

CFR THE COMMERCIAL FLOORING REPORT

FOR THE COMMERCIAL FLOOR COVERING INDUSTRY • TOTALLY GREEN PUBLICATION

Volume 88 • January 2016

TESTING: WHAT YOU'RE TRYING TO DETERMINE AND WHAT WE NEED TO KNOW

Certified Testing of floor coverings and related materials is becoming a bigger part of our business. Most of the testing we do is in conjunction with our associated NVLAP certified testing lab. There are ASTM and AATCC tests we normally conduct but very often the tests conducted, after seeing the concern issues at the installation site, are hybrids of certified tests as we attempt to duplicate conditions being experienced in the field by clients complaining of product failures of varying kinds. In addition we conduct testing for coefficient of friction and slip resistance in the field. We also have the ability to conduct materials analysis tests which are often used to determine, for example, why an adhesive may have failed or a topping for a substrate is ineffective or creating a problem. Recently, because of the formaldehyde concerns in wood flooring products, testing equipment has been installed and technicians trained to conduct these tests. Much of this work is very sophisticated and elaborate testing equipment performed by very skilled technicians.

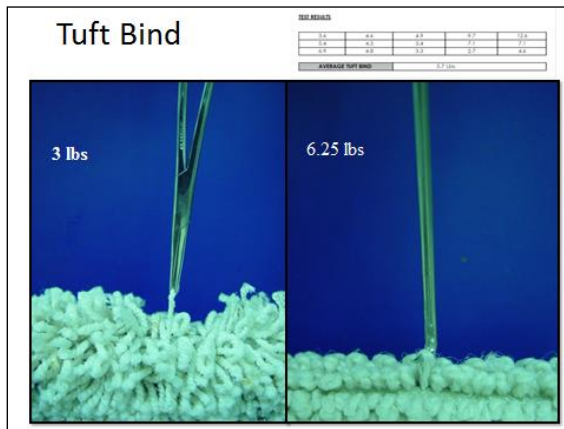
What sets us apart in the testing field is that we qualify the client and their issues to determine what the problem being experienced is, question the concerns and situation, actually make a site visit when and if necessary, determine what tests should be conducted, what conditions may need to be replicated based on the evidence exhibited at the job site to conduct a "real life" test and then interpret the lab test results. No one anywhere does anything like this, especially interpreting the tests. In addition we can very often determine as a result of what failed conditions exist at the job site and the test results, the resolution and corrective action necessary to resolve the problem.



The interpretation of the test results is perhaps the most important component of this process. When products are submitted for testing the lab furnishes the results but normally the recipient has no way of knowing what they mean. Did the product submitted and tested pass or fail; if there is a pass or fail. What do the results mean? And if you don't understand the products or the tests, it may be possible the sample submitted passed but the problem may be more complex. Let me give you an example. A carpet installed in a commercial space is exhibiting yarns protruding from the surface. In addition the carpet surface is fuzzy. The end user complains about the condition, contacts the flooring contractor or whoever sold them the product and the decision is made to send the product in for testing. Often the product is sent to the manufacturer to determine what's wrong. They may conduct a test for tuft bind, the



test that should be conducted on yarns sprouting or popping out of the carpet, only to get results that indicate the carpet meets industry tuft bind test standards. Still, the condition continues to proliferate; something must be wrong! Sending in a sample blind for a concern condition without any other information will get you an answer but it may not be the right answer or the test



conducted was just a standard test and not implemented to determine why the problem with the product exists in the field. In reality someone has to see, at least in photos, the condition at the installation site- what is happening. Then an appropriate sample must be supplied sufficient for conducting the test according to protocol. Next, information on the carpet construction must be furnished and then information and photos of the space in which the carpet is installed with whatever may influence it to possibly be causing the problems. Finally, a history of events or chronology of the failure of the carpet to perform should be provided; these are forensic investigations to find answers not just tests. It's the construction of the carpet that's of interest here. Certain styles and construction of textile floor covering material overlap the yarn on the primary backing. When the carpet goes through finishing, after tufting, it

LGM and Associates
TECHNICAL FLOORING SERVICES

The Floorcovering Experts

519 Oxford Street Dalton, GA 30720 P (706) 370-5888 F (706) 270-0482
Email lgmtcs@optilink.us Website lgmtechnicalcarpetservices.com

carpet
laminate & vinyl
ceramic
hardwood

The experts at LGM specialize in consultation, correction and resolution for flooring complaints, claims, installation and performance issues. - No issue is too big, too small or too far away for us to handle.

All ads are interactive. Just click on the ad to enter their website.

