

Kenneth J. Frango

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FLOORING INSPECTION REPORT

PERTINENT INFORMATION

Report Date: 10-12-07

Commissioning Party information: Melissa Wittliff in association with: Mannington Commercial PO Box 12281 Calhoun, GA 30703-2281 Attn: JoAnn Phillips 800-241-2262 x6206	Consumer and address of inspection: Church of Jesus Christ of LDS 44611 N. New River Phoenix (New River), AZ 85069 Contact: Robert Hoopes, Facilities Manager 602-439-0555
Reported By: Melissa Wittliff/Mastercraft	Flooring Type: Carpet- Loop Pile Match pattern
Manufacturer: Mannington	Installation type: Direct Glue Down
Invoice or reference #: 59977	Approximate age of flooring: over 5 years
Inspection date: 10-10-07	Commercial <input checked="" type="checkbox"/> Residential <input type="checkbox"/>

CUSTOMER'S CONCERNS

Areas to Inspect: Great Room Living Room Dining Room Master Bedroom Children's bedroom Nursery Guest Bedroom Hall Closet Den/Family Room Kitchen Pantry Basement Laundry Room Full Bath 1/2 Bath Vanity Water Closet Office Foyer Computer Room Playroom Other

Description of reported concern: "Bubbles in Hallway"
See pictures at <http://www.floormagic.biz/inspection/mannington-lds.htm>

INSPECTOR'S OBSERVATION & DESCRIPTION OF ENCOUNTER

- Carpet is an attached cushion, nylon face fiber, and loop pile construction, glued directly to a concrete substrate throughout the building. Approximate yardage- 1000-2000.
- Bubbles are mostly located to the center of the hall, around one door frame connecting a room to the hall, and one small bubble near a seam toward the front of the chapel.
- Facility manager states the carpet is cleaned twice a year using hot water extraction.
- The pH of the carpet yarn tests at 6 and the pH of the adhesive tests at 6.
- Pull tests indicate that the carpet is bonded securely in all areas except for the approximately one dozen bubbles primarily located in the hall.
- Even the corners of the carpet seem well secured to the sub-floor except for one area near an exterior door threshold. This area showed puckering. There was poor (10%) to no transfer of adhesive to the carpet backing. The worst bubble is elevated approximately one inch.
- Overall condition of the carpet is very good, clean, with no signs of wear.
- Overall installation appears to be satisfactory with most seams being invisible.
- In some areas of the hall the pattern lines across the breadth tend to wiggle, but not necessarily noticeable unless specifically looking for it.
- I was able to inspect under the carpet seam where it was loose around the door frame. It appears to me that an adhesive residue from a previous installation was not removed prior to the installation of new. (Facility manager confirms that most of the project involved the removal of existing glued-down carpet.) In this area adhesive transfer to the carpet backing was more than adequate but the bond between new adhesive and old adhesive had been broken. Also in this area some patch had broken loose of the sub-floor.

INSPECTOR'S CONCLUSION & RECOMMENDATIONS

It seems the bubbles are relegated to areas where the carpet was most likely bent or folded and manipulated into position or in the case of the door frame- where the carpet was cut full and was forced up from back pressure. From experience I know that this type of bending causes creases or wrinkles in stiff attached backing carpets that become difficult to lay flat without using additional adhesive on the floor or buttering the carpet back with adhesive in the affected area, similar to what is recommended with stove bar marks in linoleum. Installers tend to over-roll these problem areas forcing what is normally barely adequate enough adhesive to keep flat carpet bonded. An insufficient amount of adhesive created a tenuous bond to a poorly prepared sub-floor in an area where the carpet needed additional care. Normal use and maintenance caused this inadequate bond to fail.

No manufacturing defects were found. This is an installation related failure and may be remedied by injecting adhesive through the carpet to the sub-floor, weighting flat until dry.