

<b>Manufacturing Ref:</b>	2126514838 (1) 41101		<b>Independent Ref:</b>	226846	
<b>Manufacturing Details:</b>			<b>Customer Details:</b>		
Default Manufacturer View Logistics Brenda Road Hartlepool Durham TS25 1HT Tel: 000000			Mr Nick Todd 8 Lych Way Woking Surrey GU21 4QG Tel/Mobile: 07760 333998 / 07760 333998		
<b>Instruction Details:</b>	Fitting Date: 19/12/2018 Length/Width: 26.2000/5.00 Invoice No: 2173960 Colour/Pattern: RIVERSIDE TWIST 40 AVON 5M				
<b>Date Received:</b>	26 April 2019	<b>Date Inspected:</b>	Unknown 06 May 2019 20:31	<b>Inspected By:</b>	Gordon Watkins

### Flooring Details

<b>Type of flooring:</b>	Carpet				
<b>Room where the floor is fitted:</b>	Bedroom Hallway Lounge Stairs Landing				
<b>Retailer, range name and colour variant:</b>	Mr Carpet				
<b>Date fitted:</b>	17/12/2018				
<b>The type of fitting:</b>	Retailer Fitted (Professional)				
<b>Has the Retailer or Fitter revisited?</b>	Yes				

### Pre Inspection Checks

<b>The type of sub floor:</b>	Concrete
<b>The quality of the sub floor:</b>	Good
<b>The moisture reading prior to fitting:</b>	n.a
<b>Is a moisture barrier fitted?</b>	N/A
<b>If yes, the type of moisture barrier fitted:</b>	n.a
<b>Age of the existing ancillaries:</b>	Less than 1 year
<b>The condition of the existing ancillaries:</b>	Excellent
<b>The type of heating in the property:</b>	Central Heating (Radiators)
<b>The type of lighting in the room:</b>	Artificial - Overhead light

### Care & Maintenance

<b>Number of occupants in the property:</b>	2
<b>Number of pets in the property:</b>	1
<b>Type of pets in the property:</b>	Dog
<b>Type and make of the vacuum used:</b>	Dyson V10 animal
<b>No of times per week the carpet is vacuumed:</b>	At least 7 per week
<b>How long does it take to vacuum?</b>	10 - 20 minutes
<b>Was the carpet difficult to vacuum?</b>	No
<b>Was there a 'resin like' feel to the carpet fibres?</b>	No
<b>Has the flooring been cleaned?</b>	No

### Installation Details

<b>The expansion gaps (mm) for all walls were:</b>	N/A
<b>The expansion gaps (mm) around pipes were:</b>	N/A
<b>The expansion gaps (mm) at door frames were:</b>	N/A

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The expansion gaps (mm) around other fixed objects were E.g. Fireplace, wall units etc:	N/A
The expansion joints between rooms were:	N/A
The expansion joints in large areas were:	N/A
Were the products checked prior to fitting?	Unknown
The acclimatisation period of the flooring was:	None
The current moisture reading for the subfloor:	n.a
The device used to take the moisture reading:	n.a
The current relative humidity reading was:	n.a
The device used to take the relative humidity reading was:	n.a

### Inspection Findings

We inspected the flooring in the presence of:	Mr & Mrs Todd
Who are complaining of:	pressure banding
They noticed the complaint when:	on day of installation
Upon closer inspection we discovered:	<p>We were initially instructed to carry out remedial steaming of the carpet to remove what was reported as pile reversal. However after viewing the hallway carpet we quickly identified this as pressure banding. This is not present in any of the other fitted areas so would assume that this has occurred to this section of carpet whilst stored at the retailer. It is our understanding that the hallway carpet was fitted at a later date than the rest of the carpets and as the pressure banding is not present on any of the other sections of carpet we would assume that this occurred to this section of carpet whilst being stored, waiting to be fitted.</p> <p>We were informed that the carpet was fitted in December and there has been no improvement in the carpets appearance despite being maintained on a daily basis with a vacuum fitted with a rotating beater bar brush.</p> <p>We felt that steaming the carpet will not rectify this issue so carried out a full inspection.</p> <p>Given the length of time since the initial carpets were fitted it is unlikely that a replacement section of hallway carpet would be able to be attained from the same batch . We were informed by the consumer Mr Todd that the retailer was initially going to replace this section of carpet but there was a vast difference in colour which was not acceptable. Because pressure banding will occur after production of the carpet at the manufacturers we would not consider this to be a manufacturing fault and on this occasion are unable to rectify the complaint.</p>
Do we feel this is a manufacturing fault?	No
Manufacturer reason code:	Local - Pressure banding
Was the fault detectable prior to installation?	Yes
Is it possible to rectify the problem?	No
Would yarn be required?	N/A
Additional information e.g. other rooms, environmental factors, risks etc:	.

