



## MFMA FLOORING INSPECTION SERVICE

Since 1897, the Maple Flooring Manufacturers Association (MFMA) has served as the source for technical and general information regarding the manufacture, grading, installation, and maintenance of maple flooring systems. MFMA offers impartial, third-party inspection services in instances where parties involved in the installation and/or maintenance of MFMA maple flooring systems cannot resolve serious disputes and wish to obtain an additional outside opinion on the floor(s) in question.

The MFMA inspection service is intended for installation and post-installation problem assessment and evaluation. Separate guidelines for grade re-inspections are available from MFMA Headquarters. Additional information concerning this MFMA service:

1. Inspections are strictly limited to grade-marked and stamped MFMA maple flooring manufactured by an MFMA Milling Company Member.
2. The inspection service includes preparatory time in advance of the inspection, interviews with involved parties, the actual on-site inspection, and off-site follow-up. The on-site inspection covers grade, millage and specie of the wood, condition of the maple flooring, condition of the subfloor and concrete slab (if viewing is requested and possible), examination of general site conditions, and a review of the floor sanding, sealing, court lining, and finishing. The final evaluation is based upon structural integrity, playability, and aesthetics.
3. Architectural specifications, photographs, correspondence, and any other documentation of the problem (i.e., job files) and system installation should be sent to the MFMA for review prior to the on-site inspection.
4. All the involved parties are encouraged to be present at the on-site inspection. This includes (but is not limited to) the owner, architect, general contractor, flooring contractor, facility manager, and facility maintenance staff. The on-site portion of our inspection service can usually be completed in 3-4 hours. To maintain transparency, the MFMA requires that all involved parties be invited to attend the inspection process.
5. During the on-site inspection, we will attempt to educate all parties on the care and maintenance of MFMA maple flooring systems.
6. A written report is issued by the MFMA within 4 weeks subsequent to the inspection. The written report is sent **ONLY** to the individual that signs this agreement form. The report focuses on what was observed during the on-site inspection and will consider all materials submitted regarding the floor. Our overall goal with each report is to provide the appropriate corrective measures to return the floor to its proper condition. If necessary, we will also recommend acceptance or rejection of the floor due to more serious factors.

7. The role of the MFMA on-site inspector is to obtain facts and observe the floor's condition. Final observations will be made in writing only - **no opinions will be offered until the written report is issued.**
8. MFMA recommendations are not binding. Implementation of our recommendations and settlement of complaints is strictly between disputing parties.
9. Neither the MFMA nor the on-site inspector is responsible for arbitration of claims, financial losses resulting from an inspection, enforcement of agreements, or future performance of the floor when recommended corrective measures are undertaken. Parties waive any such claims against MFMA.
10. The fee for an MFMA flooring inspection is \$3,000 plus travel-related expenses. MFMA requires a \$3,850 deposit in advance. The deposit covers the \$3,000 inspection fee, written final report, and a deposit for travel expenses. If travel expenses total less than \$850, a refund will be issued for the difference. If travel expenses exceed \$850, an invoice will be issued for the balance. The invoice will detail all expenses incurred by MFMA in conducting the on-site inspection and must be paid in full before the final written report is issued.
11. In order to schedule an MFMA Flooring Inspection, please complete and submit the items contained in the checklist attached.

Your signature below indicates that you have read, understand, and agree to be bound by provisions contained in this description of the MFMA Flooring Inspection Service.

Printed Name: \_\_\_\_\_ Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For more information or to schedule an inspection, contact:

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 888-480-9138

## **Pre-Inspection Check List**

- Signed agreement submitted.
- Check, Credit Card, or Purchase Order for \$3850.00 submitted.
- A list of all parties involved in the specification, installation, and maintenance of the floor, including contact information for all parties.
- System information including manufacturer, system type, installation logs (if available), architectural specifications and submittals (if available), and the maintenance and repair history.
- A full chronological description documenting the reason for an MFMA inspection request, including installation date, first occurrence of the issue, any remedial actions performed, and all relevant correspondence between stakeholders.

**The inspection date and time will not be confirmed until all check list items have been received.**