



## Bathroom Remodel *Signature* Process

Dear Valued Customer,

Our signature design/build process is a collection of our standards that help you, the client, obtain a detailed, step by step understanding of our practices we use to construct a bathroom remodel. By providing this signature process, we personalize the design/build experience, empowering you to be completely informed regarding the system of operations that TN Miller implements on every project. By building relationships with our clients through our signature process, we are able to provide an experience unmatched by typical builders.

Below is a detailed preparation and installation procedure for a typical project. We create drawings of the bathroom remodel for your approval, or utilize your professional's drawings if provided. TN Miller Remodeling only uses contractor grade products for our bathroom remodel projects.

We believe our process will ensure that your new bathroom will be finished to your expectations, on time, and for the price quoted.

### **Project Preparation and Budget Creation Phase**

1. On site client interview to identify project scope of work.
2. Work with the client to educate them how structural design affects costs.
3. Work with the client to educate them how material selections affect costs.
4. Provide client with design resources to help them visualize their project.
5. Work with the client to set a budget that fits their financial needs.

### **Project Design and Cost Proposal Phase**

6. Sign a design agreement with TN Miller Remodeling & Custom Homes.
  - a. TN Miller Remodeling and Custom Homes creates hand drawn conceptual plans of project which includes descriptions and specifications to define and clarify the bathroom remodel project.
    - i. Project goals defined.
    - ii. Family life style questionnaire.
  - b. Client reviews conceptual drawings, makes changes as needed, approves conceptual drawings.
  - c. TN Miller Remodeling and Custom Homes converts hand drawn conceptual drawings into ¼" computer generated drawings.
  - d. Client reviews ¼" computer generated drawings, makes changes as needed, and approves ¼" computer generated drawings for price proposal.

- OR -
7. Sign a design feasibility agreement for TN Miller Remodeling & Custom Homes to work with your preferred designer. Then TN Miller Remodeling and Custom Homes creates price proposal based on client's provided professional design, material choices and fixture models.



8. Client chooses material types and fixture models from product selection sheet.
9. TN Miller Remodeling and Custom Homes creates price proposal.

### **Product Selection Phase**

10. **Personal Shopping Day-** We are a wholesaler for most of our finish products we use in our projects. We take you to the multiple co-op showrooms with our interior designer and colorist to help you make the final decision on the finish you chose from the material selection sheet. Products are ordered before demolition to ensure the least amount of disruptions to your home. A production schedule is created based on the ability and time of arrival of each finish product.
  - a. Bathroom vanities, custom cabinetry and shelves are color coordinated and chosen at the showroom or produced in cabinet shop. Depending on material type and manufacturer, the product availability is from four to six weeks.
  - b. Solid surface counter tops and showers are price based on color. You choose the material type and color at the showroom and we then schedule a date to laser measure the template. The solid surface is then produced and an installed. The typical time frame from template measurement to install is one to two weeks.
  - c. Tile showers, back splashes, counter tops and custom works are color coordinated and chosen at the showroom. Depending on material type and manufacturer, the product availability is anytime from next day to four weeks.
  - d. Tile, laminate, hardwood, and carpet flooring are color coordinated and chosen at the showroom. Depending on material type and manufacturer, the product availability is anytime from next day to four weeks.
  - e. Plumbing fixtures are color coordinated and chosen at the showroom. Depending on material type and manufacturer, the product availability is from one to two weeks.
  - f. Electrical fixtures are color coordinated and chosen at the showroom. Depending on material type and manufacturer, the product availability is from one to two weeks.

### **Production Schedule Phase**

11. A production schedule is created based on scope of work, product availability and sub-contractor (as needed) availability.

### **Permit Phase**

12. Permits are obtained if required for project.

### **Demolition Phase**

13. Protective materials are installed such as floor coverings, furniture coverings and dust walls.
14. Demolish items as specified per plans and scope of work
15. Demolition team will typically be completed in one day.
16. For larger projects, we provide a dumpster or trailer and take all materials with us at the completion of



the demolition. We only leave a dumpster or trailer onsite for the time needed and will let you know how long that should be.

17. If items have been identified to be reused, items will be carefully removed and stored appropriately.
18. Job site will be cleaned daily.

## Build Phase

19. **Framing-** We “hand choose” all of our framing material from our multiple framing material suppliers ensuring only high quality material is used in your project. We frame our bathroom remodel structural changes according to building code and engineering using 2” x 4” studs for interior walls, 2” x 6” studs for exterior walls and engineered floor joist with 3/4” T&G plywood for floor system as specified per plans and scope of work. All structural beams are sized per engineering. We use the following framing methods below to ensure a higher standard of framing practices
  - a. When project calls for support backing such as grab rails, fixtures, accessories and shower door, it will be installed during framing.
  - b. Treated lumber is used when exposed to moisture to eliminate premature decay.
  - c. Double floor joist, double wall studs to ensure maximum strength at weak contact points.
  - d. Solid 4 stud corners to ensure minimum structural twist.
  - e. Pre design mechanical runs to ensure minimum amount of framing material is cut for mechanical access thus ensuring maximum strength at weak contact points.
20. **Windows-** We securely install windows level and plumb according to energy codes as specified per plans and scope of work.
  - a. Cover window surround opening with flex flashing tape over vapor barrier material.
  - b. Install shims in window opening to allow for proper insulation room.
  - c. Silicone caulk window surround opening for water proofing.
  - d. Install window to be level with appropriate fasteners.
  - e. Cover window flange with flex flashing tape for final stage of water proofing.
21. **Plumbing-** We use licensed plumbers to complete the plumbing as specified per plans and scope of work.
  - a. Rough plumbing is done to building code with professional grade materials.
  - b. Plumbing fixtures are installed as stated in step 35.
22. **Electrical-** We use licensed electricians to complete electrical wiring and installation as specified per plans and scope of work.
  - a. Rough electrical is done to building code with professional grade materials
  - b. Electrical fixtures are installed as stated in step 35.
23. **HVAC-** All HVAC is custom made to fit each specific project instead of using stock material which limits “good use of space” and air flow. All HVAC to be installed according to building code as specified per plans and scope of work.
  - a. Exhaust fans are professional grade silent systems and exhausted using custom duct work to ensure appropriated air flow above standard code.



