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Dear Mrs Marks

Re: Top floor bedroom - Moduleo flooring installation

Further to my visit to site yesterday I am writing to confirm my findings relating to the Moduleo flooring laid in the top floor bedroom. Any reference to locations in the room are based on standing in the room with the bathroom on the left hand side.

On entering the room, now the flooring is laid and the surface reflects the light, the bump in the floor on the left hand side just before the recess is now apparent. I bought with me a 2m spirit level and some variable depth spacers to test the floors level.

On placing one end of the level on the high point and the other end away from the bump towards the rear wall (pictures 1 & 2) the floor was almost level over this distance (within 1-2mm) but there was a dip in the floor under the middle of the level that was between 3mm at the far end and 5mm near the bump.

On placing the level on the bump towards the other end of the room, again the floor was close to level over a 2m distance but immediately in front of the bump there was another dip of approximately 3-4mm at its maximum.

My conclusion is that the joists that form the sub floor structure are not level and vary over the room in how far they are out of level.

As you know after my initial visit I did return to inspect the floor again prior to installing the tiles to find a solution to overcome raised screws and washers that were inserted to try to eradicate the squeaks you were experiencing in the floor. I have to say in 43 years of selling flooring this was a first for me to see this method applied to solve this issue. The squeaks may have been caused due to the joists not being level causing the floorboards to flex when walked over. To resolve this issue we applied a 6mm ply on to the top of the chipboard flooring and drilled holes where the screws & washers were inserted and filled these holes with a latex screed to smooth the floor for laying the tiles (picture 3).

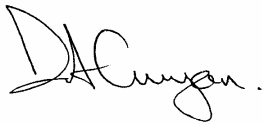
In answer to your question of how the bump in the floor could be improved (however the only way to improve the floor 100% would be to strip back the flooring to the joists and rectify the levels of the joists before refitting the chipboard but at this stage this is not a welcome option) I did make the following suggestion as a compromise.

Using a combination of thin strips of ply and a flexible latex screed we could fill the dips and try to level them to the height of the adjacent bump but to ensure we do not raise the floor levels compared to the adjacent areas ie the landing and bathroom it may result in a lesser bump in a different area and I cant guarantee 100% success as we are trying to rectify an earlier error and will need to compromise the levels in some places. This repair would also require the existing tiles to be uplifted and they will not be able to be re used and therefore the initial cost of installing the floor will be incurred along with the additional material and labour for smoothing the bumps.

I also just want to confirm that when we are installing this type of tiled floor our remit is to ensure the floor is smooth enough to accommodate the 2.5mm tiles and is also suitable for glueing the tiles to the surface. On my initial visit when I was looking at a smooth chipboard floor I chose to fit the tiles on a 3mm flexpro underlay that has a high impact adhesive where the sub floor cannot be stuck to directly. Chipboard is a floor type that the manufacturer of the tiles does not recommend a direct stick to but a plyboard finish is acceptable. As I stated yesterday we are not builders and we do not require a level floor to install our flooring, only a smooth finish.

I hope this information confirms our conversations yesterday but please do not hesitate to contact me if you need any further information.

Yours Sincerely

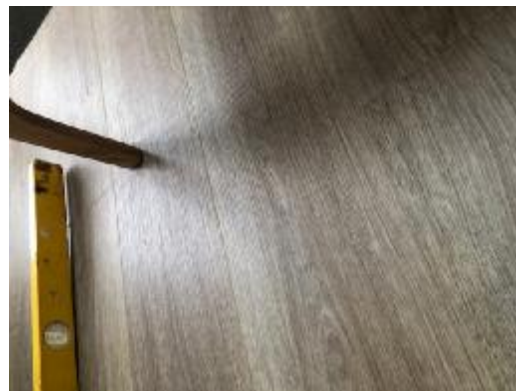


David Guyan

Mr Carpet Ltd



Picture 1



Picture 2



Picture 3