
Wood Flooring Issue Diagnosis

Finish

In order to help us diagnose your flooring issue, and help you reach a solution, please answer every question below as best you can, and then email this form to one of our product experts at customerservice@builddirect.com.

Questionnaire:

1. When was the flooring installed?
2. When was the problem first noticed?
3. What percentage of the floor is affected?
4. For how long and where were the boxes acclimated?
5. What was the installation method? (Floated, glued, nailed/stapled? Please specify type of adhesive or fasteners used)
6. What is the subfloor material?
7. Is the installation below, on, or above grade?

8. Was a moisture reading of the subfloor taken prior to installation, and if so, what was the reading?

9. Was an underlayment and/or moisture barrier installed?

10. Does the flooring deflect (bend downward under pressure) at all?

11. What is the relative humidity and temperature at the site?

12. How has the flooring been cleaned/maintained (Please list the name of any products used)

13. Are there any pets in the home?