

Branch Specification Standards

North America

Last Updated: **11/2/11**

Recent Updates:

4/23/07- Updated grout line detail

4/20/07- Updated accent wall color details

7/6/07- Updated installation instructions for walk-off tile
Deleted French Roast from exterior colors
Updated ideal heights for bottom of ceiling cloud

7/12/07- Added deluxe interior sign description and use
Added Legal Notice details to transaction area
Updated grout to epoxy seal-free

10/8/07- Deleted Virtual Taupe as an exterior color option
Added specific restroom finish details that are called out in the Facility and Vehicle ID manual.

1/22/08- Changed standard finish wall protection specification from FRP to .030

4/15/09- Changed Haworth counter details
Changed poster frame supplier information
Deleted E-Tower information
Changed Legal Notice Frame information
Updated window shade contact

6/30/11- Updated new porcelain tile spec

11/2/11- Updated T-8 lighting spec

Interior Specifications

- **Furniture**
 - Transaction Space
 - Counter- Haworth Compose systems furniture. “Fonthill Pear” laminate shells. “Graphite Nebula” transaction top and work surface
 - ADA Drawer- Available in 24” 30” and 36”.
 - Brand Wall- Haworth Premise Stackable panel system. Pre-designed walls based off overall counter lengths. Available with clear lower level or pass-thru lower level. Total of 4 stacking levels. Combines frosted and clear panels.
 - Communication Station- X-series cabinets with “Graphite Nebula” work surface.
 - Key Storage- Charcoal Laminate. Wall or cabinet mountable
 - Lobby chairs and tables- Black vinyl chairs. “Graphite Nebula” occasional table
 - Workspace
 - D-Tops- Grey Spex work surface. Charcoal base and drawers. Black tack boards. Chair vinyl “Crete”
 - Side-by-side desks- Grey Spex work surface. Charcoal base and drawers. Black tack boards. Chair vinyl “Crete”
 - Assistant Manager’s desk- Grey Spex work surface with return. Charcoal base and drawers. Black tack boards. Chair vinyl “Crete”
 - Manager’s Office- Grey Spex work surface with return. Charcoal base and drawers. Charcoal tower. Chair vinyl “Crete”. Side chairs black vinyl
 - Back Office
 - Break room table and chairs- Grey spex table with black plastic chairs
- **Branding**
 - Interior Sign, Brand Wall version-74”, 96” and 120” wide, rounded face acrylic, T8 illuminated logo sign. Designed to be attached to brand wall when in use. Use 4 Haworth Tackboard mounts on back of sign to mount to Brand Wall.
 - Interior Sign, Back wall options- When installing directly to a solid wall, a frosted frame option (Deluxe) is available to match the rest of the branch branding elements.
 - Branch posters- Available from iDL Worldwide. Artwork available from North American.
 - History Walls, Welcome Walls and Community Walls- 2 sizes, 4’ and 6’. Available in free-standing or wall mounted. Available from iDL Worldwide.
- **Flooring**
 - Main office- Shaw Contract Carpet tiles. Style- “e-cycle”, random pattern installation, 24” tile with eco-logix cushioned backing.
 - Lobby Flooring options- geographical differentiations should be considered when determining the best lobby flooring option.
 - Walk off carpet- Shaw Contract Flooring, Style-“Ebony” Welcome, installed on a ¼ turn
 - Porcelain Tile- Shaw Contract Hard Surfaces- Granito Style honed or smooth finish. Color Moderna
 - Counter Cloud flooring- Shaw Contract Hard Surfaces- Rustica - 200 Gascoigne Beige

