



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 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 Flooring Inspection Service (the “Service”) is intended for installation and post-installation problem assessment and evaluation. Separate guidelines for grade re-inspections are available from MFMA Headquarters. The following terms apply to the Service:

1. Inspections are strictly limited to grade-marked and stamped MFMA maple flooring manufactured by an MFMA Milling Company Member. The Service includes preparatory time in advance of the inspection, interviews with involved parties, the actual on-site inspection, and off-site follow-up. The inspector will report on all items/concerns identified by the party requesting the inspection (the “Requestor”) and any directly related items. The inspector will not report on items not specifically noted by the Requestor in conjunction with the Pre-Inspection Check List below.
2. 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. **Prior** to scheduling the on-site inspection, the Requestor must send to the MFMA the relevant architectural specifications, photographs, correspondence, and any other documentation of the problem/concern (e.g., job files) and system installation so that these items can be reviewed by the inspector in advance.
4. All the involved parties are encouraged to be present at the on-site inspection. This includes (but is not limited to) the owner, owner representative, architect, general contractor, flooring contractor, facility manager, and facility maintenance staff. The on-site portion of the Service can usually be completed in 3-4 hours. To maintain transparency, the MFMA requires that all involved parties be invited to attend the on-site inspection.
5. During the on-site inspection, the inspector will attempt to educate all parties on the care and maintenance of MFMA maple flooring systems.

6. The written inspection report (the "Report") will be issued within four weeks after the on-site inspection. The Report will be presented to the Requestor as well as the owner or owner's representative, the flooring contractor, and the flooring manufacturer. The Report focuses on observations made during the on-site inspection and will consider all information submitted regarding the floor. The overall goal with each Report is to provide the appropriate corrective measures to return the floor to its proper condition, if applicable. If necessary, the inspector will also recommend rejection of the floor if serious issues exist that cannot be remediated with reasonable corrective measures.
7. The role of the MFMA on-site inspector is to obtain facts and observe the condition of the floor. Final observations will be made in writing only - no opinions will be offered until the Report is issued.
8. The Report contains the opinion of the inspector for informational purposes only, and MFMA disclaims all warranties, expressed or implied, with respect to the Report. Any recommendations in the Report are suggestions only, and the Requestor and other involved parties are solely responsible for any decisions with respect to the floor following the issuance of the Report and for the performance of the floor following any decision to implement or not implement any recommended corrective actions contained in the Report. MFMA's aggregate liability with respect to any claims by the Requestor shall not exceed the amount paid by the Requestor to the MFMA for the Service. In no event shall MFMA be responsible for any incidental or consequential damages (including, without limitation, indirect, special, punitive, or exemplary damages or damages for loss of business) arising out of the Service, including any on-site inspection or the content of the Report. The Requestor shall defend, indemnify, and hold harmless the MFMA and its employees and agents from and against any third-party claims arising out of or related to the Service or the content of the Report.
9. The fee for the Service is \$3,000 plus travel-related expenses. MFMA requires a \$3,850 deposit in advance, unless MFMA agrees in writing otherwise. The deposit covers the \$3,000 Service fee and anticipated 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 to the Requestor 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 Report is issued.
10. In order to schedule the Service, please complete and submit the items contained in the checklist attached.

[signature page follows]

Your signature below, as the Requestor, indicates that, in consideration of receiving the Service, you have read, understand, and agree to be bound by provisions contained in the terms set forth above.

Printed Name: _____ Company: _____

Phone Number: _____ Email: _____

Facility Name: _____

Facility Address: _____

Signature: _____ Date: _____

For more information or to schedule an inspection, contact:

John Evans
Technical Director
Maple Flooring Manufacturers Association
1325 Tri State Parkway, Suite 110
Gurnee, IL 60031 USA
JEvans@maplefloor.org
888-480-9138

Pre-Inspection Check List

- Signed agreement submitted.
- Payment (check or credit card) for \$3,850 submitted (unless MFMA otherwise agrees in writing).
- 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 pertinent issue(s), 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.