

BRUCE SCOTT
PROFESSIONAL FLOORING SOLUTIONS
CERTIFIED FLOORING INSPECTOR
3 HORIZON RD. SUITE 629
FORT LEE, NJ 07024

Inspection Date: 01-29-2026

Claim Number: HAYE

Commissioned by: Jean Lins, Zap Supplies , 1800 N. Powerline Rd , Pompano Beach, Florida 33069
(954) 790-3475

Dealer: Info Not Available

Inspection Site: Kadian Haye, 75 Redwood Dr Unit 1006, East Haven, Connecticut, 06513

Primary Number: (917) 645-6501 Work: () Cell: ()

Product Description: Permshield Lite 400 SF

Concern(s): Buckling in Certain Areas

Individual(s) present upon inspection: Kadian Haye

Rooms Installed: 2 Bedrooms

Residential | Existing Structure | Apartment | Owner occupied

Site Description: Residential | Existing Structure | Apartment | Owner occupied

Subfloor: Concrete-On grade | Adults: 2 | Children: 0 | Pets: 1 Cat

- Central Air Conditioning - Forced Hot Air Heat

History & Maintenance per Interviews and Comments of Involved Parties:

Date Installed: 09 - 2025 | Date Problem(s) Noticed: 10 - 2025

Repairs: No | Installed by: GC or Builder

Mrs. Haye, present at the inspection, stated:

- Their Contractor originally installed the wood-look rigid core vinyl planks in the two bedrooms of the apartment in August of 2025.
- A bent and damaged plank edge became visible in the master bedroom within a few weeks of installation.
- The installer returned and replaced the entire master bedroom with the same style/color flooring in September of 2025.
- Similar edge damage occurred in the same area of the master bedroom shortly after the replacement.
- There have been and are no issues with the flooring installed in the second bedroom.

- The apartment was temperature-controlled before, during and after both installations.
- The flooring was stored in the rooms, in closed boxes, for a few days before installation.
- It is not known if the on-grade concrete subfloors were moisture tested before installation.
- A plastic vapor barrier is installed over the concrete subfloors.
- The planks are floated, click-together.

- The flooring is cleaned by damp mopping with water and various vinyl floor cleaners.

Observations:

- The wood-look rigid core vinyl planks are floated over on-grade concrete in the two bedrooms of the apartment.

- The side edge of 1 plank is visible, bent and damaged on the left side of the master bedroom.

- Both the decorative face and rigid core are bent and damaged along the affected plank edge.
- There is no peeling or delamination of the decorative face in any of the affected areas.
- Vertical separation is created when pressing on the affected plank edge.
- The affected plank is located under the desk, where the rolling desk chair contacts the flooring.
- There is no protective mat under the rolling chair.
- The rollers of the chair are rubber and 1 3/4" in diameter.
- There are no other bent or affected edges within the master bedroom including foot traffic pathways such as in doorways and around the perimeter of the bed.
- There are no issues with the same flooring installed in the second bedroom.

Applicable Field Tests:

- Temperature: 68 F
- Humidity: 36%
- The subfloor is out of flat as much as 7/16" over a 4' span when measured with a straight edge over the flooring at the affected edge in the master bedroom.
- The subfloor is flat within 1/16" over 4' at random unaffected joints, such as in front of the entrance doorway(living room).
- No cupping , crowning, buckling or end joint tenting wherever inspected with a straight edge including the affected plank.
- There appears to be expansion gaps of 1/4" or greater where a flat metal ruler(probe) is able to be inserted under the moldings.
- A consistent reading of 75-70 is recorded on a non-invasive Tramex Moisture Encounter Plus (range 0-100) wherever used over the flooring, including on the affected and unaffected planks. No variant meter readings are recorded

Analysis and Conclusion:

The one plank in the master bedroom with bent a bent/damaged side edges represents less than 1% of the installed flooring. There is no edge damage in the vast majority of the master bedroom or any area of the second bedroom including foot traffic pathways. By Mrs. Hays account, similar edge damage occurred in the same area on both the first and second (replacement) installation. There are no manufacturing issues with this flooring.

The bending and deflection of both the face and core of the affected plank is due to the subfloor being significantly out of flat, as much as 7/16" over a 4' span in this area. The manufacturer requires the subfloor to be flat within 3/16" in 10'. The out of flat subfloor allows for deflection and movement of and between the planks, resulting in bending of both the core and face along the plank edge. The combination of the out of flat subfloor and rolling load from the office chair resulted in this edge damage. It is for this reason that the same issue occurred in the same area of the replaced flooring.

The edges are flat, flush and stable where the subfloor is flat within specifications. It was incumbent upon the installer to ensure the subfloor was flat within requirements before installation.

There are no manufacturing issues with this flooring.

The localized edge damage is an installation issue.

Report Date: 02-09-2026

Inspected by: Bruce Scott