- Grout- Laticrete SpectraLOCK Pro Grout- #24 Natural Grey for both colors, 1/8” grout line
 - Cove Base- Throughout entire office including the restroom. 4” Black Vinyl with ¼” toe available from Shaw Contract.
 - Break Room- VCT, Carpet tile, Porcelain Tile or Linoleum.
 - Rest Room- VCT, Porcelain tile or Linoleum.
- **Doors**
 - Interior door frames- Timely Metal frame- TA-8 Casing, color-Black (SC103).
 - Interior door- Pre-finished solid core Legacy door with a Walnut finish.
 - Hardware- Schlage A/L series Rhodes style lever with 626 brushed aluminum finish. Schlage D series Saturn lever style with a finish of 626 on carwash or other exterior, heavy-duty door,
- **Windows**
 - Interior Window frames (i.e. managers office) – Timely Metal frame TA-8 Casing, color-Black (SC103) Similar to interior door frame.
 - Roller Shades-3G Mermet- E screen 7510 (10% openness) Charcoal (3030) in color.
- **Walls**
 - Interior Wall covering
 - Swipe wall – Viewnique Vinyl Wallcovering Produced by Omnova, Distributed by Hirshfield's at <http://enterprise.hirshfields.com/>
 - Paint- Sherwin Williams Pro Mar 200 Latex Eggshell Finish
 - Primary Walls SW6140 Moderate White,
 - Accent Walls SW6505 Atmospheric (Light Blue), SW1428 Uphill (Light Green), SW7039 Virtual Taupe (Medium Brown)
 - Fire Extinguisher J.L. industries 1015F10 or equivalent, non locking cabinet.
- **Ceiling Cloud/ Lighting**
 - Transaction area
 - Counter Cloud
 - 5 different Cloud sizes available from Armstrong World Industries, Inc. The size of the cloud should be similar to the size of the counter it is above.
 - The ideal height for the bottom of the Ceiling Cloud is between 7'6” and 8'6”. The idea is to focus the customer attention to the transaction area. The Ceiling Clouds are installed with aircraft cable which is designed to be viewed unlike standard ceiling grid wires.
 - The front 2 rows of lights on the Ceiling cloud should be focused over the customers and employees at the counter.
 - Ordered through local contractor.
 - Contractor to order through National Account contact at or below contract pricing
 - Cloud Lighting
 - Each Ceiling Cloud has predetermined can lighting layout
 - Can light fixture specification # PD6-V142E-6VC
 - Bulb Specification # CF32DT/E/IN/827- 3000 Kelvin
 - Available to be ordered through Frost Electric based on National Account pricing
 - Legal Notices
 - 8.5”x11” frosted frames available through iDL Worldwide. Artwork available online on the Operations Intranet for local printing.

- Workspace
 - A scored 2x4 ceiling tile with a 2x2 look. Product number 1766 or 1761 (based on t-bar size)-Fine Fissured Second Look II. This product has a 10 year warranty against sagging. Available via National Account max pricing through Armstrong World Industries. Ceiling tile should conform to local building codes and may vary depending on geographical differentiations.
 - Lighting should be two-by-four parabolic light fixtures with electronic ballast and T-8 cool white (CW) lamps. Office spaces should have a lighting level of approximately 35 foot candles. Lamps should be enhanced T-8 (28W or less) with high efficiency ballasts.
- **Restroom**
 - Wall-
 - Standard Finish- Hirshfield's .030 Wall Protection Color 379 Mohave Sand with matching trim pieces
 - Architectural Finish- Rustica- 200 Gascoigne Beige Grout color #27 Hemp
 - Floors
 - Standard Finish- VCT (color and source TBD)
 - Architectural Finish- Shaw Rustica - 400 Nova Blue Grout color #27 Hemp
 - Door Frame- Timely metal frame TA-8 casing, color-Black (SC103)
 - Door- Pre-finished solid core Legacy door with a walnut finish.
 - Hardware- Schlage A/L series Rhodes design lever with finish #626.
 - All products should be ADA compliant (US only).

Exterior Specifications

- **Site**
 - **Site Signage-** All signage supplied by exclusive sign manufacturers Pattison Sign Group and Sign Resource. All signs to be illuminated with Aura T8 daylight bulbs and electronic ballasts. The Aura bulbs are rated for 60,000 hour average lamp life. This should result in an 8-10 year bulb life thus significantly reducing the cost of sign maintenance.
 - Pole sign- Flex face cabinet signs. Heights available: 2', 2'6", 3', 3'6", 4', 5', 6'
 - Pole to be painted black using B66B300 Black Sher-Cryl enamel
 - Vertical Monument sign- Rounded acrylic face. White base and cabinet. 1:5 sign ratios with 2' and 3' base cabinets. Available heights: 8', 12', 18'
 - Horizontal Monument sign- Rounded acrylic face, White base and cabinet
 - Custom size face replacements- To be determined by MarCom and existing cabinets.
 - Multi-tenant monument signs- To be determined by MarCom and existing cabinets.
 - Co-located Signs- Flex face cabinet signs. Custom graphics. Sizes base on e-logo heights of 2', 2'6", and 3'.
 - **Directional Signage-** Available in illuminated and non-illuminated. Aluminum based with preset verbiage options. Available through exclusive sign manufacturers
 - **Advertising**
 - Free-standing brand panel-TBA
- **Building**
 - **Colors-** Use of colors to be determined by MarCom rendering. Paint specifications and applications can be determined by local Sherwin Williams representative
 - Colors available for use:
 - SW6140 Moderate White- light beige
 - SW7038 Tony Taupe- dark beige
 - SW7005 Accent White
 - SW4090 Black
 - Door and window mullions for ERAC controlled buildings:
 - Exterior window frames and mullions- Approved colors to be determined by MarCom:
 - Brushed Aluminum
 - Black
 - Bronze
 - Brown
 - Enterprise Green only if applied before new tradedress and applied via powder coating
 - White Accent panels- When specified by MarCom, white accents to building can be applied with paint or aluminum composite material (ACM)
 - Vinyl Window Swipes and Accent bands- Available through exclusive sign manufacturers in the following styles to be determined by MarCom. Should only be installed by qualified decal installer.
 - Swipe Graphic- available in 12", 18", and 24". Orderable by defining height and overall length of windows to be applied.

