

CFR The Commercial Flooring Report

For the Commercial Floor Covering Industry

Volume 190 - July 2024

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We'll Cover Two Subjects in this Issue that Actually Tie Together.

Specifying flooring products that will actually perform and look good for a long time. Are there any? Of course, there are and with years of proven track records. Commercial users are looking for flooring that looks good, performs well, without issues, and lasts a long time. It is important to know, and be very clear about, what are the products desired for application in a commercial environment and what the product will and won't do. That information and awareness starts with the architect specifying the correct flooring products accurately.

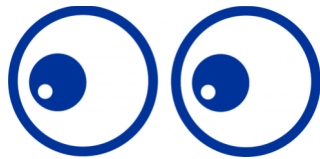
Unfortunately, that doesn't always happen. Not only for the flooring product itself, but the ancillary products used with them, such as sound attenuation underlayments and padding which may react when placed together. That would be PVC (vinyl) flooring and SBR (crumb rubber) underlayment. Here is where whoever is specifying or selling the product, whether it be the architect, flooring contractor or rep, must understand the space the product is going to be occupying. Further they need to understand how it is going to be used, the conditions of the space, and most importantly, what works, where and why, as well as what doesn't. Along with that would be reading the specs on the products to be used, understanding what they say, and if what they say is real. For example, some attached cushion products that are not solid core, stating they won't indent at 250 psi relative to ASTM F970, the Static Load test, is a joke. They won't pass and they don't. So, whoever is writing the specs on the product and the requirements it must meet, doesn't know what they're doing. This should come as no surprise since we see this often. It would fall under the category of thinking you know something when you don't. This reminds me of being back in high school, when one of my teachers told us, "Don't believe anything you hear, and half of what you read," which really rings true today in so many ways.

Selecting products for a commercial installation that are obscure, not name brand, not made by the people selling them, whether a big name or not, and buying on price, is a mistake. We see this time and time again, especially in multi-family projects which lead the way in product failures. And forget about warranties. They are not written to protect anyone but the manufacturer or seller, and there will always be a loophole that they'll try to hang you on. In addition to this, are the installation guidelines, which we've written about in the CFR recently. They're not getting any easier to comply with or interpret. One I love is for rigid core vinyl tile and plank products that don't need to be acclimated, but the space they are to be installed in must be acclimated and stay that way after installation. If there is a product problem for dimensional or planar stability issues, who do you think is going to get blamed for that? And if it didn't have to be acclimated when in the box, waiting to be installed, why does it have to acclimated afterwards?

So, what products do I like for commercial applications? In schools the old standby, VCT. Virtually never have a failure with this product. I've seen it in schools where the new vinyl plank flooring failed only months after being installed and the VCT has been down for 20 years and looks beautiful. The only complaint we hear is that it requires more maintenance, but it will last forever if cared for. I like to ask this question, "so which one do you like better now?" Also, for schools, carpet tile. It's quiet, comfortable, easy to install, and replace, easy to care for and safer. If it lays and stays flat. I do like heavier flexible vinyl plank flooring, if it is of high quality and glued to the substrate. But there's so much junk out there and you can't tell by looking at it if it is, that you could easily be caught in a trap, especially if it's a multi-family project. Floating installations vinyl plank or tile should NEVER be installed in a commercial application. I don't care who tells you different. The number one issue is with the substrate being perfectly flat, which never happens, and the flooring flexing and the engagement system breaking. At that point you're off to the failure races. Other acceptable flooring products are good quality hardwood, porcelain - one of my favorite products - broadloom carpet as a corporate flooring, along with carpet tile, terrazzo, and tile. Not that you can't have a problem with these products from time to time, but you normally don't have to be paranoid about using them. One of the biggest problems we see is the wrong product in the wrong place because someone thought it would work. There is the right product for every application – always. For example, we have a client in multi-family who has sent us three different products to test for use on a project. Every one of the submitted products failed due to dimensional or planar instability, indentation, or the wear layer not being the thickness the manufacturers spec said it was. All problems hiding in plain site that would come back to bite you on the ass later on.

Then there are all the new hybrid products being introduced to the market. If you think you're facing issues with the products already on the market, you ain't seen nothin' yet. We've also mentioned this is a past CFR. No one knows exactly what these new products will do and how they will perform. Even if they've been tested ad nauseum in labs, that is not the same as what will happen in real life where

Check Out the [IICRC](#) and [ICRI](#) Program Information located on the Last Pages of this the Report.



