

| Report | |
|-------------------------------------|-------------------------------------|
| REFERENCE NUMBER DS002661 | RENEW REFERENCE IN1103833 |
| Supplier | Victoria Carpets LTD |
| Customer Name | Mrs Emma Newman |
| Postcode | SW20 0LJ |

| | |
|--------------------|------------------------------|
| Date Received | 17/1/2024 |
| Date Inspected | 29/1/2024 |
| Value | |
| Fault | Not clicking together |
| Quality | Landscape Wildwood SPC Click |
| Name of Inspector | RNI05 |
| Number of Visits | 1 |
| Return Visit Date | N/A |
| Rectification Work | N/A |

The flooring is fitted floating to the lounge, hall, kitchen and ground floor WC of this four-bedroom terraced property, which is occupied by two adults and one child. The flooring was fitted in July 2023.

The flooring is maintained when needed by the use of a damp spray mop, according to the customer.

I inspected the flooring in the presence of the consumer who was complaining of gapping and lifting of the planks. The issues were noticed immediately after fitting.

Upon close inspection of the flooring, I found that there were several planks that were gapping and lifting on the end joints throughout all areas. The consumer does not know if the flooring was acclimatised prior to fitting as it was fitted before they moved into the property. The kitchen units are fitted on top of the flooring and there is silicone around the edges of the rooms. The silicone around the walls connects the flooring to the structure of the property and stops the flooring expanding or contracting in different temperatures and humidity and in turn causes the lifting and gapping of the boards. This flooring is a floating floor and there should be no silicone used to seal the edges. The kitchen units on top of the flooring will also be stopping the flooring from expanding or contracting in different temperatures and will also be a contributing factor to the gapping and lifting.

I therefore return my report for your consideration and confirm that there are several planks that are gapping and lifting on the end joints which is due to the flooring being fitted against the manufacturer's specifications and therefore not manufacturing defects.

Conclusion: No Manufacturing Defects Found.

| SURFACE APPEARANCE | |
|--|--|
| Off shade lines along the carpet | |
| Regular lines (length) | |
| Low Tufts | |
| High Tufts | |
| Cording Effect (loop pile) | |
| Missing Tufts | |
| Grinning (Backing Visible) | |
| Irregular Surface Appearance | |
| Carpet Creased | |
| Pattern Fault | |
| Uncut Loops | |
| Poor Match at Seams | |
| Wire Mark/Loom stop/Tufting Stop | |
| Cropping Problems or Scalp Mark | |
| Sprouting Tufts | |
| Short Rows(s) (weft) | |
| Thick & Thin Yarn | |
| Other Surface Fault | |
| CONTAMINATION OF PILE | |
| Oil/Tar | |
| Alien Fibres | |
| Latex | |
| Polypropylene Fibres | |
| Other Pile Contamination | |
| DIMENSIONAL STABILITY | |
| Pattern Bowing | |
| Shrinkage | |
| Expansion/ Rucking | |
| Other | |
| DAMAGED IN HANDLING | |
| Boom Damage | |
| Torn/Cut | |
| Creased | |
| Bent on Roll | |
| Soiled | |
| Fitting Issues | |
| PERFORMANCE | |
| Flattening causing col. Change to pile | |
| Indentation of pile (static loading) | |
| Extreme Loss of Tuft Definition | |
| Piling | |
| Pile Reversal | |
| Temporary Shading (pile pressure) | |
| Tuft/Loops coming out (detufting) | |
| Premature wear to Backing | |
| Breakdown of Carpet Seams | |
| Loss of Pattern Definition | |
| General Soiling | |
| Upraught Soiling | |
| Pile Matting or Felting in Areas | |
| Fibrillation | |

| CARPET BACKING | |
|---------------------------|----|
| Delamination | |
| Faulty Secondary | |
| Poor Secondary Joint | |
| Lack of Latex (patches) | |
| Broken Backing Yarn | |
| Other | |
| MISCELLANEOUS | |
| Is the carpet joined? Y/N | |
| Type of Join | |
| Heat Seamed | |
| Silver Seamed | |
| Sewing | |
| Tape | |
| VACUUM TYPE | |
| Upright | |
| Cylinder | |
| Frequency p/ week | |
| PERIODIC CLEANING | |
| Has it been cleaned? | No |
| HWE | |
| Powder | |
| Dry Foam | |
| Professionally | |
| DIY | |
| Last Cleaned / / | |
| FLOOR TYPE | |
| Timber | x |
| Concrete | x |
| Vinyl | |
| Other | |
| FLOOR CONDITION | |
| Good | |
| Fair | |
| Poor | |
| UNDERLAY | |
| Age | |
| Felt | |
| Rubber | |
| Waffle Rubber | |
| PU | |
| UNDERLAY CONDITION | |
| Good | |
| Fair | |
| Poor | |
| TYPE OF HEATING | |
| Rad / Storage Heater | x |
| Ducted Air | |
| Open Fire | |
| Under Floor | |
| Other | |

| FITTING ANCILLARIES | |
|-----------------------------|---|
| D/S Tape | |
| Loose Laid | |
| Gripper | |
| Gripper Type Long/Short pin | |
| Gripper Adhered | |
| Gripper Nailed | |
| Gripper Drilled & Plugged | |
| Door bars (Type) | |
| CONDITION | |
| Good | |
| Fair | |
| Poor - LOOSE | |
| LIGHTING | |
| Natural | |
| Window | x |
| Patio Window | x |
| Direction | |
| Artificial | |
| Overhead | x |
| Side | |
| Spot | x |
| PROPERTY TYPE | |
| Detached | |
| Semi Detached | |
| Terraced | x |
| Bungalow | |
| Flat | |
| Other | |
| No. of Bedrooms | 4 |
| OCCUPANTS | |
| Adults | 2 |
| Children | 1 |
| Babies | |
| Teenagers | |
| TYPE OF PETS | |
| Dogs | |
| Cats | |
| Other | |
| AREAS FITTED | |
| Lounge | x |
| Thru Lounge/Diner | |
| Dining Room | |
| Study | |
| Bedroom 1 | |
| Bedroom 2 | |
| Bedroom 3 | |
| Bathroom | |
| Hall | x |
| Stairs | |
| Landing | |
| Other | x |

Images



Image Name: 29Jan2024_013502.jpg

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Image Name: 29Jan2024_013544.jpg
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Image Name: 29Jan2024_013555.jpg
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Image Name: 29Jan2024_013631.jpg
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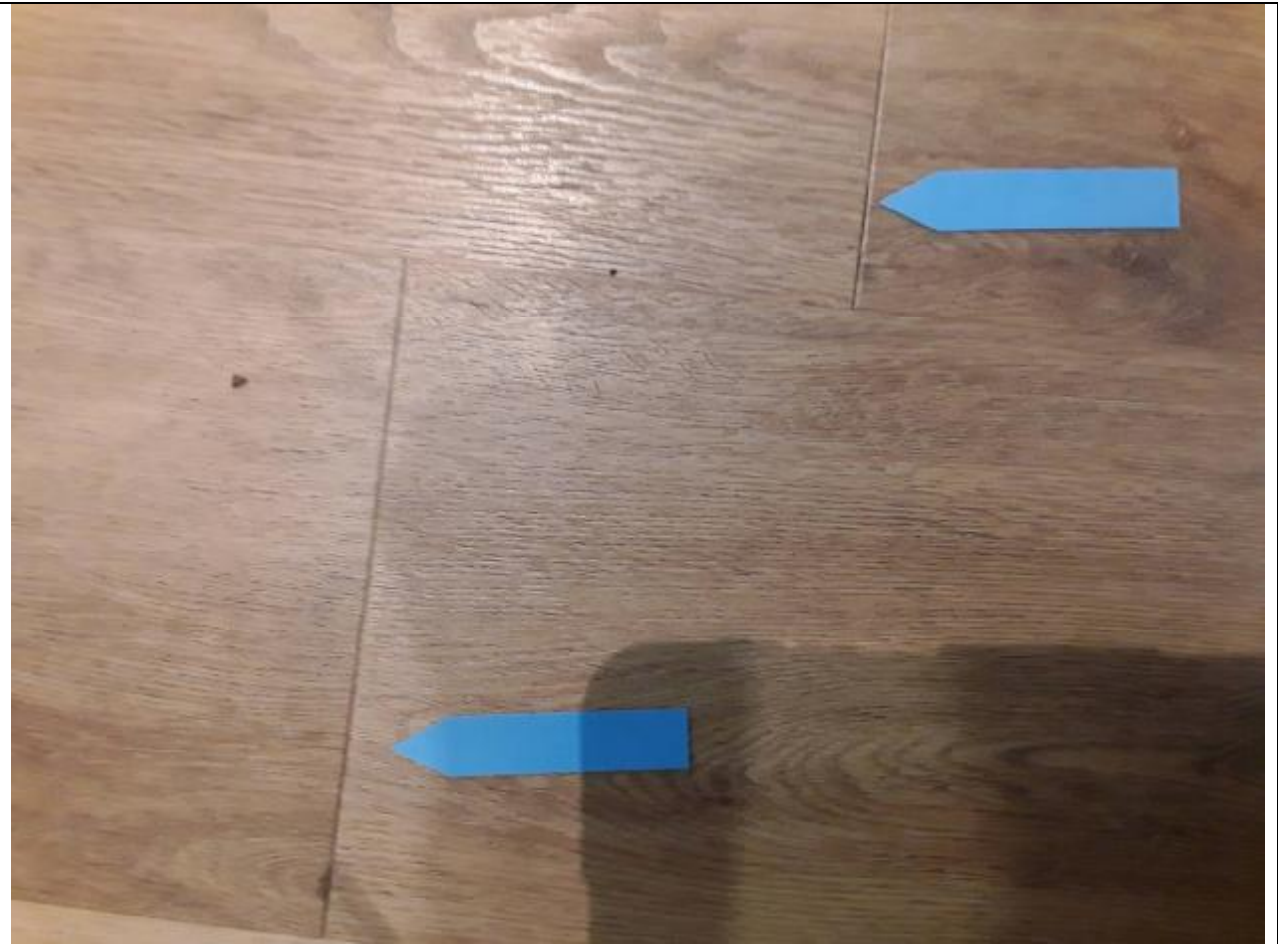