- White Accent available in 12", 18", and 24". Orderable by defining overall height with width of every window combined.
- **Building Signage-** All signage supplied by exclusive sign manufacturers Pattison Sign Group and Sign Resource. All signs to be illuminated with Aura T8 daylight bulbs and electronic ballasts.
 - Standard Box- 1:5 ratio signs. Standard heights: 2', 2'6", 3', 3'6", 4', 5', 6'
 - Fascia Band- graphics based on square footage. Standard heights: 2'6", 3', 3'6", 4'
 - Awning- similar to fascia band. Standard heights: 2'6", 3', 3'6", 4'
 - Channel letters- Available with or without "rent-a-car" depending on MarCom rendering. All illuminated with LED.
 - White Letters- for darker buildings
 - Black Letters- Day-Night vinyl used on letters to appear black during the day and illuminate white at night.
 - Co-located Building signs- Ideally, the individual business line "shield" are placed within a fascia band. If no fascia is present, individual shields can be placed on the building itself. The shield should always be 87% of the size of the e-logo i.e. 2' tall e-logo should use a 1'8 7/8" shield.
- **Advertising**
 - "We'll pick you up" graphic- When specified by MarCom, to be applied above door on white accent panels. Vinyl lettering available through exclusive sign manufacturers.
 - Wall mounted brand panel- Available through iDL Worldwide
- **Informational signage**
 - Door logo and hours- Vinyl decals applied to the exterior of the front entrance door. Decal has a specific alignment that is provided in the application paper from the manufacturer. Top of the decal is to be 63" from finished floor. Available through Young Signs.
 - Gate logo and hours- Same graphics as door decals. Placed on materials appropriate for the gate's location. Available through Young Signs.

Specification Details

Flooring

Main office area-

The main office area and any private offices use the standard Enterprise 24" carpet tile supplied by Shaw Contract Carpet. The color of the carpet is "e-cycle." Carpet can be installed randomly as the tile does not follow any distinct pattern. It is available online at [Shaw Contract Flooring](#) intranet site.

Lobby Flooring-

The lobby flooring should be different than the main office flooring. This is done to enhance the transaction area for the customers. There are 2 options available:

Option A- Walk off Carpet- This carpet is designed for high traffic areas in a rental branch. This carpet can be placed in the lobby of the branch up to the front of the rental counter. The carpet is 24" carpet tiles are available online at [Shaw Contract Flooring](#). The carpet tiles are the Welcome style and "e-24 Ebony" in color.

Option B- Porcelain Tile- Porcelain Tile can also be used in the lobby area of a branch depending on your climate and geographical location. The 12" porcelain tile is available in smooth finish or honed (textured) from [Shaw Contract Flooring](#). The tile style is Granito in the Moderna color. The tile should be installed with a thin grout line. The grout used should be Laticrete SpectraLOCK Pro #24 Natural Gray. The grout line should be 1/8" thick to minimize the grout area. This grout specification is an epoxy grout that does not need sealing.

Ceiling cloud flooring- If the branch has a ceiling cloud installed in the transaction area it should be accented with tile flooring to match the cloud shape in front of the counter. This tile can be applied if walk-off carpet or porcelain tile used. The cloud area tile is Rustica- 200 Gascoigne Beige available through Shaw Contract. Grout used is Laticrete SpectraLOCK Pro #24 Natural Gray.

