



Inspection Report ID : 117574

Date Opened: 10/05/2020

Date Inspected: 11/09/2020

Date Closed: 11/15/2020

Facility Name: LL Flooring (CC)

Customer Name: Hashaw, Farrah

Inspected By: Hume, Steve

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Inspection Report

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Inspected By: Hume, Steve

REQUESTED BY

Company: Lumber Liquidators, Inc.

CONSUMER INFORMATION

Consumer Name: Hashaw, Farrah

Company Name:

Preferred Phone: (281) 838-9068

Address: 19358 Gusher Rd.
Batson, TX 77519

Alternate Phone #1:

Second Opinion: No

Alternate Phone #2:

Purchase Order #:

Email: Farrah@hashawhomes.com

Installer: Contractor

Installation Date:

Problem Area: Throughout the home

Complaint Date:

Job # / PR #: 7491609

Claim Number:

Problem Description / History: The consumer is experiencing soft spots and molding throughout her installation. Areas of the floor have been removed in the kitchen and mold was observed. The consumer believes the underlayment is not allowing the subfloor to breathe. The contractor has been out and did not find a leak anywhere.

INSPECTOR INFORMATION

Name: Hume, Steve

HARDSURFACE INFORMATION

Manufacturer: CoreLuxe XD

Style Name/Number: 7mm

Color Name/Number: Ash

Size Involved in Claim: 2,332.64

Type of Surface: Vinyl



INSPECTION DETAILS

Inspection Date: 11/09/2020	
Address Inspected: [Same As Consumer Address]	
Construction: Vinyl (LVP)	Finish / Wearlayer: Factory Finished
Relative Humidity: 55.2	Temperature (°F): 77.5
Acclimation: Yes	Installation Type: Floating
Humidifier: No	Previous Floor: Hardwood/Carpet
Dehumidifier: No	Underlayment: Vinyl Shower Pan Material
Moisture Readings: 14% 20%	Subfloor Type: 2 Sheets of Plywood
Meter Type: Tramex Non-Invasive	Maintenance: Damp Mop/Dry Swiffer
Meter Range: 5 - 30%	Previous Floor: Hardwood/Carpet
Heating: Forced air	
Grade: Above Grade	Adults: 2
Pets: 1 Dog	Children: 5
AC System: Central	Roller Weight: N/A
Rolled: Not Applicable	Trowel Notch: Not Applicable
Moisture Barrier: Yes	
Fasteners: Not Applicable	Joists on Center: Not Applicable
From End: Not Applicable	Floor Protectors: Not Applicable
Adhesive Used: Not Applicable	
Owner Occupied: Yes	Rental Property: No
Facility Type: Residential	SKU: 10040828

Claim History / Background / Physical Description Of Site & Occupants

The inspector met with Mr. and Mrs. Hashaw (homeowners), who stated the following:

- The flooring material was installed in October of 2018 as part of a full remodeling of the house.
- They noticed the soft spots in the floor immediately after the installation.
- They noticed buckled areas in the kitchen six (6) months after the installation.
- They notified J and Y construction of their concerns.
- Mr. Hashaw stated that the planks were recently pulled up in the kitchen due to the buckling.
- They stated that the flooring material was in the house with the HVAC system several days before the installation.
- There were areas of the installation where there was new plywood subflooring material put down.
- There had been no leaks or moisture issues in the house.
- There had been no plumbing pressure test done.

Installation (How the floor was installed, where in the home the floor is installed, over what type of underlayment, substrate, etc....)

- CoreLux 7mm vinyl plank flooring material was installed over a vinyl shower pan material underlayment, over two(2) sheets of 1/2" and 3/4" plywood, over pier n beam construction.
- The floors installed are over a 2' crawl space with no ground cover in the kitchen, dining room, living room, game room, master bedroom, master bathroom, master closet, laundry, mudroom, pantry, and three (3) guest bedrooms of this existing owner-occupied home.

