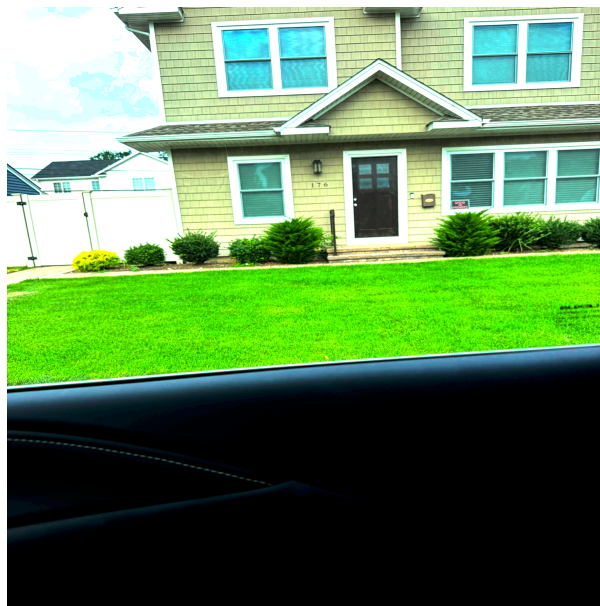




Steven Rockfeld INC.

## STEVEN ROCKFELD INC INSPECTION REPORT



MR. PADULA, 176 COTTAGE BLVD, HICKSVILLE, NEW YORK,  
UNITED STATES

INSPECTOR NAME

STEVEN ROCKFELD

INSPECTION DATE  
07-31-2025

INSPECTOR CERTIFICATION/CP #  
NWFA CP #205005 EXPIRES 7/1/2025  
IICRC #47268 EXPIRES

CLAIM#  
PADULA



Steven Rockfeld INC.

## Inspection Request | Professional Report

### Steven Rockfeld Inc

Steven Rockfeld | 103 Northgate Circle, Melville, NY 11747, USA |  
Office- (516) 807-1876 | Cell- (516) 807-1876 |  
stevenjrockfeld@aol.com

Claim #-Padula

Date- 07-31-2025

Type- Residential Inspection

Time- 9:00AM

### COMMISSIONING PARTY INFORMATION

Commissioning party - Distributor

Company name - Zap Supplies

Full name - Jean Lins

Country - United States

Street name/number - 1800 Powerline Rd  
#5

City - Pompano Beach

State/Province - FL

Zip code/Postal Code - 33069

Phone number - 754 222 6982

Email address - jean@zapsupplies

### HOMEOWNER/END-USER INFORMATION

Name -Mr. Padula

Street Name/Number -176 Cottage Blvd

State/Province -New York

Zip code/Postal Code -11801

Phone no. -347 256 6346

City -Hicksville

Country -United States

Contact -Mr. Padula

### MANUFACTURERS CONTACT INFORMATION

Manufacturers Name -Perm Shield

### DEALER CONTACT INFORMATION

Dealer Name - Dormer King

Street name/number - 536 6th Street

City - West Babylon

Zip code/Postal Code - 11704

Contact name - Tommy/Frank

State/Province - New York

Phone number - 631-957 5555

### INSTALLER INFORMATION

Installation Company Name - Dormer King

Was the installer present - No

Contact name - Tommy/Frank

## GENERAL CONTRACTOR/BUILDER

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General contractor name - Dormer King

Contact name - Tommy/Frank

## PRODUCT AND CLAIM INFORMATION

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Installation type - Floating

Date of installation -November/December 2020

Date Problem Noticed -March 2022

Reported to -Dormer King

Flooring Installed -Yes

Length of Acclimation- Unknown

Manufacturer -Perm Shield

Style name/number - One Plus SPC

Areas/Rooms Installed -First floor and second floor of the home

Total claim quantity -970 sq/ft

Total affected -500

Affected Area Connected To Balance- Yes

Cupping/Curling or Doming? - Yes

Cupping /Curling or Doming Measurement Peak to Peak - .010-.020 inches [Only in the kitchen]

### Statement of concern -

Locking system failure, lifting

## SITE DESCRIPTION AND OCCUPANCY INFORMATION

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Property type- Residential

Building type- Multi Story

Building style- Single Family

Traffic type -Owner Occupied

New Construction -No

Walk off mats -Yes

Building Occupied? -Yes

Adults - 1

## CLEANING INFORMATION

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Do it yourself cleaning- Yes

