

# Kenneth J. Frango

For All of Your Floor Covering Needs

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AZ ROC 108-590

FLOORING INSPECTION REPORT

## PERTINENT INFORMATION

Report Date: August 28, 2008

Commissioning Party information:	Consumer and address of inspection: Sephora Store #0094 7700 W. Arrowhead Towne Center Suite 1199 Glendale, AZ 85308
Reported By: Russ	Flooring Type: Engineered wood plank
Flooring Manufacturer: unknown, species unknown	Installation type: Direct glue on concrete
Invoice or reference #: <b>USM# 1483503</b>	Approximate age of flooring: unknown
Inspection date: 8-28-08	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:

Assess condition and extent of water damage to wood floor in a retail location.

## INSPECTOR'S OBSERVATION & DESCRIPTION OF ENCOUNTER

- Women's beauty product retail store on grade level inside Arrowhead Mall
- Checked-in with Sarah, store manager at approx. 12:30 pm AZ time 8-28-08.
- Sarah states water damage is confined to the wood floor at the front of the store near the tile entry.
- She also states, that at a time a couple of weeks ago upon store opening a puddle of standing water was observed in this area.
- She claims that the puddle did not coordinate with any type of wet or rainy weather.
- Sarah also states that the entire floor was replaced not long ago due to what she describes as a similar condition to what is now being experienced.
- The floor appears to be an engineered tongue & groove random length plank measuring 4 1/2" in width by a maximum length of 45 1/4", stained black or ebony, thickness unknown.
- The product is laid on a diagonal (SW-NE) and appears to be directly adhered to the concrete slab.
- Moisture vapor emission rate of the concrete slab is unknown.
- Whether or not a concrete sealer was used is unknown.
- The area affected is about 60-80 square feet near the front of the store and transitions with the tile entry on one side. The expansion gap between the tile & wood is 1/8" or less and filled with an unknown flexible compound.
- The floor exhibits slight cupping, buckling and end peaking. There are three or four hollows spots in this area about one square foot each.
- None of these issues seem severe enough to cause a trip hazard.
- There is no visual evidence of moisture. The area in question measures 10-12% on average of additional moisture content over all other areas of the floor using a Wagner MMC210 wood moisture meter.
- There are also a couple of spots where slight delamination of the wear layer has occurred. The worst being an approx. 1" X 1" bubbled spot on the end of one board.
- Damage is difficult to see standing over and is best viewed from a distance with reflective lighting.

## INSPECTOR'S CONCLUSION & RECOMMENDATIONS

There is excess moisture in the wood causing it to expand thereby creating the common problems associated with expansion. The source of the moisture is inconclusive but it seems unlikely that it is coming from beneath the surface. There is an air conditioning duct in the ceiling above the area but there are quite a few through out and none show signs of condensation and the ceiling is clean and white with no water stains. I'd recommend investigating the maintenance procedures. Is it possible that water is coming in underneath the door from night-time floor tile maintenance in the mall?