### Recommendation

Recommendation:	.
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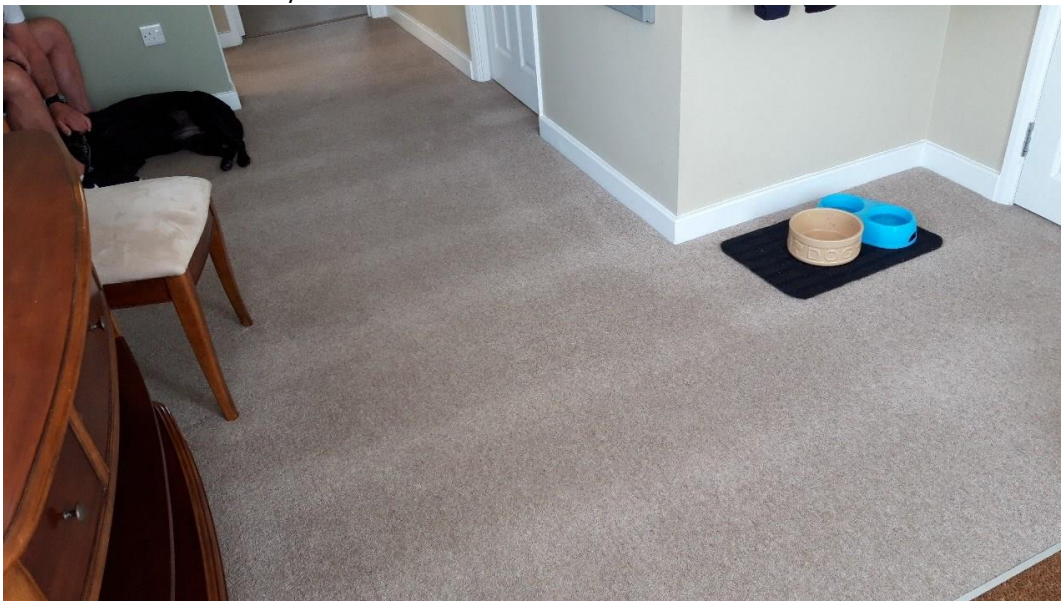
### Survey Images

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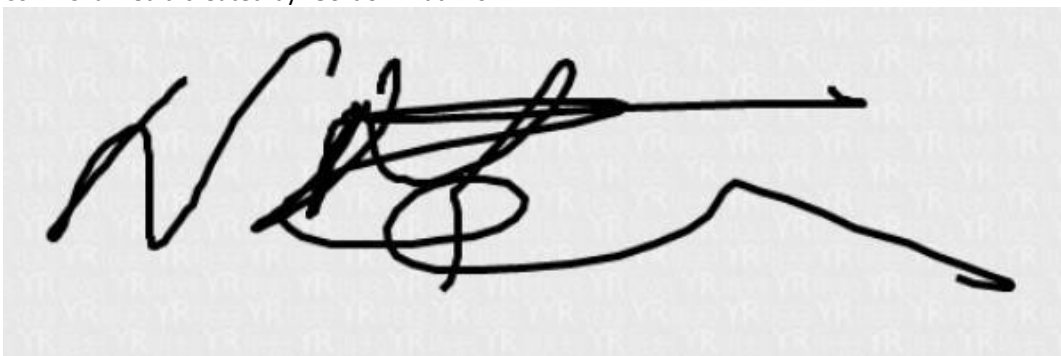
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**Comment:**Media created by: Gordon Watkins



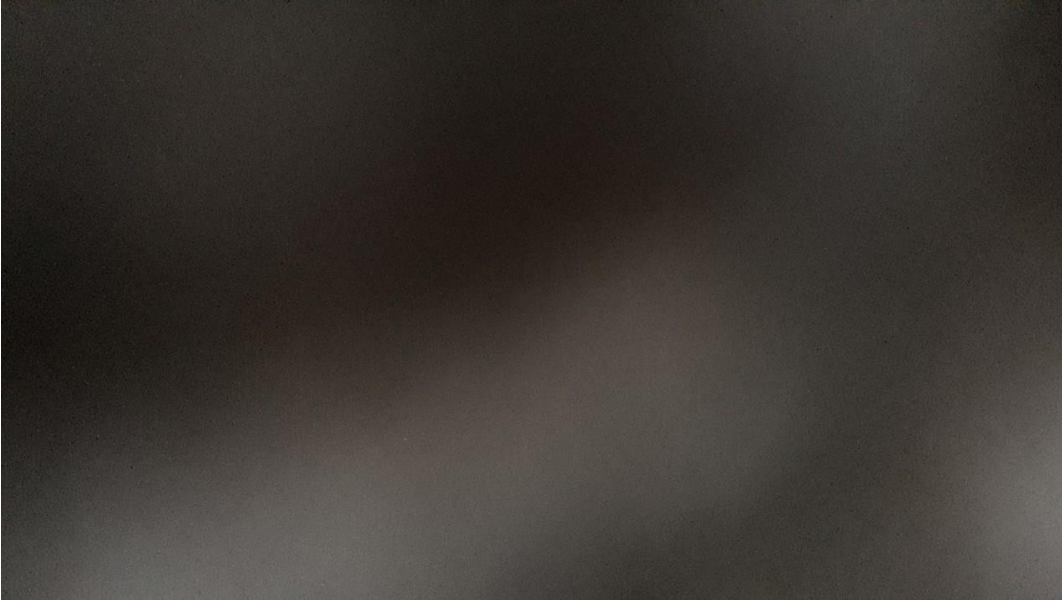
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