

From: [REDACTED] >
To: Bob Caffrey <[REDACTED]>
Cc: Ike Groff <[REDACTED]>
Subject: Master bath/Guest Shower/Threshold/Closets
Date: Wed, 24 Sep 2014 18:09:02 +0000

Hi Bob...we had Dale come out to the house from Stepping Stones last Friday to check our shower...we had him then check all our showers...Below is a synopsis from Randy (my Dad) who met with Dale for me...

SHOWERS: You observed standing water in the MBA shower and called Dale to review for possible solution. I assisted him in the evaluation of the MBA and all other showers. Conclusion is that the MBA and guest room showers are improperly installed. The perimeter is not level on either shower and the drainage to the center drain is insufficient in both showers. (1/8" per ft is minimum acceptable) I personally tested the guest shower. Water stands in the front right corner marked with an X in pencil, and two other corners do not have sufficient pitch to center.

Curiously, all other showers are perfect. Dale suspected that two different installers might have completed the work.

Complete tear-out and replacement is expensive... maybe \$5K per shower. A less expensive suggestion is to:

1. remove drain screen
2. Grind the current tile surface to provide for proper adhesion.
3. Establish a level perimeter at the correct height.
4. Install a drain extender to permit installation of the drain screen at the proper level.
5. Apply thin-set at correct grade and install new tile directly over the old tile.

This requires new tile for the floor but does not remove the old tile.

The ceilings are high enough in both of the defective showers that raising the floor ~3/4 inch will probably not be noticeable.

The house is looking really great. Too bad you have to work through these details, but best to get it right while you are still in the "completion phase."

:-)

Randy

Please advise what the next steps are to get this done properly...If we truly had one guy from Michaelangelo's team install Ty's, Gloryana's and the basement showers, we should have that guy from the team come back out...I think we have material left for the guest shower but who pays for the new marble material in this sort of case?

Also, the threshold from the garage to the house is still not correct...this is Randy's synopsis on that:

THRESHOLD: Seems like threshold is additionally fastened with couple of screws accessed through holes drilled in the plastic top. I did not disassemble it so don't know why this was necessary. Current issue is that it does not sit firmly on the floor on the inside of the door. As a result, when you step on the threshold it tilts and makes a noise as it rocks down to the floor. A complete, proper installation

would likely fix this. Rocking back and forth will shorten the life when compared with a solid installation. A thin, full width shim or a bead of caulk under the inside might stop the rocking.

Norman was supposed to fix and had thought on his list...but it has never been right...

And one more thing I want to pass along so you don't let it happen in other beautiful homes you build...when Norbit installed the rods in all our closets he put the rod too close to the back wall...therefore all our hangers hit the back wall...we are using standard size hangers...so whoever measured for all the rods in all the closets should have allowed for more space from the back wall...its a bit annoying, but to move all the rods and have to repaint sounds like a chore also...I know you love Norbit and he does phenomenal work and I am sure you will use him again...so just pass it along. We can't get better if no one tells how we can improve...(just happy that we used CA closets for the master and Ty's room!)

Let us know what next steps are...thanks, [REDACTED]