FAILSAFE INSPECTION SOLUTIONS, LLC

INSPECTION REPORT

RON WILBANKS, 9150 92ND AVE, SEMINOLE, FL, USA

INSPECTOR NAME

ANTHONY HOJNACKI

INSPECTION DATE	INSPECTOR CERTIFICATION/CP #	CLAIM#
07-21-2025	FCITS #1489	701628

Anthony Hojnacki | Failsafe Inspection Solutions, LLC | failsafe_insp@yahoo.com | (231) 282-1722

Inspection Request | Professional Report

Failsafe Inspection Solutions, LLC
Anthony Hojnacki |1864 Kinsmere Dr. Trinity, FL. 34655 | Office- 231-282-1722 | Cell- (231) 282-1722 | http://failsafeinspection.com | failsafe_insp@yahoo.com

Inspection Details

Claim Number
701628

Inspection Date
07-21-2025

Inspection Time
8:00 AM

Inspection Type
Residential Inspection

Commissioning Party Information

Company name
International Wholesale Tile

Full name
Keith Cossin

Phone number
800-340-8453

Email address
kcossin@iwttesoro.com

Sending Sample?

Sending Samples? -No

Homeowner/End-User Information

Name
Ron Wilbanks

Street Name/Number
9150 92nd Ave

City
Seminole

State/Province
FL

Country
USA

Zip code/Postal Code
33777

Contact
Ron

Phone no.
727-656-9354

Manufacturers Contact Information

Manufacturers Name -
Tesoro

Contact Name -
Keith Cossin

Dealer Contact Information

Dealer Name
Custom Kitchen Bath & Beyond

Installer Information

Installation Company Name
Custom Kitchen Bath & Beyond (dealer contractor)

Was the installer present
No

Product and Claim Information

Installation type
Floating

Date of installation
06-2022

Date Problem Noticed
06-2022

Reported to
Dealer

Flooring Installed -
Yes

Length of Acclimation - Unknown

Manufacturer
Tesoro

Style name/number
Luxwood

Color Name/Number
Rustic Timber

Areas/Rooms Installed
Entry, living room, dining room, kitchen, and 2 bedrooms.

Total claim quantity
850 sq/ft

Total affected
850

Affected Area Connected To Balance-
Yes

Cupping/Curling or Doming? -
Yes

Cupping /Curling or Doming Measurement Peak to Peak -
1/32 – 3/32-inch

Statement of concern -
Planks are curling.

Site Description and Occupancy Information

Property type
Residential

Building type
Single Story

Building style
Single Family

Traffic type
Owner Occupied

Building Age
50

New Construction
No

Walk off mats
Yes

Building Occupied?
Yes

Date home/building fully constructed
1975

Occupied date
06-28-22

Building age
50

All exterior building entrances
Interior Entrances

Adults
2

Cleaning Information

Do it yourself cleaning-
Yes

Cleaned?-
Yes

What cleaning products used?
See comments

How often cleaned ?
As needed

Cleaning method
See comments

Cleaning history and details
See comments

Interior At the Time Of Inspection

Relative humidity in the air space

Humidity of floor(near problem)
61%

Temperature

Temperature of floor(near problem)
79°f

Floor Temperature Shaded Area
74°f

Floor Temperature Sunlight Area
76°f

Heat on?-
No

Air on?-
Yes

Attic stock -
Yes

Attic stock kept in a climate controlled environment -
Yes

Humidifier on?-
No

Dehumidifier On?-
No

Substrate Information

Foundation
Slab

Grade/Gradient
On Grade

Subfloor type
Concrete

Home/Building Footprint
Surrounding Conditions Home/Building

Building Landscape
Plant Life

Underlayment Information

Underlayment Information -
Yes

Manufacturer
Tesoro

Style name/number
Attached EVA pad

Underlayment thickness
1.5 mm

6 Mil Poly Or Equivalent Installed -
No

Observations Information

Claim History and Comments of Involved Parties

**End-user concerns:

The end-user has expressed concerns with:

-Cupping/curling.

-Planks that are lifting and separating.

-Planks that move up and down independently (deflect).

**End-user comments:

-The floor was installed in June 2022.

-In some areas, the floor has always moved up and down and felt spongy when we walked on it (deflects). It makes a tap or slap sound in a lot of the areas. We told Custom Kitchen Bath & Beyond about the problems back in 2023.

-Around October of last year (2024) we started to notice that the floor started to look wavy on the edges. Since then, it’s got worse and many of the boards started separating and lifting.

-They've (dealer) has known about these problems since 2023, and it needs to be resolved.

-I paid $500.00 for the inspection so I want a copy of the report.

