

Dear Mr Ward
18 Empress Avenue
Manor Park
London
E12 5ES

28-02-2018

Following your e mail dated the 16-02-2018 being forwarded to myself, I would respond as follows:-

We would like to point out that there are 3 potential causes to this situation.

- Faulty materials
- Faulty installation
- Poorly balanced or controlled under floor heating.

As Mr. Carpet Ltd are not responsible for two out of the three possible causes we are disappointed that you have adopted the stance that is definitely the materials that are faulty and don't acknowledge the other possible causes.

The law states that the goods supplied should be of satisfactory quality and fit for the purpose, if they are to be installed, there should be adequate instructions

Your kind order S28674 was delivered to site, in each pack supplied enclosed inside were instructions to follow, you employed your own contractor to fit the flooring, the ground floor level was fitted to under floor heating (UFH) and despite us asking for the suppliers customer service form to be completed regarding the method of installation used by your own installer, you have rejected our request and put all onus on us

Coupled with instructions provided, your appointed UFH provider has to satisfy that the heating system installed was properly certificated prior to the floor being fitted, with controlled surface temperature set not too exceed 27 degrees centigrade

Should no certificate be available prior to the wood being installed to the UFH at the very least the under floor heating system should be calibrated to ensure the surface temperatures of the sub floor is correct

Within the manufacturers instructions it clearly states that "sand-cement screeds must be sound and dry" "Failure to comply with requirements for sub-floor moisture may result in cupping and excessive expansion which is not covered by the warrantee" Therefore we would need you to provide confirmation that a **proper damp** reading was taken prior to the wood flooring being laid. All sub-floor testing must comply with BS8201 Code of practice for

installation of wood based products & BS8204 screeds, bases and in situ flooring.

In these circumstances to prove actual fault it is a lengthy process that requires expert testing to be able to correctly establish cause and therefore the distributors employ a specialist to test all aspects of the flooring, installation and heating systems & controls, providing a written report on completion of their tests, and this is an expensive process.

In order to show good will we in the initial instance pay the first £250.00 of the independent flooring inspection costs, I would point out that in the outcome of a non satisfactory installation or inadequate heating control being the cause of the issues you are experiencing with the wood flooring materials supplied, we would then request £250.00 payable back to us and £250.00 to V4 for the balance charge of the inspector's costs and your complaint file will be closed with no further action taken by us

Like wise if the current issues are the cause of the complaint, no monies for the inspection will be due and V4 will put right the current scenario you have highlighted by previous e mails and images

If you wish to proceed with this option then we will require the following from you before arranging the inspection:-

- You return the requested completed customer service form (emailed to you previously) returned and completed by the contractor that you employed.
- A copy of the installer's moisture readings taken prior to installation.
- A copy of the heating commissioning report on completion of the heating install.
- A written undertaking that in the event that the cause of the problems is not due to faulty materials you will pay the cost of the independent inspection by return on receipt of a copy of the inspection companies invoice

I must point out that the said independent inspection will be both fair and reasonable and most relevant in a natural desire for fair play to all parties concerned.

I have attached a second copy of the survey report for your convenience and await your further instructions of how you will wish to proceed.

I look forward to receiving the aforementioned documentation , in the meantime , I remain

Yours Sincerely
Andy O'Sullivan
East Sheen branch