THE COMMERCIAL FLOORING REPORT

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Develop Flooring Specifications and
Product Sample Evaluation**

*"When No One Else has Answers,
We Do"*

*Just click the image below or search under
Lew Migliore and let's connect on LinkedIn!!*



Page Layout By: Anita S. Drennon

every installation, space, substrate, and conditions are unique and different. There are also no industry standard tests for these products, and they don't fit into a standard product category for which testing has already been developed. And don't be so enamored with products containing recycled content as it can alter the physical characteristics of the products that contain it. We've got lots of experience with this issue. And just so you know there's lots more; ALL flooring manufacturers augment hard surface products they make with sourced product from around the world where quality control may be, and often is, questionable. Then you have those selling the flooring product who source everything they sell. There are hundreds of different manufacturers around the world making the stuff. How can you, or they, possibly know what's really good or bad? And if something goes sideways on a commercial job with one of these products, do you expect that the seller actually knows anything about it since they had no control over manufacturing it? Who do you think is going to get blamed for the problem? That would be you.

Now, let's switch gears to the second subject.

Let us ask you this, should people with little to no experience in manufacturing, selling, specifying, and installing the product, be allowed on committees to set manufacturing, specification of flooring products, and installations of the products? Should they be on committees to attempt to set inspection techniques or procedures? Or even to set standards for product testing and performance?

Do we have people, with limited experience and exposure, writing installation guidelines for the products you sell and install? We do. Have you read any of these guidelines lately that make no sense or bend the laws of physics or chemistry to benefit the product provider? Like adhesives causing products to distort or prevent them from doing so – yes this is happening.

Are you aware there are standards for "allowed shrinkage and lifting" of a product – less than 0.020 inch for dimensional stability (shrinkage) and less than 0.08 inch for curling or lifting. This is for lab testing but there are no standards for how much a product should shrink or lift after installation – which should be zero. So, after you've installed the product with no gaps or lifting and this condition magically appears sometime after installation. Do you think the end user is going to be happy with this? Of course not. And who gets blamed? You do. If you read installation guidelines or product information it may state that the

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

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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"

Click Photo to view the LGM website.

Commercial Flooring Report

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temperature change in the space is the reason for the product reacting. In reality, the product suffers from dimensional or planar instability because it is inherently unbalanced.

Suddenly, you are faced with an industry standard stating the amount of shrinkage is allowed and not a defect.

How many of you want to spec, sell, or install a flooring product with a built-in allowance for gaps, that may appear after it has been installed, that the end user will not find acceptable and that you will be blamed for? Many of the guidelines or standards are written to ensure a broader tolerance to avoid and deny claims.

There should be no gapping or lifting of the installed product, especially when it was tight when installed. Furthermore, and relative to the temperature of the installation space, acclimation of the product will take place in 4 to 6 weeks. If gaps or lifting occurs months or years later, it is not the result of acclimation but an inherent product issue.

It's not what you don't know that gets you in trouble, it's what you know that ain't so.

LGM: Our team is seasoned, experienced, and highly knowledgeable, many of whom come from manufacturing. We have unlimited sources of information being headquartered in Dalton, Georgia - "The Flooring Capital of the World." We are not the guys you want sitting on the other side of the table.

FCEF exists to bring awareness to the opportunities in a flooring installation career, recruit new talent, aid in the funding of their education, and facilitate job placement into flooring industry careers.

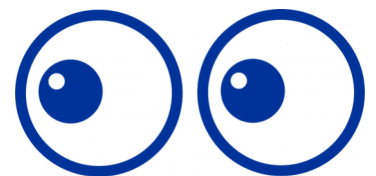
Here is a link to ALL of the FCEF Digital Marketing assets. We provide all of this to retailers for free so that can promote the career and the scholarships in their neighborhood and with their network.

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customized and posted, email templates, customizable fliers, social video ads. Feel free to use any of the copy you see there – and download anything you like.



**Lew is speaking at the [ICRC Program](#) and we
have information for you on the
[ICRC Moisture Test Certification Program](#)
on the Following Pages**





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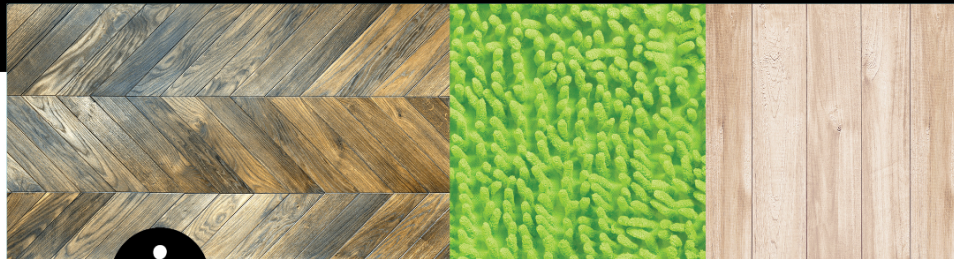
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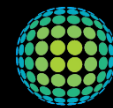
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TWO DAYS OF FLOORING EDUCATION

How IICRC Standards support the
manufacturers product warranty
for cleaning and maintenance.

