

Customer Service Report

Claim No.: _____

(completed by Stewartfloor™)

stewartfloor™ Customer: _____

stewartfloor™ Customer No.: _____

End Customer: _____

Installer: _____

Product Type: _____

stewartfloor™ Invoice No.: _____ Quantity (sq. ft.): _____

Date of Installation: _____

(please see glossary)

Photos Attached: yes _____ no _____

Date of Visit: _____

Tel: _____

Fax: _____

Person in Charge: _____

Tel: _____

Fax: _____

Tel: _____

Fax: _____

Installation: T&G _____

Finish: Site Sand & Finish _____ Pre-finish _____

Production Code No.: _____

Samples Attached: yes _____ no _____

Information on building site:

Old Building _____ New Building _____ Renovation _____ New Sub-floor _____

General condition of the building at time of installation:

Storey/Floor: _____ with Basement: _____ Type of Room: _____

Where and how was the material stored before installation: in unopened cartons _____

opened _____, where? _____

Work invol. Moisture after screed (e.g. tiling, painting, wall-papering) yes _____ no _____

Type of sub-floor: Cement-Screed _____ Anhydrite-(Flowing)screed _____ Quick-Drying _____

"Dry" sub construction (e.g. OSB boards): _____ Other: _____

Thickness: _____ cm _____ Date of installation: _____

Underfloor heating: no _____ yes _____ : Warm water _____ Electric _____ Other: _____

Heat-up Protocol: no _____ yes _____ (please attach copy)

Marked meas. spots: no _____ yes _____ : CM-Measurement _____ CM-%

Surface Temp.: _____ OC or _____ OF _____ Temperature control: _____

Rel. Air humidity: _____ % Room Temperature: _____ OC or _____ OF _____

Preparation of Sub-Floor:

Moisture content: CM-Measurement: yes _____ with _____ CM-% no _____

Please state other types of measurement:

Levelness: according to Standard: in tol. _____, above tol. _____ up to _____ mm

Sub-Floor Preparation (please specify e.g. levelling, sanding):

Installation:

Floating: _____ type of plastic film: _____ type of underlay: _____

PVAC-white glue: none _____ on tongue _____ in groove _____

Rooms separated by expansion profiles yes _____ no _____

Glued-down: _____ type of glue _____ primer: _____ type of spatula: _____

H-gap-gluing: yes _____ no _____

Nailed down/Stapled _____ Nail/staple scheduling _____ in. Consistent _____

Wood moisture content: _____ installed floor _____% uninstalled boards _____%

Warping of boards: (For information on warping of boards and measurement please see glossary)

Width of boards: ____ mm length: ____ mm
 Cupping on length: ____ Cupping on width: ____
 Bowing/Crowning on length: ____ Bowing/Crowning on width: ____
 Raised edges: ____

Specific Problems:

____ Gaps short side ____ long side ____ V-gaps ____
 width ____ number ____
 Boards can be moved within the installed surface: yes ____ no ____
 ____ Lipping/Overwood short side ____ long side ____ at the corners ____
 height difference mm number
 regular in height ____ irregular in height ____ (please explain) _____
 measured with feeler gauge yes ____ no ____
 ____ Fitting problems long side ____ short side ____
 Force needed: little ____ normal ____ too much ____

Problem Description and Comments (Please describe in detail):

Stewartfloor™

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GLOSSARY OF TERMS

1. Cupping on the Length
 Note: To measure, turn board upside down and check the height difference between board and level surface.
2. Cupping on the Width (Short End)
3. Crowning (Bowing) on the Length
 Note: To measure, check the height difference between floor board and level surface (i.e. with calipers).
4. Crowning (Bowing) on the Width (Short End)
5. Raised Edges (On width)
6. V-Gap
7. Overwood / Lipping
 Height difference between joining boards. It is measured using a feeler gauge.
8. Production Code
 For pre-finished product the code is located on the adhered label on the box. For unfinished product the code is located the pallet tag.