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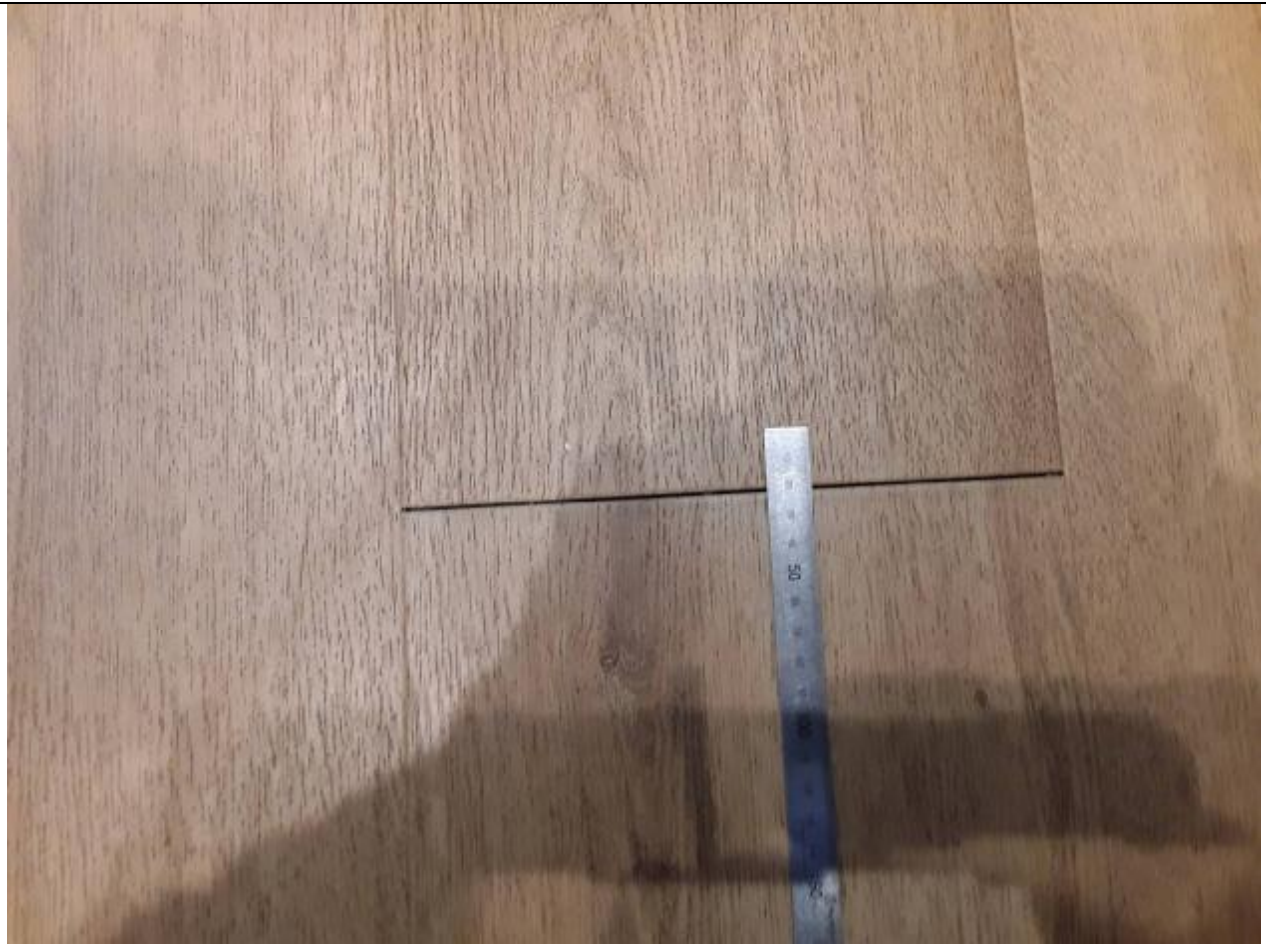


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