SAVE THE DATE!

October 22-23, 2024 | 8-4 pm EST
Dalton Convention Center



IICRC[®]
Institute of Inspection Cleaning
and Restoration Certification



RSVP HERE

PRESENTED BY



Lewis G. Migliore has been associated with the floor covering industry for over 53 years. He is considered to be the floor covering industries' most respected and competent analyst of flooring complaints, problems and performance issues. His services are rendered in an honest and impartial manner to determine existing problems and determining resolutions. He deals with a multitude of floor covering problems including manufacturing, specification, installation, performance, use and maintenance and substrate issues. Lew has written extensively to prevent or resolve claims for clients and end users, and is the author and publisher of "The Commercial Flooring Report". Lew and his team of flooring experts are considered to be the "Go To" guys in the flooring industry.

PRESENTED BY



Mark Violand has been in the floor covering industry since 1977. As a certified senior carpet inspector, Mark now operates an inspection, correction, and repair business which handles all types of floor coverings. He is credentialed to inspect carpet, vinyl, wood, laminate, ceramic, porcelain, and natural stone floors.

He currently teaches the Carpet Cleaning Technician and Carpet Repair and Reinstallation Technician classes as an approved instructor with The Institute of Inspection, Cleaning and Restoration Certification (IICRC). Mark enjoys teaching classes whether it is live-stream or in person. Mark's goal in every class he teaches is to make anyone involved in the flooring industry more effective in the work they perform and their job easier.

PRESENTED BY



John Carter is a Portland Oregon native who served for four years in the U.S. Army as a Green Beret. After earning a bachelor's degree at Portland State University, he started a small janitorial service with a budget of less than \$400.00, which quickly transformed itself into a professional carpet cleaning and restoration company. John developed the specialty skill of carpet color correction and became certified as a Senior Carpet Inspector. In October of 1993, he began a new business venture in the wholesale distribution trade called Cleaning and Restoration Supply, which has grown to be one of the largest suppliers of professional carpet and restoration equipment in the industry. Now he is focusing on teaching IICRC certification courses and teaches both live and live stream classes including, CCT, CRT, OCT, UFT, SCI and RRT.



IICRC[®]
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and Restoration Certification

The Flooring Education Symposium

October 22-23, 2024

8am-5pm Eastern Time

Dalton Convention Center in Dalton, GA

MEETING AGENDA

DAY ONE: October 22

Welcome

Opening Remarks - MC - Mark Violand

7:00 AM - 8:00 AM

Registration and Breakfast

8:00 AM - 9:00 AM

Scott Humphrey - Wood Floor
Covering Association

9:00 AM - 10:00 AM

Carpet Care & Cleaning - S100 - Shawn Bisaillion

10:00 AM - 10:15 AM

Morning Break

10:15 AM - 10:45 AM

Resilient Floor Care & Cleaning - Jim Mannes

10:45 AM - 11:15 AM

Luxury Vinyl Tile Care & Cleaning - Bill Luallen

11:15 AM - 12:00 PM

Carpet Inspection - S800
John Carter & Mark Violand

12:00 PM - 1:00 PM

Lunch Break

1:00 PM - 2:00 PM

Hard Surface Inspection - S220
Bob Blochinger & Mark Violand

2:30 PM - 5:00 PM

Shaw Mill Tours - Self Transport

- Resilient Flooring Tour / Carpet
Manufacturing Tour / Technical Services Tour
- More Information to Come

DAY TWO: October 23

Welcome

Opening Remarks - MC - Mark Violand

7:00 AM - 8:00 AM

Registration and Breakfast

8:00 AM - 9:00 AM

Resilient Flooring Today

9:00 AM - 10:00 AM

Professional Inspection - Lew Migliore

10:00 AM - 10:15 AM

Morning Break

10:15 AM - 10:45 AM

Career Path - Instructor
Going from Cleaner to Inspector -
Bob Blochinger

10:45 AM - 11:15 AM

Building Moisture Inspection - Gabriel Belanger

11:15 AM - 12:00 PM

Effects Water Damage has on flooring - S500
Carey Vermeulen

12:00 PM - 1:00 PM

Lunch Break

1:00 PM - 2:00 PM

Hard Surface Restoration and Inspections -
Bob Blochinger

2:00 PM - 3:00 PM

Q&A

4:30 PM - 6:00 PM

Networking & Cocktails - Hilton Garden Inn
Closing Remarks

Get Certified...

...and stand out from the crowd!



If you're a commercial/industrial flooring professional, ICRI's CSMT certification is for you!