Professionally Cleaned?- No

Cleaned?- Yes

What cleaning products used? -Mild soap and water

How often cleaned ? -Weekly

Cleaning method -Damp mop

## INTERIOR AT THE TIME OF INSPECTION

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Relative humidity in the air space

1st floor- 45.3

2nd floor- 47

Temperature

1st floor - 74.3

2nd floor - 75

Floor Temperature Shaded Area - 70

Floor Temperature Sunlight Area - 71

Heat on?- No

Air on?- Yes

Attic stock -Yes

Attic stock kept in a climate controlled environment -Yes

Heating system- Electric

## **MOISTURE INFORMATION PROVIDED BY DEALER OR INSTALLER AT INSTALLATION**

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Test method used - Unknown

## **FLOORING MOISTURE CONTENT IN COMPLAINT AREA DURING INSPECTION**

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Top - 10-11

Meter name - Tramex ME-5

Meter range - 0-30

## **SUBSTRATE INFORMATION**

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Foundation -Basement

Walls Cracked - No

Paint peeling - No

Floor stained - No

Vented - Yes

Rusty nails - No

Finished - Yes

Insulated Ceiling - Yes

Moisture tested before installation - No

Above grade - Yes

Foundation alkaline - No

Cross flow - Yes

Mold present - No

Standing water present - No

Grade/Gradient - Above Grade

Subfloor type- Wood over Crawlspace

Home/Building Footprint - Surrounding

Conditions Home/Building

Building Landscape - Completed

Sub floor flatness - See report

Sub floor levelness - See Report

Expansion space - See report

Measurement of the longest run - Length -  
29 feet

Measurement of the longest run - Width -  
41 feet

## **UNDERLAYMENT INSTALLED**

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Underlayment Information - Yes

Manufacturer - Attached Underlayment

Style name/number - Grey

6 Mil Poly Or Equivalent Installed - No

## OBSERVATIONS INFORMATION

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### Claim History and Comments of Involved Parties -

#### Inspection Report - PermShield SPC Luxury Vinyl Plank Flooring

**Property Owner:** Mr. Padula

**Inspection Address:** 176 Cottage Boulevard, Hicksville, New York

**Inspection Date:** July 31, 2025

**Inspection Requested By:** Jean Lins, Zap Supplies

**Installation Date:** July 31, 2025

**Reported Concern:** Locking system separation and plank listing observed in various areas

### History

As reported by the homeowner, Mr. Padula:

- The home underwent a remodel that included a new dormer addition.
- The general contractor responsible for the project was **Dormer King**.
- The homeowner selected the flooring product, which was both supplied and installed by the general contractor.
- The selected flooring is **PermShield SPC (Stone Plastic Composite) Luxury Vinyl Plank**, which features:
  - A rigid core construction designed for enhanced dimensional stability.
  - An integrated grey acoustic underlayment is attached to the underside of the plank for sound reduction and minor subfloor leveling.
  - A click-locking system intended for floating installation over wood or concrete substrates.
- A new ¼" luan plywood underlayment was installed over an existing wood subfloor located above a finished basement before the flooring installation.
- The flooring was installed using the **floating method** (not adhered to the subfloor) on both the first and second floors of the home.
- After the flooring installation, kitchen cabinets and a center island with **granite countertops** were installed **on top of the floating floor**, a practice that may impede the natural movement of the floor and cause stress on the locking mechanism.

### Environmental Conditions & Maintenance:

- It is **unknown whether any moisture testing** of the wood subfloor or basement ceiling was conducted before installation.

- The **HVAC system** (Forced Hot Air heat pumps) was reportedly **fully operational before, during, and after installation**, helping maintain interior environmental stability.
  - The floor is routinely **cleaned with a damp mop**, which is consistent with general maintenance guidelines for rigid core SPC flooring.
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#### **Observations or physical description and comments -**

During the inspection of the **PermShield SPC Luxury Vinyl Plank Flooring**, installed throughout the first and second floors of the home, the following conditions were observed:

- I observed widespread issues, including:
  - Locking system failure
  - Plank separation
  - Floor lifting
- The majority of the concerns are concentrated in the **kitchen area**.

#### **Kitchen Area:**

- The **kitchen cabinets and center island with granite countertops** have been installed *on top of the floating floor*, a practice not recommended for floating installations. This can restrict natural expansion and contraction, contributing to locking system failure and plank stress.
- Around the kitchen perimeter, particularly near moldings, door jambs, and transition moldings, multiple areas were identified where a **0.010" (ten-thousandths inch) feeler gauge could not be inserted** beneath the trim. This indicates:
  - Insufficient expansion space
  - Flooring being *pinched* at fixed points
  - Restriction of the floor's ability to move freely, which is necessary for floating systems

#### **Living Room:**

- In several locations, the **short edges of adjacent planks appear to be crushed together**, likely due to compression from restricted movement.
- This compression has resulted in **slight lifting at the short ends of the planks**, consistent with locking system strain or deformation under stress.