Observations or physical description and comments

**Additional findings:

-Throughout the installation, there are areas where the floor has one, or a combination of:

•A slight wavy or curled/cupped appearance, which is a condition when the edges of the plank are higher than its center, affects 100% of the installation. In this case, the cup has varying degrees of severity ranging from 1/32 – 3/32-inch and is easily viewed when looking towards a light source. In several random locations, the curl is severe enough to cause the locking mechanisms to release and the edges of the planks to lift above their neighbor up to 1/16th inch. In other instances, the planks move independently of their neighbors indicating that the locking mechanisms may be damaged due to constant deflection from foot traffic and rolling loads over the raised edges.

•Deflection ranging from 1/16-inch to 3/16-inch is occurring throughout the installation. In many instances, the floor emits a slap (tap) sound as the bottom of the plank makes abrupt contact with the subfoor.

•Visible areas of undulation in the floor where the subfloor is telegraphing through the subject floor.

-Thermal readings taken of the subject floor using an infrared thermometer averaged 74°F, indicating that the floor isn't subjected to excessive heat.

-Installation spans of 25'5" longitudinal length and 31'1" tangential width are within the manufacturer's requirements.

-The floor is not subjected to long-term sunlight.

-Relative humidity and temperatures are within the manufacturer's requirements for ambient conditions.

-The overall condition of the plank flooring shows that it is well maintained.

-The floor has not been subjected to any leaks or floods.

-Cleaning of the floor typically involves the use of a microfiber mop and a PH balanced product called Clean & Gleam. Periodically, the end-user utilizes the Tineco Floor One S5 Vacuum Mop when cleaning the floor. This mop is a clean & vacuum system that is safe for the subject floor and isn't a steam cleaner.

-When the attic stock is placed on a flat surface there is no evidence of any cup, warp, curl, dome, delamination, or any other forms of dimensional stability concerns. When several pieces of the attic stock are locked together in various configurations, they lay flat with no evidence of any lifting, peaking, delamination, or cupping/curling. It was noted that the locking mechanisms of the attic stock engaged properly and no movement between the neighboring planks was detected. When the joints are pressed on, there are no audible noises being emitted (such as click, snap, etc.).

Please note that a dimensional stability concern such as cupping, curling, doming, delamination, and any other forms of dimensional stability concerns will typically affect any

remaining attic stock. The fact that the cup/curl isn't affecting the attic stock is a strong indicator that the current condition of the subject floor isn't caused by any manufacturing-related concerns.

**Cause of concern:

Contributing factors for the current condition of the subject floor may include one or a combination of the following:

1) A total of 34 general indicator readings (qualitative moisture readings) were taken of the subfloor with a Lignomat SDM moisture meter through the subject floor. At a depth setting of ¼-inch and a gravity setting of 10 (building materials in between concrete and drywall). Throughout the installation, the readings ranged from 4.8 to 8.6 on a reference scale of 0 – 99. Using the same meter at the same depth setting, but on a gravity setting of 25 (concrete and building materials with a similar specific gravity), the readings ranged from 15.0 to 20.0 on a reference scale of 0 – 99. Typically, qualitative moisture readings are lessened by a vinyl product and are usually higher than a meter can read through the product (moisture readings may be higher than the meter is indicating). For comparison, the moisture readings taken of the attic stock were 1.2 to 1.8 (on the 10-gravity setting).

When the moisture readings of the uninstalled and the installed are combined, the qualitative moisture readings of the installed floor vs. the attic stock indicate that there may be some form of potential moisture concern within the underfloor of the installation.It was noted that when the edge of a damaged plank was lifted, the concrete was dark in color, and the opening emitted a strong musty odor commonly associated with moisture. It was further noted that no poly barrier was used between the subject floor and the subfloor in this location.

In the installation instructions for this product, which cover the 2022 installation date, Tesoro states:

"Before any floating floor installation, you may wish to consider using a 6 mil polyurethane moisture barrier on top of the concrete subfloor, to mitigate against any possible future, natural or unnatural, moisture issues."

If moisture vapor is being emitted from the underfloor it may create high alkalinity levels and/or other damaging properties that could affect a floor and is known to cause dimensional instability with resilient products (cupping/curling/warping, peaking, lifting, etc.).

It should also be noted that at the time of the installation, there may not have been a moisture issue with the underfloor. Moisture issues can occur at any time, and in this case, it is difficult to determine when the potential moisture condition occurred. The use of a 6-mil poly film moisture barrier and/or a moisture mitigation system would prohibit moisture, and the damaging properties it produces, from encountering the subject floor.

