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John Myer is a Certified Senior Carpet Inspector. He has completed numerous inspections for manufacturers, installers, retailers and consumers. Whether you need an inspection that will hold up in court or just a professional opinion on an issue, John can help you out. Most problems can be attributed to manufacturing, installation or maintenance issues. Every once in a while we get ‘non-issues’.

Carpet:



On the left is a carpet manufacturing issue – fume fading. The carpet started out tan and gradually turned light green. A hope chest was moved revealing the original color. The item in the middle of the picture is a ‘Gray Scale’ kit which allows me to tell the manufacturer exactly the magnitude of color change.

The picture on the right shows an installation issue. The installer used a staple gun to attach the carpet to the tack strip. It pulled off during the installation, pulling the loops out from below. The black you see is the primary backing.



On the left we have a ‘Specification’ issue. They used the incorrect face yarns. This hand cut wool carpet was installed on a boat. Wool is prone to mold damage when exposed to high humidity situations, such as an enclosed boat. Also the glue used on the backings was inappropriate as it failed due to the high moisture levels.

On the right, we have a non-issue. A real estate agent claimed the carpet cleaner caused the streaks in the carpet. The problem is reflections from the silver dividers inside the thermo pane windows. When the window treatments were removed, the streaks appeared. The black line in the middle of the photo is from a spare piece of carpet I put on top for proof.



On the left is an installation issue. The installer placed a seam that runs perpendicular to the window. Any light coming through will magnify any changes of the height of the carpet. What you are seeing is both the height of seam tape as well as the seam itself.

The installation standards (CRI 105) state that any seam should run parallel to a window to minimize seam visibility. Seams should also be out of traffic lanes wherever possible.



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Hard Surfaces:



On the left is a manufacturing issue. The boards were treated with a darkening agent to simulate a distressed look. Uneven application resulted in heavy staining and blotches. The owner rightly refused the shipment of flooring.

On the right is an issue where the installer did not put on even coats of sealer on this cork floor. The installers claimed that the flooring was defective. My inspection proved that was not the case.



On the left is an issue where the composite flooring had ridges at the ends and sides of the planks. The tongue and groove pieces snap into place. What happened is the groove part was forced upward during the installation. As there were no spare pieces it could not be determined if a heavy handed installer caused the problem or if there was excessive moisture (climate control issue) in the product when it was installed that caused swelling.