



COMPLAINT INSPECTION REPORT

Urban Claim #/Office Use Only : _____

INSPECTOR INFORMATION

Inspection Date : _____

Distributor : _____

Address : _____ Tel : _____ E/M : _____

Inspector's Name : _____ Tel : _____ E/M : _____

INSPECTION GUIDELINES

- Fill out sections 1-2 for all claims
- Digital photos required on all claims (close-up of defective area and further away, showing full room with defective area.). Send photos along with this report.
- Submit sample of defective plank (if possible)

1

CONSUMER/DEALER CONTACT INFORMATION

Consumer : _____ Dealer : _____

Address : _____ Address : _____

City : _____ City : _____

State : _____ Zip : _____ State : _____ Zip : _____

Phone # : _____ Phone # : _____

E-Mail : _____ E-Mail : _____

INSTALLATION DETAILS

Product/Model # : _____ Original Wholesale INV # from Urban Floor : _____

Run # From End of Box : _____ Installation Date : ____/____/____

SQ FT Installed : _____ SQ FT Affected : _____

Home Owner/Occupant Info (number of): Adults : _____ Children : _____ Pets : _____

Year Round Residence : _____ Part Time Residence : _____ Commercial : _____

Area/Rooms Installed : _____

Installed By : ☐ Consumer ☐ Dealer ☐ Contractor

Name of Installer : _____ Lic # : _____

Is Product Installed : ☐ Yes ☐ No

1

BUILDING INFORMATION

Building Type : ☐ Residential ☐ Commercial
 Building Occupied : ☐ Yes ☐ No
 New Construction : ☐ Yes ☐ No
 Remodeled : ☐ Yes ☐ No
 Age of Building : _____

IF NEW CONSTRUCTION

Date Building Fully Constructed : ____/____/____
 Date HVAC Fully Operational/Functioning : ____/____/____
 Date of Floor Installation : ____/____/____
 Date Occupied : ____/____/____
 Date Complaint First Noticed : ____/____/____
 Date Complaint Reported : ____/____/____

SUBFLOOR TYPE (CHOOSE ONE)

☐ Concrete
☐ Lightweight Concrete
☐ Plywood Thickness : _____
☐ OSB Thickness : _____
☐ Other : _____

INSTALLATION TYPE (CHOOSE ONE)

☐ Glue Brand of Adhesive Used: _____
☐ Float Underlayment Used : _____
☐ Nail/Stapled Fastener Length : _____
☐ Fastener Spacing Sides : _____ Ends : _____

SUBFLOOR DETAILS

Was Subfloor Sealed? ☐ Yes ☐ No Type Sealer : _____
☐ On Grade ☐ Above Grade ☐ Below Grade ☐ Raised Foundation
 Size Expansion Space : _____

1
DESCRIPTION OF COMPLAINT

Please fill out details of the complaint in the space provided below:

2
LOCATION & DESCRIPTION OF ACCLIMATION AREA AT JOBSITE

Please fill out a brief description of the jobsite in the space provided below:

Is Acclimation Area Climate Controlled? ☐ Yes ☐ No

Length of Acclimation : _____

Relative Humidity : During Acclimation : _____ At Installation : _____

Inside Temperature : During Acclimation : _____ At Installation : _____

Plank Moisture Content at Delivery : _____ At Installation : _____

Subfloor Moisture Content at Installation : _____ Type Meter Used : _____

JOBSITE CONDITIONS AT TIME OF INSPECTION

Relative humidity : _____ %

Temperature : _____ F

Type Heating (Select One) : ☐ Radiant ☐ Forced Air ☐ Radiator

Humidifier On? : ☐ Yes ☐ No Setting (if yes) : _____

De-humidifier On? : ☐ Yes ☐ No Setting (if yes) : _____

2**MOISTURE CONTENT IN PROBLEM AREA (CHECK MINIMUM OF 3 AREAS)**

Installed Plank : _____
Uninstalled Plank : _____
Baseboard : _____
Sub Floor : _____

IF CRAWLSPACE

Plastic Ground Cover : ☐ Yes ☐ No
Vents - Blocked/Closed : ☐ Yes ☐ No
Standing Water Present : ☐ Yes ☐ No
Distance From Soil to Sub Floor : _____

CLEANING METHODS

Type of Cleaner(s) Used : _____
: _____
Type of Cleaning Tool(s) Used : _____
: _____
How Often : _____

Describe Cleaning Procedures. Please use the space provided below:

2**PROBLEMS (CHECK ALL THAT APPLY)**☐ Throughout☐ Localized☐ Stabilized☐ Progressing☐ Improving**INSPECTOR'S OBSERVATIONS/COMMENTS**

Please fill out any observations or comments in the space provided below:

UNUSUAL CIRCUMSTANCES (PLEASE SPECIFY)

Please note any unusual details in the space provided below:

RECOMMENDATIONS

Please write down your recommendations in the space provided below:

To avoid possible delays, please fill out this report accurately and provide pictures along with this report clearly showing the areas in question.