Break Rooms-

The break room can have vinyl composition tile (VCT), carpet tile, Porcelain tile or linoleum.

Carpet Floor/ Scraper Mats-

Floor mats can be used to further lengthen the life of carpeting and porcelain tile. They are designed to absorb the dirt, debris, and moisture tracked into the office. A floor mat is most effective when the first three steps inside a door opening are covered by the mat.

A plan should be in place to either maintain or replace the mats on a regular basis. Enterprise logos are not to be used on any floor matting. Floor mats are available from many sources.

Walls

Exterior Walls-

Exterior paint specifications should be obtained with the assistance of a Sherwin Williams local store representative. The rep should visit the branch to be painted and assist in calling out how the building should be prepared, primed, and painted. Each building material type has important steps that should be taken in order to end up with the best end product. Use the rep's

knowledge of these steps to avoid a single painter's opinion. Avoid shortcuts in not following the 3 steps properly as a properly painted building can last for years without showing blemishes and imperfections that will quickly appear in a poorly prepared building. An additional benefit to having a rep specify the paint job is the bidding will be easier to compare.

Interior Walls-

Swipe Graphic wall- the Swipe Graphic should be installed on the most visible wall to the customer once they enter the lobby. This could be on the back wall or the wall on the opposite side of the front door. The Swipe Graphic is a digitally printed vinyl wallcovering and should only be installed by a qualified installer.

All other walls should be painted in an eggshell/ satin finish. (Eggshell is the same gloss level as satin) Eggshell is an ideal finish as it is flat enough so repainting is easy to mask like a flat finish. Eggshell also has enough gloss so cleaning the wall is possible like a semi-gloss finish. The walls should be coated with an "orange peel" or light textured finish. Texturing a wall helps hide marks and blemishes in the wall surface.

The primary wall color is SW6140 Moderate White (light beige). The accent walls should be in one of the following colors; SW6505 Atmospheric (light blue), SW1428 Uphill (light green). If space provides for the use of another accent wall, use SW7039 Virtual Taupe (light brown). Colors should be applied as appropriate for the space. Light blue and light green are lighter, brighter colors that help open up the space when accenting the light beige. The light brown is a more bold color that adds a contract and visibly shrinks the space thus adding focus.

Fire Extinguisher Cabinet-

A recessed non locking fire extinguisher cabinet will provide a great location for your required fire extinguishers. The recessed cabinet will move your fire extinguisher from a prominent item in the location to an item that blends into the wall making the office more professional. The cabinet will also safeguard your fire extinguisher from accidental discharge. One cabinet is a J.L. Industries model number 1015F10 flush mounted non locking fire extinguisher cabinet available thru your contractor or local fire protection service company.

Doors

Exterior Store Front doors-

The best option for doors is a factory finish as it increases longevity of the metal, thus decreasing the maintenance. The preferred factory finish is brushed aluminum. If the new site is moving into an existing building, most neutral shades are acceptable. Black, bronze, or brown are preferred. MarCom will help with door and mullion color choices. Painting doors should only be done if existing mullion colors do not support the new tradedress and striping the paint off the mullions to bare aluminum is not possible.

Existing branches with Enterprise Green mullions could be kept the same if the mullions were powder coated green on the original installation. If the Enterprise Green was painted onto the doors, they should be either stripped or painted over to the MarCom recommended color. Even if the original paint job was done well, green paint will fade out in time by nature of the product colorants. Painting at the same time as the rest of the building should provide some advantages to cost and overall quality of the paint job. The door handles should not be painted due to excessive use and the oil from hands rubbing on the handles which deteriorates the paint

and causes the door handle to be consistently repainted. All doors and hardware should be ADA (US only) compliant and meet local building codes.

Interior Doors- (i.e. managers office, break room, restroom, storage)

The interior doors should be a pre-finished solid core Legacy wood door with a Walnut/ medium brown finish. The doors can be obtained thru a general contractor or local door/ window company.

Door Frames-

Interior doors should have a Timely Metal doorframe (TA-8 standard casing) in Black (SC103). Timely Metal frames are pre-finished providing the best lifecycle cost since the frames will never need to be repainted. These products can be obtained thru your local general contractor or door / Window Company. For additional information go to www.timelyframes.com.

Hardware-

Schlage D series lever door hardware Saturn style with finish number 626 should be used on the door to the bay. Private office, restroom and break-room doors can use Schlage A/L series Rhodes design with finish number 626. All hardware should conform to local ADA guidelines (US only). Schlage hardware can be obtained thru a local locksmith or supply store.