## **Second Floor (Hallway and Bedrooms):**

- Similar conditions were observed in the **hallway and four bedrooms** on the second level:
  - Minor short-end lifting
  - Visible separation at some plank joints
  - Evidence of stress along the locking system

These observed conditions are consistent with common failure modes in **SPC floating floors**, where:

- Expansion space is inadequate or obstructed
- Cabinets and heavy fixed objects are installed directly over the floating surface
- Subfloor movement or seasonal humidity changes exert pressure on the click-lock mechanism

## **Applicable Field Tests - Moisture Testing (Non-Invasive):**

Moisture readings were taken using a **Tramex ME5 Moisture Encounter**, a non-invasive impedance moisture meter designed for comparative evaluation of moisture levels in wood-based subfloors and floating floor systems.

### **Results:**

- **Control Reading (2 uninstalled planks placed together):** 10%
- **Kitchen:** 11%
- **Living Room:** 10-11%
- **Upper Hallway:** 10-11%
- **Bedroom #1:** 10-11%
- **Bedroom #2:** 10-11%

All readings fell within normal comparative ranges for floating floor installations. **No elevated moisture levels or evidence of active moisture intrusion** was detected at the time of inspection.

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## **Surface Temperature:**

Surface temperature was recorded using a **non-contact infrared laser thermometer**. The flooring exhibited **stable and uniform surface temperatures**, which may help maintain dimensional stability under normal conditions.

- **Living Room:** 71°F
- **Dining Room:** 70°F

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#### **Ambient Conditions at Time of Inspection:**

- **Room Temperature:** 74°F
- **Relative Humidity:** 45%

These values are within acceptable ranges for typical residential HVAC environments. However, the **moderately elevated humidity** may contribute to **seasonal expansion** pressure in floating floors, especially when insufficient expansion space is present.

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#### **Subfloor Flatness Evaluation:**

Subfloor flatness was assessed using a **laser level**, referencing general industry standards for floating vinyl plank floors, which recommend a maximum deviation of **3/16" over 10 linear feet**.

#### **Findings:**

- **From the kitchen into the living room:**
  - Out of flatness by **½ inch over 10 linear feet**
- **From the sliding glass door to the start of the kitchen cabinets:**
  - Out of flatness by **1 inch over 10 linear feet**

These measurements **significantly exceed acceptable tolerances** and may contribute to uneven support, deflection, locking system stress, and long-term performance issues in the floating floor system.

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#### **Tap Testing (Acoustic Response Evaluation):**

Tap testing was performed throughout the installation, focusing on high-risk areas such as transitions and doorways. This method is used to detect changes in acoustic response that may signal mechanical restriction or installation issues.

- Several areas produced **dull, muted, or inconsistent sounds**, especially near:
  - **Door jambs**
  - **Transition moldings**

These anomalies are consistent with **mechanical pinching or compression**, suggesting the floor is restricted in its ability to expand and contract.

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#### **Feeler Gauge Testing (Expansion Space Evaluation):**



A **0.010" feeler gauge** was used at base moldings, transition moldings, and door jambs to evaluate whether proper expansion space was maintained.

#### **Findings:**

- In several areas, the feeler gauge **could not be inserted**, indicating:
  - The flooring is **tight to vertical surfaces**
  - **Expansion gaps are insufficient or nonexistent**

This condition **prevents natural movement** of the floating floor, leading to:

- Joint stress
- Locking mechanism failure
- Plank separation or lifting

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#### **Total Installed Area:**

- **First Floor:** Approximately **24' x 29'**
- **Second Floor:** Approximately **24' x 41'**

This results in a significant continuous installation area, further emphasizing the importance of **expansion allowances, T-moldings at transitions, and flat subfloor conditions**.

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#### **Industry Standards/Manufacturers Standards/Citations and Resources Cited - PermShield SPC Luxury Vinyl Plank — Manufacturer Installation Standards**

The following represents key requirements from PermShield's official installation and warranty documentation that directly relate to the observations at hand:

##### **Environmental & HVAC Requirements**

- HVAC must be operational and maintain indoor temperatures between **65°F and 85°F (18.3-29.4°C)** during and after installation. Note: concrete subfloors may run up to 10°F cooler than ambient

##### **Acclimation & Controlled Conditions**

- Flooring should be installed in a **climate-controlled environment**.
- Space must be maintained between **55°F and 100°F (13-38°C)** in seasonal-use

areas for reliable performance

## Cabinet & Island Installations

- **Cabinets, permanent islands, or similar fixtures must NOT be installed over floating PermShield flooring.**
- Instead, appliances and cabinetry should be installed **before flooring installation**, or the flooring beneath such fixtures must be **fully glued down**, extending at least 2 feet beyond the fixture's footprint.

## Subfloor Requirements (Wood & Concrete)

- Subfloors must be **clean, structurally sound, smooth, dry, flat, and deflection-resistant**, meeting applicable building code or ASTM standards.
- **Subfloor flatness tolerance:**
  - **$\leq 3/16"$  ( $\approx 4.8$  mm) over 10 linear feet** for floating installations.
- Moisture control:
  - **On or below grade:** install a **6-mil polyethylene vapor barrier** beneath the flooring, with seams overlapped and taped at least 4", extending 2-3" up walls.
  - **Wood subfloors:** a moisture content threshold of  **$\leq 12\%$** , without requiring a vapor barrier.
  - **Concrete subfloors:** moisture emission rate (ASTM F1869) not to exceed 8 lbs/1,000 ft<sup>2</sup>/24 hrs, or  **$\leq 90\%$  RH** via ASTM F2170, and pH within range **5-9**.

## Expansion Space

- **Areas  $\leq 2,500$  ft<sup>2</sup>:** minimum  **$1/4"$  (6.35 mm)** expansion gap around all fixed surfaces (perimeter, door jambs, island, transitions).
- **Areas  $> 2,500$  ft<sup>2</sup>:** minimum  **$1/2"$  (12.7 mm)** expansion gap required.

## Conclusion -

The PermShield SPC Luxury Vinyl Plank flooring installed throughout the first and second floors of the home exhibits multiple issues, including locking system separation, plank lifting, and joint displacement. These conditions are most pronounced in the kitchen area and continue to varying degrees throughout the remainder of the installation.

Based on the observations and testing performed, several contributing factors have been

identified:

- The flooring is installed as a floating system without sufficient expansion space at fixed vertical surfaces, including door jambs, base moldings, and transition areas.
- Cabinets and a center island with granite countertops have been installed directly over the floating floor, which restricts natural movement and contradicts PermShield installation guidelines.
- Subfloor flatness deviations exceed the tolerances specified by industry and manufacturer standards, potentially contributing to uneven support and stress on the locking mechanism.


At the time of inspection, there were no signs of elevated moisture levels or active water intrusion, and ambient conditions were within normal HVAC operating ranges.

The conditions observed are consistent with mechanical restriction of the floating floor system, subfloor unevenness, and fixture placement over the flooring—all of which are known to compromise the performance and integrity of SPC click-lock installations.

This conclusion is offered without bias and is based solely on site conditions, product characteristics, and manufacturer- and industry-established standards available at the time of inspection.

## FOOTER

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A photograph of a handwritten signature in black ink on a piece of paper. The signature is stylized and appears to be written in cursive. The paper has some faint, illegible text visible in the background.

Steven Rockfeld  
IICRC Certified Laminate/LVP Inspector #47268 (Expiration: 6/30/2026)  
IFCI Certified LVP Flooring Inspector  
CFI Certified LVP Flooring Inspector  
NALFA Certified Laminate Flooring Inspector

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### Inspection Report Statement

All field tests conducted during this inspection were not performed to ASTM standards. The tests are intended solely for indication purposes and reflect site conditions present at the specific date and time of the inspection. Conditions occurring outside the inspection date and time are not indicated or recorded unless specifically noted within this report. Observations and conclusions are based solely on information available to the inspector at the time of the inspection and are made with a reasonable degree of professional certainty.

The inspector, Steven Rockfeld, reserves the right to amend or supplement these findings should additional information become available following the inspection.

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### Scope and Limitations

The conclusions and causes outlined in this independent, non-biased report are based on the claim history, onsite observations, field testing, and analysis directly related to the specific statement of concern expressed by the commissioning party. Every effort has been made to perform relevant and appropriate testing related to the concern. However, testing may be limited based on the extent of destructive testing permitted by the commissioning party.

This report contains no professional opinions and is based exclusively on applied industry standards and established installation guidelines. Findings are intended to represent factual observations and data interpretation, without subjective judgment.

## CERTIFICATION

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