This comprehensive program will give you the skills and knowledge to:

- ✓ Improve the performance of concrete slab moisture testing
- ✓ Report more consistent, accurate and reliable test results
- ✓ Make better decisions on when a concrete slab is ready for a floor covering installation
- ✓ Reduce downstream risks for your clients and your team

Concrete Slab Moisture Testing (CSMT)

Upcoming CSMT Classes

September 30 – October 1, 2024, Orlando, FL
Preceding the CFI/FCICA 2024 Convention and Trade Show

Register online at www.icri.org

Contact: Program Director Dale Regnier, daler@icri.org

INTERNATIONAL CONCRETE REPAIR INSTITUTE



OVERVIEW

Are you dealing with moisture issues in concrete floor slabs? If so, the International Concrete Repair Institute (ICRI), the leading resource for education and information to improve the quality of repair, restoration, and protection of concrete and other structures, has a program for you. ICRI is pleased to offer its **Concrete Slab Moisture Testing (CSMT) Program**.

The purpose of this program is to help improve the performance of concrete slab moisture testing to result in more consistent, accurate, and reliable results that will help flooring manufacturers, design professionals, and contractors to make better decisions as to when a concrete floor slab is ready for a floor covering installation.

PROGRAM DESCRIPTION

The CSMT program consists of **two (2) course options**. The **Education Course** offers you fundamental education in concrete slab moisture testing. The **Certification Course** offers you full certification as a Concrete Slab Moisture Testing Technician.

Education Course applicants are not seeking to become certified as a concrete slab moisture testing technician but have an active interest in learning more about the test methods, what information the tests provide, and how the tests are to be properly performed. Those that attend a 3-4 hour education session and successfully pass the Written Examination will receive a Certificate of Achievement from ICRI.

Certification Course applicants are seeking to become an *ICRI Certified Concrete Slab Moisture Testing Technician—Grade 1*. Participants attend the same 3-4 hour education session and take the same written exam offered in the Education Course. Certification course applicants will also be required to perform each of the five (5) applicable ASTM tests included in the program under the watchful eye of a qualified judge who will not provide any level of coaching.

By passing both the written and field testing performance exams, an *ICRI Concrete Slab Moisture Testing Technician—Grade 1* certification will be issued by ICRI, valid for a period of five (5) years, and the individual will receive a certificate and wallet card from ICRI. The individual also has the option of being added to the ICRI Certified Concrete Slab Moisture Testing Technician database on the ICRI website. Prequalification for acceptance into the Certification Course is required and is based on the applicant's previous hands-on slab moisture testing experience, which must be approved by ICRI, or the participant can attend the Demonstration and Workshop to have the previous testing experience requirement waived.

Both the written and performance exams will be based on the following five (5) ASTM Standards, including all Annexes and Appendixes:

- F710—*Preparing Concrete Floors to Receive Resilient Flooring; Section 5.2 pH Testing*
- F1869—*Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride*
- F2170—*Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes*
- F2659—*Preliminary Evaluation of Comparative Moisture Condition of Concrete, Gypsum Cement and Other Floor Slabs and Screeds Using a Non-Destructive Electronic Moisture Meter*
- F3191—*Standard Practice for Field Determination of Substrate Water Absorption (Porosity) for Substrates to Receive Resilient Flooring.*

As an option, applicants for Tier 2 without previous hands-on slab moisture testing experience, or applicants who wish to enhance their slab moisture testing ability, may take the Demonstration and Workshop. All five ASTM tests included in the certification program will be demonstrated with opportunity for hands-on testing and training by our instructors/judges. Participation in this session will fulfill the requirement of previous hands-on slab moisture testing experience necessary for acceptance into the Tier 2 full certification program.

DEMONSTRATION AND WORKSHOP

Applicants for the Certification Course without ICRI approved previous hands-on slab moisture testing experience, or applicants who wish to enhance their slab moisture testing ability, can take the Demonstration and Workshop. All five (5) ASTM tests included in the program will be demonstrated with an opportunity for hands-on testing and training by our instructors/judges. Participation in this session will fulfill the requirement of previous hands-on slab moisture testing experience necessary for acceptance into the Certification Course.

RECERTIFICATION

Recertification is required if continued certification is sought beyond the original *ICRI Concrete Slab Moisture Testing Technician—Grade 1* certification period. Recertification can be taken within 6 months of the original certification expiration date but not longer than 9 months after the expiration date, or the full Certification program (Tier 2)—including the Educational session, Written Examination, and Performance Examination—must be retaken in their entirety.

Recertification requires passing a Written Examination only, covering the five applicable ASTM Standards. Successful recertification will provide certification for a period of five (5) years and a new certificate and wallet card will be issued by ICRI.

VISIT WWW.ICRI.ORG FOR THE LATEST INFORMATION ON CSMT CLASS LOCATIONS, DATES, AND SCHEDULES.

If you have questions, are looking to obtain Certification Course prequalification, or are interested in an in-house certification program, please contact ICRI Program Director Dale Regnier at daler@icri.org.