Professional Testing Laboratory Inc.

J+J FLOORING GROUP
INVISION kinetex

GRI
THE CARPET AND RUG INSTITUTE

INSTALL
INTERNATIONAL STANDARDS & TRAINING ALLIANCE
FLOORCOVERING PROFESSIONALS

THE FLOOR COVERING INSTITUTE

floorcoveringinstitute.com

FLOORBIZ.com



THE COMMERCIAL FLOORING REPORT
Lew Migliore - President and Owner
LGM Enterprises, LLC
P-(706) 370-5888- F-(706) 270-0482 - Email: lgmtcs@optilink.us
Click this link for archives of CFR articles
LGMANDASSOCIATES.COM

STARNET
Independent Flooring Cooperative

Page Layout By:
Anita S. Drennon

normally gets two coats of latex on the primary backing. The first coat of latex is applied to lock in the tufts and penetrate the yarn - this results in tuft bind and fiber lock. The second coat of latex is applied to laminate the secondary backing to the carpet. The first coat of latex may not be able to get to a yarn that is overlapped by its neighbor therefore the integrity of the buried yarns anchoring strength

Bundle Wrap and Latex Penetration



TEST RESULTS	
AVERAGE LATEX BUNDLE WRAP	75%
AVERAGE LATEX PENETRATION	70%

and fiber lock may not be sufficient. When subjected to traffic these yarns, which would be throughout the carpet, not having high bind strength will easily come out. In testing this type of carpet, based on the conditions evidenced, you would look for the weaker yarns which would expose the problem in the carpet and therefore indicate the reason for the yarns popping out. If this analysis of the carpet, compared to the problem condition, is not taken into consideration the test results, which would be on yarns across a 12 foot width of material subjected to 15 pulls, would be averaged and result in a passing number, would be erroneous. Not having the information necessary would indicate you have no problem when, in fact, you do have a manufacturing defect that would necessitate the carpet being replaced. Don't think of this as a witch hunt because it certainly isn't. Our job is to figure out what went wrong and why and who is responsible for the problem. The facts lead you to the conclusion and the evidence never lies. And manufacturers who legitimately make mistakes from time to time, regardless of the product they make, from cars to computers, understand this and respond to the claim.

Fast, Accurate
Moisture Test
for Concrete Floors

RAPID RH

- Easiest to Comply with ASTM F2170
- 10 Times FASTER • Lowest Cost per Test
- Simplest to Use

WAGNER METERS RapidRH.com
Unleash Your Expertise 1.800.207.2214

U.S. Patent 7,231,815, 8,047,056 & 9,032,791. Additional patents pending

DALTON CARPET MART

Specializing in commercial carpet specials, carpet tile, hospitality carpet, remnants and short rolls, artificial turf, residential carpet, vinyl flooring and running line products made in the USA.

DISCOUNT OF 3% WITH CODE "CFR"

**WE WILL ALSO PURCHASE YOUR
OBSOLETE INVENTORY.**

Call: 1.866.660.2333
Email: sales@daltoncarpetmart.com
Website: www.daltoncarpetmart.com

We used the example of the carpet because it is actually easier to understand and the photos show you what I'm talking about. But we conduct tests on all types of flooring material, adhesives, components and ancillary items. From Luxury Vinyl Planks to wood, sheet vinyl, tiles, cork, you name it we can test it.

Testing products when there are problems is one side of the pendulum; the other is testing products prior to them being used. We find that this is increasingly important based on the number of failures we see in the market; that of products not living up to expectations. You've certainly heard me say many times in this newsletter that the biggest problem in the flooring industry is the wrong product being used in the wrong place. This is a problem that can be avoided with some foresight. The first line of defense is to read the manufacturers specifications for the product, which aren't all that informative if you don't know what they mean and for installation. If the spec isn't understood and the sometimes subtleties not gleaned, you can get sucked into a problem. The same is true of installation instructions that may say you can't install the product if an abatement chemical has been used but it gets installed anyway.



With hard surface products such as sheet vinyl's we can perform tests to determine if the wear layer is as thick as it's supposed to be and whether the product will perform, as well as determine if the product is dimensionally stable or will remain flat.

The point is that whether the testing is done after there's a problem or before a product is used, we can tell you what went wrong and why or if what






ON A PERSONAL NOTE:

I have a little buddy that created a really cool product and I wanted to share it with you.

Tripp Phillips is ten years old and was given a project at school and he decided to invent something. He loves playing with Lego® building blocks and any other bricks he could get his hands on. However, the pieces kept falling apart. He wanted a glue that was strong and would not ruin his blocks.

He and his dad teamed up to create Le-Glue. Kids love it! Tripp won the International Torrence Legacy Creative Award with his new invention.

Lee Phillips is a good friend of mine and I found this idea fascinating and it proves that the entrepreneurial spirit is alive in our kids.

[Click the photo to follow Tripp's Kickstarter campaign.](#)

LGM and Associates
TECHNICAL FLOORING SERVICES

The Floorcovering Experts

DEVELOP FLOORING SPECIFICATIONS

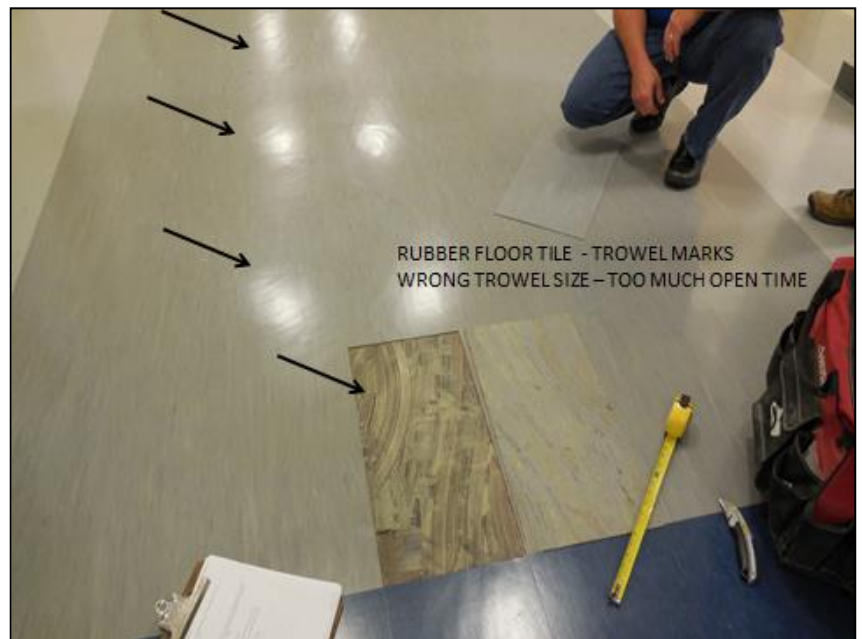
CLAIMS AND FLOORING PROBLEM RESOLUTIONS

CONSULTING AND GUIDANCE OF FLOORING ISSUES

CERTIFIED PRODUCT TESTING

519 OXFORD STREET - DALTON, GA 30720
706.370.5888 EMAIL: LGMTCS@OPTILINK.US
LGMANDASSOCIATES.COM

you've selected will actually do what you expect it to and what might have to be changed so you do get what you want. We are the only firm who offer this service in the industry. Every flooring failure we see could have been avoided - without exception. Whether a problem or failure is due to installation conditions not being controlled, installation procedures not being followed, an inherent defect in a product or a product being unsuitable for use; testing, analysis, evaluation, examination and qualification of the conditions or the product before the project begins can prevent flooring failures. And, implementing this practice of prevention, though it will certainly be an investment, by comparison to the cost of a failure, is like comparing a molecule to a mountain. At the very least the product you select, if there are any questions or concerns about whether or not it will work, should be tested. If there's anything like insurance against a flooring accident, this is it. On the other hand, if the flooring fails you'll want and need a definitive answer as to what went wrong and why, who is at fault and how the failure can be resolved. If you don't get help and answers you may very well get stuck in a quagmire.



LGM and Associates
TECHNICAL FLOORING SERVICES
The Floorcovering Experts
519 Oxford Street Dalton, GA 30720 P (706) 370-5888 F (706) 270-0482
Email: lgmtcs@optilink.us Website: lgmandassociates.com



LGM LIST OF SERVICES

Guidance, Consulting, Determination Legal Assistance and Resolution of Flooring Issues:

- Onsite Physical Investigation - Product Sample Evaluation
- Identifying Substrate, Concrete And Moisture Issues
- Certified Product Testing - Insurance Loss Evaluations
- Dispute Resolution, Litigation Assistance and Proffered Expert Witness

Right Product in the Right Place: Get it in the Door; Keep it on the Floor

- Construction/Renovation Project Assistance to Determine Suitable Flooring
- Develop Flooring Specifications - Installation Assistance
- New Flooring Product Development and Marketing
- Educational Seminars (Corporate and Personal/Individual)

"WHEN NO ONE ELSE HAS ANSWERS, WE DO"