2) In the lower recesses of the curled/cupped planks, a Bosch GSL-2 Floor Flatness Laser was able to be used to check for the flatness of the floor. The GSL-2 enables the user to see the high and low spots on a floor with accuracy and reliability up to 60-foot intervals. The GSL-2 was placed at 6-foot intervals, and it was found that the finished floor has varying degrees of flatness issues that range from 3/16-inch in a 6-foot span to 1/2-inch in a 4-foot span. In many instances, the flatness issues are seen and felt as the floor is walked on. It

was noted that when a straight edge was placed over the areas of concern, it would rock up and down indicating that some of the flatness issues are abrupt.

Please note: The measurements taken of the surface of the finished floor are an indicator of the flatness and smoothness of the floor and don't necessarily reflect the profile of the substrate. However, a finished floor typically lessens the degree of undulation that is occurring with a substrate, and a floor that isn't flat is a strong indicator that the subfloor may be outside of the manufacturer's requirements for flatness. Destructive testing would be required to retrieve an accurate result of the flatness of the subfloor.

In the installation instructions for this product, which cover the 2022 installation date, Tesoro states:

"The subfloor substrate must be flat within 1/8" every 6ft radius or 3/16" in 10 ft radius."

The findings of the GSL-2 and the straight edge indicate that the subfloor may not meet the manufacturer's requirements for flatness. Because of the flatness issues, the following conditions exist:

•Non-cupping related deflection, which is the movement described by the end-user, ranging from 1/16-inch to 3/16-inch was noted throughout the entire installation and is caused when the planks span the highs and lows of the out-of-flat subfloor, creating a void between the subject floor and the subfloor. When downward pressure is applied over the void areas, it causes the subject floor to deflect into the void, allowing for the bottom of the plank to make aggressive contact with the subfloor, and in some instances, emit a thudding or slapping sound when it meets the subfloor.

•Pressure is being placed on the planks locking mechanisms and once it becomes excessive, the locking mechanisms are no longer able to hold and the plank releases. As the location is stepped or pressed on it causes the locking mechanism to re-engage and emit the audible snap/click noises.

•The planks, and their locking mechanisms, are being subjected to lateral stress, bending stress, and a springboard effect from foot traffic and/or rolling loads over the undulations in the subfloor. The continuous movement of the subject floor under loads fractures/damages the locking mechanism of the plank. Once the locking mechanism is damaged, the plank deflects independently of its neighbor and in many instances its natural desire to lay flat causes the planks to lift or tent above the field.

•Areas where the undulations in the subfloor are telegraphing through the subject floor, causing visible depressions mentioned by the end-user.

•In some instances, the flatness issues may be a contributing factor with the cupping. This can occur when foot traffic and rolling loads continuously subject the planks to lateral stress, bending stress, and the springboard effect over the undulations in the subfloor. Over time, the tiles succumbed to the stress which may cause the planks to cup and bend.

3) A 5-in1 tool was used to gently lift the base trims, and a steel probe bent at a 90° angle on the end was used to measure the space between the edges of the planks and any vertical abutments. It was found that the perimeter gap was proper in most areas but was tight in several locations. In several areas, no base trims were present which allowed for an unobstructed view of the perimeter. In many of these locations, the planks are cut tight to the abutments.

In the installation instructions for this product, which cover the 2022 installation date, Tesoro states:

“A minimum 5/16” (8.2mm) expansion space is required around the perimeter of the room and all vertical objects (i.e.pipes and fixtures).”

The improper perimeter gap has restricted the planks’ abilities to expand and contract as a unit and causes both inward and outward lateral pressure. Inward lateral/pushing pressure causes the planks to become pinched which may cause them to peak, cup, warp, curl, buckle, lift, etc. (pressing both index fingers together at the tips will demonstrate the effect). Outward lateral/pulling pressure will often lead to gaps, lifting, locking mechanism failure, etc.

Conclusion

There is no evidence of any manufacturing-related or maintenance-related concerns. There is strong evidence indicating that one, or a combination of, the following contributing factors exist for the current condition of the subject floor:

•A potential moisture concern within the underfloor. The installer has the responsibility to make certain that a proper poly barrier is in place to protect the subject floor from moisture being emitted from the subfloor.

•Flatness issues with the subfloor. It’s the responsibility of the installer to make certain that the subfloor is properly prepared to receive the finished product.

•An improper perimeter expansion gap. It’s the installers’ responsibility to make certain that there is proper expansion space provided.

The end-user possesses attic stock that may be secured and sent for additional testing if it is found to be necessary by any of the affected parties involved.

Disclaimer: The stated observations and conclusion of this report are based on the information that was made available to the inspector at the time of the inspection. If additional information becomes available after the submission of the report, Failsafe Inspection Solutions LLC reserves the right to amend or modify the report.

Footer

CERTIFICATION

FCITS Since 1988

NICFI NATIONAL INSTITUTE OF CERTIFIED FLOORCOVERING INSPECTORS

NALFA North American Laminate Flooring Association CERTIFIED

IFTI