



Somerset Hardwood Flooring Complaint Checklist

Report Date:

	Distributor	Dist. Rep	Dealer	Installer	Builder	Consumer	
Claim Number							
Names							
Address							
City/State/Zip							
Phone							
Email							
Date job was: (enter dates)	Invoiced	Delivered	Installed	Problem noted	Dealer insp	Dist. Insp	
Somerset item # Quantity, sqft.		Somerset Run # (attach carton label)					
Description of Problem:							
Subfloor Moisture	At time of installation?		At time of installation?				
Flooring Moisture	At time of installation?		At time of installation?				
Exterior Conditions: circle/highlight all that apply	Basement	Crawl space	Slab			Waterfront Lot?	
	Roof Overhang?	Gutters?	Downspouts?	Water directed away from foundation?		Irrigation?	
Interior conditions: Circle/highlight as applicable and/or add notes.	Temperature?	Humidity %?	HVAC on?	Type HVAC?			
		Dehumidifier ?	Before Inst.	Gas	Forced air	Ducts	
		Operational?	During Inst.	Electric	Radiator	Under floor	
		Humidifier ?	After Inst.	Wood stove	Baseboard	Ceiling	
		Operational?		Other	Radiant	Insulated?	
	Overwood?:	Measurement with Feeler Gauge:					
	Large Windows		Pets?		Gapped:	Cracked:	
South facing?		Type/Number:		Moldings	Walls		
Drapes/Shades?				Doors/Windows	Floor		

Form continued on next page...



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Basement or Crawl Space Conditions: circle and add notes as applicable	Temperature:	Humidity %:				
			HVAC?	Cracked walls?	Damp/Musty?	Paint peeling
	Moisture %:		Operational			Rusty nails
	Subfloor (underside):					
		6 mil black poly	Dehumidifier ?	Sump Pump?	Foundation Vents ?	
	Joists	ground cover	Operational?	Operational?	Open?	
		Full coverage			Positioned for Cross Ventilation?	
	Other:				Min 1.5% of Crawl Space Area?	
Subfloor:	Plywood	On grade	Flat (3/16" in 10')		Sleepers?	
	OSB	Below grade	Thickness:		Moisture %	
	Board deck	Thickness:	Seams flush?			
	Concrete Slab:	Date Poured	Moisture content		Flat (3/16" in 10')	
	Other:					
Fastening Methods:	Mechanical	Parallel to joist	Adhesive		Pad (floating)	
	Staple / Cleat		Type		Type	
	Schedule?		Trowel Notch		Thickness	
Expansion Space?						
Maintenance	Product used		Cleaning Schedule			
Protective	Partially	Cardboard	Walk off mats	Area rug		
Covering?	Fully	Paper (felt/rosin)	rubber	skid pad		
Proposed Solution?						
Documentation			Material \$		SHF Claim Code:	
			Labor \$			
			Other \$			
Inspector Name			Total \$		Somerset Approval	
Signature					Date approved:	
SEND TO:	Q.C. Dept: Somerset Hardwood Flooring, 70 West Racetrack Road, Somerset, KY 42503					
PLEASE ATTACH:		ADDITIONAL COMMENTS:				
SHF CHECKLIST 11.08 []						
DISTRIBUTOR CLAIM FORM []						
DISTRIBUTOR INVOICE []						
DEALER INVOICE []						
LABOR ESTIMATE []						
SAMPLES/PHOTOS []						
CARTON LABEL						