Observations / Physical Descriptions



The inspector was asked to inspect the floors for soft spots throughout and mold. At the time of the inspection, the following conditions were found to exist:

- Master bedroom:
 - A buckled area measuring 6' in length x 1' in width x 1 1/2" in height located 2' in from the bed.
- Kitchen:
 - Random dark spots found in the plywood subfloor ranging from 2" to 2' in diameter.
- Random dark spots were found on the back of the vinyl shower pan material used as the underlayment throughout the installation.
- Randomly located soft spots found when walking across the floors. These soft spots ranged from 6" to 2' in diameter.
- These spots were found in the dining room, game room, master bedroom, mudroom, guest bedroom-1, and guest bedroom-3.
- The planks are installed tight to the baseboards and door jambs in random areas throughout the installation.
- There were no planks exposed to direct sunlight.
- There were window coverings found on the windows.
- There were no signs of any failing locking mechanisms.

Measurements / Meter Readings / Field Tests

- With the use of a level and a tapered gauge, the flatness of the was measured, and the following measurements were found to exist:
 - Laundry: 1/16th" to 1/4".
 - Mudroom: 1/16th" to 3/8th."
 - Pantry: 0" to 1/16th".
 - Game room: 1/8th" to 5/8th".
 - Living room: 3/16th" to 3/8th".
 - Kitchen: flooring material removed
 - Guest bathroom: 1/16th" to 3/16th".
 - Dining room: 1/16th" to 3/8th."
 - Master bathroom: 1/16th" to 1/4".
 - Guest bedroom-1: 1/16th" to 3/8th."
 - Guest bedroom-2: covered with rugs.
 - Guest bedroom-3: 1/16th" to 3/16th."
- With the use of a steel ruler and a feeler gauge, the perimeter expansion space was found to range from 0" to 1/2"
- With the use of the Delmhorst wood invasive meter, the moisture of the plywood subfloor ranged from 19.6% to 22.7%
 - These readings are high for the setting of this meter.
- With the Tramex Moisture Encounter Plus with a range of 5% to 30%, the floors' moisture content installed over an above-grade plywood subfloor ranged from 14% to 20%.
 - These readings would be considered high for this meter.
- Using an infrared thermometer, the floors' temperature range from 71.4F to 72.5F, and the temperature of the windows ranged from 73.5F to 77.8F



Discovered Issues:

Manufacturing

No manufacturing-related issues were observed.

Refer to the invoice/manufacturer's warranty.

Site

- Elevated moisture coming from below the flooring material's surface was a contributing factor to the buckled area in the master bedroom and the dark spots found on the plywood subfloor and vinyl shower pan material in the kitchen.

Refer to the invoice, manufacturer's warranty/installation instructions.

Installation

- The buckled area found in the master bedroom resulted from the lack of proper subfloor flatness, the lack of perimeter expansion space, and a lock-in condition created by the flooring material installed tight to the baseboard and door jamb.
- The soft spots found throughout the installation resulted from the lack of proper subfloor flatness.

Refer to the invoice, installation instructions and the manufacturer's warranty. Conclusions indicating installation issues may or may not be covered by time-sensitive installation-related warranties. Check with your installation service for specifics.

INSPECTION PHOTOS

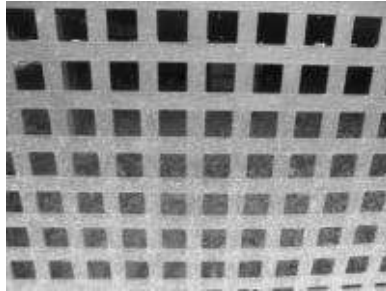
Room 1: Outside

Description 1: Front of the house



Room 2: Outside

Description 2: Photo showing no ground cover



Room 3: Laundry room

Description 3: Overview



Room 4: Laundry room

Description 4: Photo of a Tramex reading



Room 5: Mudroom

Description 5: Overview



Room 6: Mudroom

Description 6: Photo of a Tramex reading



Room 7: Pantry

Description 7: Overview



Room 8: Pantry

Description 8: Photo of a Tramex reading



Room 9: Guest bedroom-1

Description 9: Overview



Room 10: Guest bedroom-1

Description 10: Photo of a Tramex reading



Room 11: Guest bedroom-2

Description 11: Overview



Room 12: Guest bedroom-2

Description 12: Photo of a Tramex reading



Room 13: Guest bedroom-3

Description 13: Overview



Room 14: Guest bedroom-3

Description 14: Photo of a Tramex reading



Room 15: Game room

Description 15: Overview



Room 16: Game room

Description 16: Photo of a Tramex reading



Room 17: Dining room

Description 17: Overview



Room 18: Dining room

Description 18: Photo of a Tramex reading



Room 19: Kitchen

Description 19: Overview



Room 20: Kitchen

Description 20: Photo of a Tramex reading



Room 21: Living room

Description 21: Overview



Room 22: Living room

Description 22: Photo of a Tramex reading



Room 23: Master bedroom

Description 23: Overview



Room 24: Master bedroom

Description 24: Photo of a Tramex reading



Room 25: Master bathroom

Description 25: Overview



Room 26: Master bathroom.

Description 26: Photo of a Tramex reading



Room 27: Laundry

Description 27: Overview



Room 28: Laundry

Description 28: Photo showing the flatness of the floor



Room 29: Laundry

Description 29: Photo showing the flatness of the floor



Room 30: Mudroom

Description 30: Overview



Room 31: Mudroom

Description 31: Photo showing the flatness of the floor



Room 32: Mudroom

Description 32: Photo showing the flatness of the floor



Room 33: Mudroom

Description 33: Photo showing the tight installation of flooring material to a door jamb



Room 34: Mudroom

Description 34: Photo showing the tight installation of flooring material to a door jamb



Room 35: Mudroom**Description 35:** Photo of the perimeter expansion space provided.**Room 36: Pantry****Description 36:** Overview**Room 37: Pantry****Description 37:** Photo showing the flatness of the floor

Room 38: Pantry

Description 38: Photo showing the flatness of the floor



Room 39: Pantry

Description 39: Photo of the cleaning supplies



Room 40: Guest bedroom-1

Description 40: Overview



Room 41: Guest bedroom-1

Description 41: Photo showing the flatness of the floor



Room 42: Guest bedroom-1

Description 42: Photo showing the flatness of the floor



Room 43: Guest bedroom-1

Description 43: Photo of the perimeter expansion space provided.



Room 44: Guest bedroom-2

Description 44: Overview



Room 45: Guest bedroom-2

Description 45: Photo showing the flatness of the floor



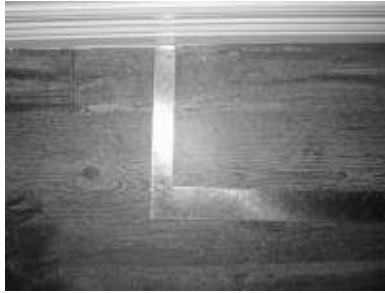
Room 46: Guest bedroom-2

Description 46: Photo showing the flatness of the floor



Room 47: Guest bedroom-2

Description 47: Photo showing the tight installation of flooring material to the baseboard



Room 48: Guest bathroom

Description 48: Photo showing the flatness of the floor



Room 49: Guest bathroom

Description 49: Photo showing the flatness of the floor



Room 50: Guest bathroom

Description 50: Photo showing the tight installation of flooring material to a door jamb



Room 51: Guest bathroom

Description 51: Photo showing the tight installation of flooring material to the quarter round



Room 52: Game room

Description 52: Photo showing the length of the run without an additional transition molding



Room 53: Game room

Description 53: Overview



Room 54: Game room

Description 54: Photo showing the flatness of the floor



Room 55: Game room

Description 55: Photo showing the flatness of the floor



Room 56: Game room

Description 56: Photo showing the tight installation of flooring material to a door jamb



Room 57: Game room

Description 57: Photo showing the tight installation of flooring material to the baseboard



Room 58: Game room

Description 58: Photo of the perimeter expansion space provided.