24. **Insulation-** Insulation type is determined based on the design of each project. Insulation is installed according to building code for floor, exterior walls and ceiling as specified per plans and scope of work. We also use insulation for noise dampening in interior floors and walls.
25. **Inspection-** If required for your project, inspectors from your regulated authority inspect and approve the framing, plumbing, electrical, HVAC and insulation work completed in multiple phases.
26. **Drywall-** is installed to match existing structural walls for a seamless transition of old and new texture.
27. **Painting-** We use professional grade interior paints for our projects which provide long term durability. Paints are available in a variety of flat, satin, and gloss finishes. We spray 1 primer and 1 to 2 base coats based on color according to client's product selections as specified per plans and scope of work.
  - a. Our interior paints provide a smooth uniformed washable surface. It has exceptional coverage and hide as well as a stain blocking agent.
28. **Custom Shower-** If a tile or solid surface custom shower is a part of you project, we install a cement shower pan over a rubber membrane. Then cement backer board is installed over the framing and tile or solid surface is set per design and scope of work.
29. **Custom Tub Surround-** If a tile or solid surface custom tub surround is a part of you project, we install cement board over framing then seal seams with a water proof coating. Tile or solid surface is set per design and scope of work.
30. **Interior Doors-** We install doors level and plumb as per plans and scope of work.
  - a. Interior doors are offered as solid core, hallow core, and glass. Solid core doors offer the best sound dampening solution.
  - b. Interior doors are installed to maintain privacy.
  - c. Install door with fasteners and shims to guarantee door is level and plumb. Hide structural fasteners in jamb grooves and one hinge screw hole.
  - d. Install door knob and lock according to client's product selections.
31. **Interior Trims-** We use thicker, heavier and wider trims along with construction grade adhesives and fasteners to help prevent long term sagging and warping. We install interior trim packages as per plans and scope of work.
  - a. We install professional grade trims with precision cuts to eliminate wide caulking and putty use.
  - b. We use maximum length trims to minimize visible seams.
  - c. We have over 100 hours of education on how to design and install interior trims.
32. **Shower door-** is installed as per manufactures specifications, per plans and scope of work.
33. **Cabinets-** Cabinetry to be installed according to client's product selections as specified per plans and scope of work.



- a. We install cabinets on solid frame blocking installed in the framing stage of the project.
  - b. We install cabinets using a laser level to ensure proper install and hanging.
  - c. All hinges are professional grade thus allowing for proper door adjustment
  - d. All drawer rails are multi level professional grade steel allowing for heavy weight storage.
  - e. All drawer and door pullouts are installed using professional grade bits to eliminate wood chipping.
  - f. Professional grade adhesives and fasteners are used to secure cabinet moldings.
34. **Counter Tops-** We install counter tops according to manufactures specification and to client's product selections as specified per plans and scope of work.
- a. Laminates are installed on a professional grade plywood with routed edges for multiple edge designs
  - b. Solid surface counter tops are installed directly on cabinetry using a laser to measure exact dimensions.
  - c. Cement surface counter tops are installed using forms, structure metal and light cement.
35. **Backsplash-** Tile or solid surface backsplash is installed as specified per plans and scope of work.
- a. Backsplash tile is installed on a smooth drywall surface with a water proof coating behind all faucets.
36. **Floor Covering-** We install flooring according to manufactures specifications and to client's product selections as specified per plans and scope of work.
- a. Vinyl flooring will be installed on ACX smoothed face plywood.
  - b. Tile flooring will be installed on cement backer board.
  - c. Laminate flooring will be installed to allow floating of the extracting and contracting material.
  - d. Hardwood flooring is installed as a pre-finished product over a subfloor material or as a raw finished product with client choosing color and finish (refer to our hardwood finish signature process sheet).
37. **Finish Mechanicals-** Install client's chosen plumbing and electrical fixtures as specified per plans and scope of work.
38. **Bathroom Accessories-** Install mirrors, TP holder, towel bars and grab bars on solid frame blocking installed in the framing stage of the project. According to client's product selections as specified per plans and scope of work.

### **Project Clean Up and Area Restoration Phase**

39. Remove all protective coverings.
40. Clean the surface of each using the recommended product for each one.
41. Sweep and vacuum all floor areas.
42. Remove and dispose of all construction debris.
43. Collect and organize all warranty information and provide to homeowner.



## Final Installation Quality Inspection

44. Provide customer with a walk-through of the project for final inspection and sign-off.

We hope this has helped you understand our bathroom remodel process and answered any questions you may have had. We understand your home is of great value to you; therefore, we will make every effort to keep it clean and safe. All garbage and debris will be removed daily.

If you should have any additional questions, please do not hesitate to speak with us.

<<Our Bathroom Remodel Signature Process is confidential. Please do not share with other contractors>>

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