



# **PATRIOT TIMBER**

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the revolutionary source

## **Customer/Installer Vinyl Flooring Inspection Checklist:**

Below is a list of tasks you can perform to help determine the cause of a suspected flooring failure. This list is not all inclusive but covers the issues we see most often.

- If there is a bubble present in the vinyl, is it easily depressed by the hand or finger? If so, it may be a gas bubble trapped between the vinyl and the underlayment. In this case the installer should follow the vinyl manufacturers' recommendations to correct this issue.
  
- Is the floor crackling or popping as you walk across it? This could be a tack and release issue. Was the new floor installed over a pre-existing floor? If so, was the pre-existing floor thoroughly cleaned and swept so that it was free of debris before the installation of the new floor?
  
- Does the floor seem to be lifting up in large areas?  
There are 3 possible scenarios:
  1. Was the fastener pattern outlined in the Patriot Timber Installation Guide followed (every 4" in the body of the panel and every 2" along the perimeter)? If there are not adequate fasteners holding the panel down, it will lift up.
  2. Was the depth of drive in the staple/nail gun set to the right depth? If not, the staples/nails can "blow-through" the first few layers of the panel. When this happens the panel will lift up. There is not adequate pressure holding the panel to the sub-floor.
  3. Moisture is present underneath the new underlayment. With the use of a moisture meter you can check the moisture level present in the floor. It should read between approximately 10-14%. If readings are drastically higher then there is a moisture issue. Check the proximity of water sources to make sure there are no plumbing issues.
  
- Are the 4' and 8' seams of the panels showing through to the vinyl?  
This is referred to as telegraphing seams. There are 3 possible scenarios:
  1. Were the panels acclimated to the installation environment? Acclimation period should have been 24-48 hours prior to installation.
  2. If seam filler was used, was it allowed to fully dry before vinyl was laid?  
Were the seams sanded smooth once the seam filler was dry?
  3. Were the panels butted too tightly together?

**If you have eliminated all of the above, please contact your dealer or Patriot Timber Products at 877-787-3759 or CR@PatriotTimber.com for a Claim Notification Form.**



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P.O. Box 19065 / Greensboro, North Carolina 27419, USA / Tel: 336-299-7755 / Fax: 336-299-4050

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## ***SurePly*<sup>®</sup> Claims Procedures**

- 1) Upon discovery of any suspected underlayment claim – immediately contact Patriot Timber Products, Inc. at (336) 299-7755.
- 2) **Do not make any changes or repairs of any kind to the floor. Changes that have been made without prior written authorization from Patriot Timber Products, Inc. will void the warranty.**
- 3) Please complete the attached claim form. Please provide all of the information requested as completely as possible including a copy of the original retail invoice for the job, and proof of purchase. E-mail this information to [CR@PatriotTimber.com](mailto:CR@PatriotTimber.com) or fax to (336) 299-7087.
- 4) We will call you to review the details of the claim and assign a claim number for future reference.
- 5) A representative of Patriot Timber Products may choose to visit the job site to inspect the claim or we may request your assistance in gathering information which may include taking photos, video, and removing a sample(s).
- 6) Depending on our assessment of the flooring issue we may request you to make a repair to the floor.
- 7) If a repair is not an option, then we may authorize the removal of a sample and/or the entire floor. The sample must be intact with the vinyl still attached to the underlayment and clearly show the defect that has caused the flooring failure. The sample must be a minimum of 18"x18" or larger if necessary.
- 8) Samples must be sent by a traceable delivery method which includes a signature confirmation upon receipt. Patriot will not be responsible for samples that are lost in transit.
- 9) After receipt of the sample(s), we will review the claim and report our findings to all parties.

We encourage you to visit our web site at [www.SurePly.com](http://www.SurePly.com) for information relating to:

- Warranty ([www.patriottimber.com/wp-content/uploads/2014/02/SP\\_Warranty\\_english.pdf](http://www.patriottimber.com/wp-content/uploads/2014/02/SP_Warranty_english.pdf)),
- Installation instructions ([www.patriottimber.com/plywood-lumber-products/sureply-installation-guide/](http://www.patriottimber.com/plywood-lumber-products/sureply-installation-guide/))
- FAQ's ([www.patriottimber.com/plywood-lumber-products/faqs/](http://www.patriottimber.com/plywood-lumber-products/faqs/))



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## ***SurePly***® Claim Notification Form

**To: Patriot Timber Products  
Attn: Customer Resolution  
P.O. Box 19065  
Greensboro, NC 27419**

**From:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact: \_\_\_\_\_ Phone #: \_\_\_\_\_

Claim #: \_\_\_\_\_ Email: \_\_\_\_\_

Invoice # \_\_\_\_\_ P.O. #: \_\_\_\_\_

Installation Date: \_\_\_\_\_

Number of sheets used in installation: \_\_\_\_\_

Date claim was discovered: \_\_\_\_\_

Name & Address of Contractor/Installer: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Name & Address of Homeowner: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

Describe defect in floor (please include as much detail as possible). Also, if possible, please provide pictures of the defective area.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**We require the following information in order to process the claim:**

Is the original floor intact without any alterations?    Yes     No

Copy of original **SurePly®** invoice:    Yes     No

Copy of original flooring job invoice:    Yes     No

Estimate or replacement cost:    Yes     No

Has sample been provided:    Yes     No

Claim amount: \$ \_\_\_\_\_

**Type of installation:**

Vinyl Brand & Type: \_\_\_\_\_

Adhesive Brand & Type: \_\_\_\_\_

Seam Filler Brand & Type: \_\_\_\_\_

Fastener Brand & Type: \_\_\_\_\_

If there is an existing floor underneath this new installation please describe:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please provide any additional notes that you feel may be important:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Claim submitted by:**

Name (Please Print): \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

If you have any questions regarding the claim or the procedures please email us at:  
[CR@PatriotTimber.com](mailto:CR@PatriotTimber.com) or call us at 336-299-7755.