Room 59: Master bedroom

Description 59: Overview



Room 60: Master bedroom

Description 60: Photo of the buckled area located in front of the bed



Room 61: Master bedroom

Description 61: Photo showing the flatness of the floor



Room 62: Master bedroom

Description 62: Photo showing the flatness of the floor



Room 63: Master bedroom

Description 63: Photo showing the tight installation of flooring material to the baseboard



Room 64: Master bathroom

Description 64: Overview



Room 65: Master bathroom

Description 65: Photo showing the flatness of the floor



Room 66: Master bathroom

Description 66: Photo showing the flatness of the floor



Room 67: Master bathroom

Description 67: Photo showing the tight installation of flooring material to the baseboard



Room 68: Master closet

Description 68: Overview



Room 69: Master closet

Description 69: Photo showing the flatness of the floor



Room 70: Master closet

Description 70: Photo showing the flatness of the floor



Room 71: Master closet

Description 71: Photo showing the tight installation of flooring material to a door jamb



Room 72: Dining room

Description 72: Overview



Room 73: Dining room

Description 73: Photo showing the flatness of the floor



Room 74: Dining room

Description 74: Photo showing the flatness of the floor



Room 75: Dining room

Description 75: Photo of the perimeter expansion space provided.



Room 76: Dining room

Description 76: Photo showing the tight installation of flooring material to the baseboard



Room 77: Living room

Description 77: Overview



Room 78: Living room

Description 78: Photo showing the flatness of the floor



Room 79: Living room

Description 79: Photo showing the flatness of the floor



Room 80: Living room**Description 80:** Photo of the perimeter expansion space provided.**Room 81:** Kitchen**Description 81:** Overview**Room 82:** Kitchen**Description 82:** Photo of the vinyl shower pan material used as the underlayment

Room 83: Kitchen

Description 83: Photo showing the dark spot found on the plywood subfloor



Room 84: Kitchen

Description 84: Photo showing the dark spot found on the back of the underlayment



Room 85: Kitchen

Description 85: Photo showing the moisture of the plywood subfloor



Room 86: Kitchen

Description 86: Photo showing the dark spot found on the plywood subfloor



Room 87:

Description 87: Photo showing the dark spot found on the plywood subfloor



Room 88:

Description 88:



Room 89: Kitchen

Description 89: Photo showing the dark spot found on the plywood subfloor



Room 90: Kitchen

Description 90: Photo showing the dark spot found on the underlayment



Room 91: Kitchen

Description 91: Photo showing the moisture of the plywood subfloor



Room 92: Kitchen

Description 92: Photo showing the moisture of the plywood subfloor



Room 93: Kitchen

Description 93: Photo showing the dark spot found on the plywood subfloor



Room 94: Kitchen

Description 94: Photo showing the moisture of the plywood subfloor



Room 95: Kitchen

Description 95: Photo showing the moisture of the plywood subfloor



Room 96: Kitchen

Description 96: Photo showing the dark area found on the plywood subfloor



Room 97: Kitchen

Description 97: Photo showing the moisture of the plywood subfloor



Room 98: Kitchen

Description 98: Photo showing the moisture of the plywood subfloor



Room 99: Kitchen

Description 99: Photo showing the moisture of the plywood subfloor



Room 100: Kitchen

Description 100: Photo showing the moisture of the plywood subfloor



Room 101: Master bedroom

Description 101: Photo showing the temperature of the floor.



Room 102: Master bedroom

Description 102: Photo showing the temperature of the window.



Room 103: Living room

Description 103: Photo showing the temperature of the floor.



Room 104: Living room

Description 104: Photo showing the temperature of the window.



Room 105: Living room

Description 105: Photo showing the relative humidity level and air temperature house.



Room 106: Crawl space

Description 106: Photo showing the relative humidity level and air temperature.





Inspection Report

Report Notation: All field test methods are not to ASTM Standards. Tests conducted are for indication only. All testing is conducted and documented for Day/Time of the inspection only. Conditions outside of testing date and/or time are not indicated nor recorded except as noted in the inspection report.

This report is based on information available to the inspector at the time of the inspection as well as its review and finalization as prepared by the Inspect Solutions' review team. The observations and conclusion are made to a reasonable degree of certainty. Inspect Solutions reserves the right to add to and/or to modify these findings should additional information become available.

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