

Dates

Buying date	Installation date	Occured date
Retailer Inspection Date	Distributor Inspection Date	Mercier Inspection date

Customer Information

Distributor Information

Name	
Address	
City, province or state, zip	
Telephone	

Retailer/Installer Information

Name	
Address	
City, province or state, zip	
Telephone	

Consumer Information

Name	
Address	
City, province or state, zip	
Telephone	

Product Information

Mercier's Invoice Number	Mercier's shipping Number	Customer Reference
Solid/Engineerd/Exotic	Species	Grade
Thickness	Width	Color
Product Code	Prod. Date-Mercier Bar Code	Prod. Date (Board Back Side)

Complaint Information

Quantity Bought	Quantity Involved	Problem progress Level
		Worst / Better / Stable

Problem Type

SUBFLOOR

1-Subfloor Type	2-Subfloor Moisture Content (%)	3-Joist Spacing-on center (in.)
4-Joist vs Wood Board Direction	5-OSB/Plywood Thickness (in.)	6-Installation level
7-Vapor Barrier Installed	8-If yes, specify	
Yes / No		

WOOD BOARD

9-Wood Board Moisture Content (%)	10-Top of Board Moisture Content (%)	11-Bottom of Board Moisture Content (%)
12-Stain lack	13-Defective Board Width (in.)	14-Thickness Variation (mill)
End of Board / Edge of Board / V-Joint		

ADHESIVE

15-Adhesive Used	16-Adhesive on back side
	Yes / No
17-Residue On Back side	18- Trowel Notch
Yes / No	

SITE INFORMATION

19-Extend of the Problem	20-Where the Problem is located	21-Radiant heating
Localised / Scattered / All Floor		Yes / No
22-Polyethylene Sheet (Crawlspace)	23-Expansion Gap Left (in.)	24-Expansion Gap Now (in)
Yes / No		
25-Building Age	26- Subfloor Hotspot	27-Plumbing Under Affected Area
	Yes / No	Yes / No
28-Temperature	29-Relative Humidity (%)	30-Acclimation time Before Installation
31-Heated Basement	32-HVAC On	
Yes / No	Yes / No	

FINISH

33-Finish peeling	34-Indoor Pets	35-If yes, describe
Face / V-Joint / Face & V-Joint	Yes / No	
36-Stain Shape	37-Stain spreading over 2 Boards &+	38-Protective Pad Under Furniture
Regular/Irregular	Yes / No	Yes / No
39-Maintenance Frequency	40-Product Used	

INSTALLATION

41-Installation Method	42-Fastener's spacing (in)	43-Fastener's Type
Nail Down / Glued Down		
44-Fastener's distance from End (in)	45-Fastener under affected Area	

GRADING

46-Knots Diameter (max.in.)	47-Number of Excessive Knots/Board
48-Other Defects (Describe)	49-Number of Excessive Defects/Board

Recommendations
Inspector: