

Northeast Flooring Forensics: Forensics for Flooring Flaws



Northeast Flooring Forensics is an independent investigator of every and all flooring problems.

You've recently had some wall-to-wall carpeting installed, and there's a strange discoloration in certain spots. Your new hardwood floors have developed a buckle or maybe the vinyl flooring, installed just weeks ago, has grown a bubble.

Cracked tiles, separating seams, stain-resistant rugs that don't seem to resist stains at all; a lot can go wrong when it comes to flooring. And when it does, it's often difficult to determine exactly what did go wrong – was it the installation? Was it a defective product? Perhaps it was just the wrong material in the wrong place.

The installer blames the retailer. The retailer blames the manufacturer. The manufacturer blames the retailer and the installer. Where to turn...



*A lot can go
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To Northeast Flooring Forensics, that's where. It's an independent investigator of every and all flooring problems. Owner John Paul Viveiros quite literally grew up in the flooring business. His father owned a flooring company that Viveiros still operates. Those forty years of experience, combined with many hours of specialized training in flooring forensics, make Viveiros unusually qualified to get to the bottom of the situation when flooring problems arise.

"My job is to find out what went wrong'" says Viveiros. "It sounds simple enough, but it's something that the consumer just doesn't have the knowledge and experience to determine for themselves."

Moisture can be a particularly complicated problem.

"There might have been too much moisture before installation, but there might have been too much moisture present only after installation. Part of my job might be to figure out which it is."

But moisture is only one possible cause of a flooring problem.

"Every manufacturer has its own parameters; its own guidelines

as to what material should be installed for each application and under what conditions. So you might have a great product that's just installed in the wrong place, or you might actually have a defect in manufacturing."



Northeast Flooring Forensics has multiple methods to test various types of flooring.

Viveiros will work with the consumer as that third-party, disinterested investigator to sort out who or what is the cause of the issue. However, he'll also work on behalf of builders, retailers, installers, manufacturers and even architects.

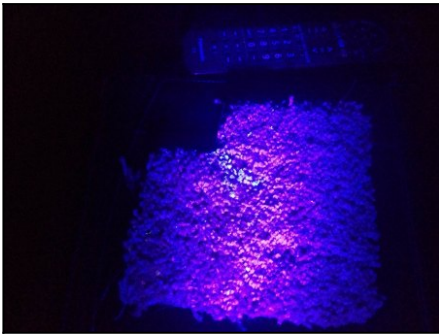
"The point of the process is to get it right. Manufacturers will hire me to make sure the installation is correct, for instance. But no matter who has hired me, my job is to give an objective, honest rendering of what the problem is, so we can determine how to fix it."

For instance, let's say you've had a hardwood floor installed and, over time, the spacing of the floor boards has changed. Northeast Flooring Forensics will typically check the moisture content of the wood itself, but perhaps also the nail pattern.

Viveiros says that clients are often surprised at what turns out to be the source of the problem.

Acclimation is a big factor, he says. Flooring, and not just

wood flooring, has to be acclimated. It often has to be introduced to the environment in which it is to be installed, 48 hours before the actual installation.



There is always a forensic trail and nearly impossible to hide.

“If that’s not done, there could be problems later on. It’s just not something people always know about,” he says.

In forty years, John Paul Viveiros has pretty much seen it all when it comes to floors. He’s works with every material: he’s sold it, installed it, repaired it and inspected it. Sometimes the cause of a problem is found where you’d least expect it.

“I had a case recently where there was a discoloration of the carpeting, but just in certain spots. After investigating, we determined that it was actually caused by acne medicine that had been on the fingertips of one of the residents of the house. She had touched the carpet in certain spots and it caused the discoloration.”

“New flooring costs a lot of money. If there’s a problem, call an expert to protect your investment. Sometimes, things wind up in court and we’re able to provide the facts that a consumer needs.”

But other times, the consumer is pointed in the right direction to fix the problem. When you need a flooring sleuth to arm you with the facts, call Northeast Flooring Forensics.

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