sustain small cracks during shipping or installation. These are not manufacturer defects. These happen frequently, can be easily repaired prior to closing and do not negate the manufacturers' warranty.

Tile walls in showers add function and flair. They must be cared for in a similar fashion as regular tile floors. See "Tile" in Flooring.

Cabinet Hardware

Hardware selections will add a pop of interest to your cabinetry throughout your new home. Placement depends on the size and shape of the hardware, as well as the size and design of your drawers. (Example: Most drawers have pulls, but if the drawer is smaller than usual, a knob may be a better fit and, thus be installed.)

Appliances

Convection Cooking- Many ovens come with a convection setting. A convection oven bakes or roasts your food more evenly by using a fan to circulate heat more quickly. If you use the convection setting, you may need to adjust the temperature to compensate for faster cook times.

Dishwasher performance- It is advisable to turn your kitchen faucet on for a couple of minutes prior to using the dishwasher to ensure that there is hot water in the lines at the start of the cycle. Check product specifications to review cycle settings.

Please note: plastic does not fully dry in any dishwasher because of its general inability to retain heat. Glassware and plates continue to dry even after the heating element has cut off because the item stays hot, causing the water to evaporate. Plastic cools off almost immediately.

Ventilation- In most cases, the hood or microwave/hood combo above your cooking surface has a charcoal filter that cleans the air before it re-circulates it into your home. These filters should be changed according to manufacturer's guidelines.

Finishes

Chrome is a popular finish because of its versatility. It's durable, easy to clean and easy to match with accessories and other fixtures. It does show water spots and fingerprints more easily than other finishes.

The soft metallic look of brushed nickel stands the test of time. This is one of the most durable finishes; it doesn't show wear, fingerprints or water spots.

A great aesthetic alternative to standard chrome and brushed nickel, oil-rubbed bronze gives the bathroom a more old-world look and feel. This finish will show wear over time, which adds to its rustic charm. It can be harder to match with other fixtures.

Brick

In addition to its aesthetic appeal, its durability makes brick exteriors a popular choice. Under normal conditions, brick will last the life of the home with little more than an occasional wash with the hose. Some normal occurrences in brick masonry may include shrinkage cracks along

mortar joints and efflorescence; or discoloration caused by lime content in the mortar. Overall brick is a low-maintenance and highly durable option.

Fiber Cement

Fiber-cement siding composition may vary from company to company, but the basic recipe is Portland cement, sand, and cellulose (wood) fibers. Wood fiber helps prevent cracking, as does a special curing process that leaves fiber cement with a low-moisture content. Fiber-cement siding is low-maintenance, impact-resistant, and available in finished or painted options.

Vinyl Siding

Vinyl siding is weather and insect-proof, fade-resistant, and comes in a wide range of colors. Although durable, vinyl siding can be punctured or cracked when struck by a heavy or fast moving object.

Although it's often touted as maintenance free, vinyl siding does require occasional cleaning. Depending on how your house is situated, mildew or grime might accumulate. Vinyl siding will eventually fade, but usually only slightly.

Stone Veneer

Made from a mixture of Portland cement, lightweight aggregate, and iron-oxide pigments, manufactured stone veneer products have become a popular siding option. With a variety of color schemes to choose from, stone veneer adds a sense of stability, timelessness, and richness to your new home.

Paint

When cleaning scuffmarks or stains, it is best to use warm water and to use very light strokes when wiping. Heavy scrubbing can leave hollow marks in the finish.

Mold or mildew can grow on painted surfaces when subjected to heavy moisture. Be sure to use ventilation fans in your bathrooms to draw moisture out of the room, especially when the shower is in use.