Windows

Exterior Window Frames and Mullions–

The best options for window mullions is a factory finish as it increases longevity of the metal, thus decreasing the maintenance. The preferred factory finish is brushed aluminum. If the new site is moving into an existing building, most neutral shades are acceptable. Black, bronze, or brown are preferred. MarCom will help with mullion color choices. Painting mullions should only be done if existing mullion colors do not support the new tradedress and striping the paint off the mullions to bare aluminum is not possible.

Existing branches with Enterprise Green mullions could be kept the same if the mullions were powder coated green on the original installation. If the Enterprise Green was painted onto the mullions, they should be either stripped or painted over to the MarCom recommended color. Even if the original paint job was done well, green paint will fade out in time by nature of the product colorants. Painting at the same time as the rest of the building should provide some advantages to cost and overall quality of the paint job.

Interior Windows-

Any interior windows, i.e. manager's office, should have a black metal frame similar to the doors. (Timely Frame (TA-8 standard casing) in Black, SC103). These products can be obtained thru your local general contractor or door / Window Company. For additional information check www.timelyframes.com. Window film or one-way glass (typically used at airports) is also available from your local contractor or door/ window supplier.

Roller Shades-

If needed, commercial grade roller shades can be used on windows. The shades should be top mounted with a commercial clutch drive mechanism and a bead chain for operation. The fabric for the shades should be 3G Mermet's E Screen 7510 series (or equivalent), charcoal/charcoal (3030) in color. Roller shades can be obtained from a local window treatment company or MAG Resources (330-294-0494).

Ceiling tiles/ Lighting

Ceilings-

If a drop ceiling is newly installed you should choose a ceiling tile that is appropriate for your geographic conditions. The following factors should be considered when choosing a ceiling tile: light reflectance, fire guard, acoustical performance and humidity resistance. Ceiling tile should conform with local building codes and may vary depending on geographical differentiations. A scored 2x4 tile that has a 2x2 look is an excellent choice. Product number 1766 or 1761 (based on t-bar size)-Fine Fissured Second Look II. This product has a 10 year warranty against sagging. Product is available via National Account max pricing through Armstrong World Industries.

Lights-

Two-by-four parabolic fluorescent light fixtures with high efficiency electronic ballast and enhanced T-8 bulbs should be installed in the ceiling grid for lighting. You should pay attention to the location of the lighting to make sure there is enough illumination above the rental counter and desk areas. A local architect will be able to assist in the placement of light fixtures for a new location.

Restrooms

Standard Finish-

- **Floor-** Vinyl composition tile (VCT), porcelain tile, or linoleum can all be installed in the restroom.
- **Walls-** The first four feet of the wet wall (plumbing wall) from the ground up should be covered with Hirshfield's .030 Wall Protection Color 379 Mohave Sand with matching trim pieces. The remainder of the walls should be painted in a satin accent color.

Architectural Finish-

- **Floor-** Shaw Rustica- 400 Nova Blue Grout color #27 Hemp
- **Walls-** The first four feet of the wall from the ground up should be covered with porcelain tile Shaw Rustica- 200 Gascoigne Beige Grout color #27 Hemp. The remainder of the walls should be painted in a satin accent color.

Door Frame-

The doorframe should be a Timely Frame (TA-8 standard casing) in black (SC103). These products can be obtained thru a general contractor or local door/ window company. For additional information check www.timelyframes.com.

Door-

The restroom door should be a pre-finished solid core Legacy wood door with a Walnut finish, with a coat hook on the inside of the door. The door can be obtained thru a general contractor or local door/ window company.

Hardware-

Schlage A/L series Rhodes design lever door hardware with privacy lock feature and finish 626. All hardware should conform to local ADA guidelines (US only). Schlage hardware can be obtained thru a local locksmith or supply store.

Fixtures-

All restrooms should be equipped with the following: toilet, sink that dispenses warm water, mirror, toilet paper dispenser, paper towel dispenser or electric hand dryer, liquid soap dispenser, exhaust fan, wastebasket, and a coat hook on the back of the door. Optional items could include a full-length mirror or artwork. Some manufactures for the fixtures are American Standard, Kohler, Bobrick, and Gamco.

ADA Compliance (US only) –

The restroom should be ADA compliant based on the age of building and local ADA requirements.