

## HOME OWNER INFORMATION

### CEILING/WALL DRYWALL FINISH

Norris and Marlette Tennessee are committed to providing the highest quality in all aspects of the home building process. We have a very tenured workforce that is committed to insuring quality is built into each and every home, and to exceed the expectations of our customers who choose to live in a Norris or Marlette TN home. Part of meeting expectations is to insure our customers understand the level of quality that we set for ourselves, and what they can expect in their homes.

One of the most high-profile areas of our homes is the ceiling and wall finish. Proper finishing of the drywall process is critical to providing the expected quality for our customer. **Norris and Marlette TN finishes ceiling and walls to a LEVEL 4 finish.** What does that mean? Drywall finishing goes from Level 0 to Level 5 and these levels are outlined by the ASTM Drywall Finish Standards. These can be found on the ASTM web site. Level 4 is used where residential grade (light duty) wall coverings, flat paint or light textures are to be applied. At level 4 under certain lighting conditions, you will be able to see joints in the ceiling and walls. With a LEVEL 4 finish this is not considered a defect, and thus is not a warrantable item. Also, with LEVEL 4 it is not recommended to use gloss, semi-gloss and enamel paints which will amplify joint visibility.