

Requested by: Dealer/End user Date: Time:

Name of Dealer/Client:

Has the installer inspected installation & when?

Address of installation:

Dealer/End user contact details: Cell: Home: Office:

Product: Colour: Invoice Batch No.:

Manufacturer:

Installer details:

Who was/is present on site?

Date of Installation:

Nature of complaint: Lifting Peaking Gapping

Other:

In what area/rooms is the problem?

Pictures must be taken of the floor clearly showing the problem/s and submitted at the same time as this form.

Readings & Observations Dealer Inspection	Site Findings/Readings
How long after completion did the client move in?	<input type="text"/>
Has the installer inspected/checked the installation?	<input type="text"/>
When was the dealer/installer advised of the problem?	<input type="text"/>
What was the ambient/room temperature at the time of inspection? i.e., is the floor being protected by the client?	<input type="text"/>
What method of cleaning/maintenance is being employed?	<input type="text"/>
What window protection was there at the time of installation & after installation, e.g., blinds/curtains/UV window treatment?	<input type="text"/>

Screed moisture readings at time of installation & inspection.
Request from installer for initial readings.

Wall moisture readings at time of installation & inspection.
Request from installer for initial readings.

If an underlay was used over the tiles, what was used and how deep/wide was the grouting?

What type of underlay was used on the installation, e.g., Moisture Block, Combilay, Woodlay?

If a floating floor installation was vapour barrier used & how was this installed, face up or down?

Is this a click system, glued down, elastalon or sheet vinyl?

Yes No

If glued down what vapour barrier & adhesive was used?

If glued down, how long after the vapour barrier was applied was the installation started?

How larger an area was installed before expansion joints have been incorporated? *Request Floor coverage in an uncontrolled environment allowed by manufacturer from supplier/agent.*

What expansion gaps have been provided? What is manufacturers spec? Please submit Photos:

Were the doorframes undercut or was filler used around the doorframes? Please submit Photos:

Did you increase your expansion allowance where the flooring is installed in coastal areas?

Yes No

Are the header joints 300mm and greater, at least quarter length of panel?

Yes No

Is the size of the finishing width of floor at wall in line with manufacturers installation instruction/specification, i.e., normally no less than 50mm, all depending on joining system used?

Yes No

Have any heavy items or furniture (cupboards, kitchen units) been installed on top of the floor since your completion, e.g. centre island hob with granite tops after you completed your installation?

Yes No

Were trellis/security doors, stack back shutters or door stoppers installed through the floor after completion of your installation?

Yes No

Is it possible to slide a 0.10mm feeler gauge between the floor finishing profiles/skirting and the flooring?

Yes No

Is there filler around the door frames and have the profiles been glued/silicone or drilled into the sub-floor?

Yes No

Check for cleaning abuse
(Excessive water and residue from soapy substance).

Yes No

Does any of the movable furniture have felt pads?

Yes No

If there are Castor chairs do, they have soft wheeled castors fitted, or a plastic protector floor mat?

Yes No

Any rubber backed mats or protectors on your floor, as these could permanently stain/cause your floor to turn yellow.

Yes No

Are there walk on/off doormats at all outside entrances?

Yes No

All heavy furniture etc. must have suitable non-staining, wide load bearing, plastic ferrules or soft wheeled castors

Yes No

Have you taken pictures of the problems?

Yes No

Dealer Questions:

Did you have a sign off?

Yes No

Was this before or after occupation?

Before After

What were your findings from your inspection?

What remedial work would be required?

Is a factory representative required to come and inspect in light of all the above?

Yes No

Was the client supplied/made aware of the warranty?

Yes No

Was the client given care & maintenance instructions?

Yes No