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Troubleshooting Guide Helps Installers Avoid Mistakes

John Moore

Welcome to Floor Covering Installer's third annual Troubleshooting Guide. This special issue was launched three years ago with the intent of offering a series of articles addressing the most common problems associated with the installation of all types of floor coverings, including carpet, resilient, laminate, ceramic tile and hardwood. The response to the first issue was so good that it continues today, and here we are with our third installment. Rather than re-visit the topics that we addressed in the first two guides, we instead offer new subjects in each product category, in an effort to round out the information that is covered here. If for some reason you missed either of the previous guides, you can access them online on the FCI website, www.fcimag.com.

In this special Troubleshooting Guide, we cover all the bases for installation information, from hardwood to ceramic tile and everything in between. Columnist Mickey Moore, technical director of the Wood Flooring Manufacturers Association (NOFMA), offers a comprehensive look at troubleshooting noisy hardwood floors, which can be caused by a variety of problems, including flooring that is loosely matched, improper fastener selection and installation techniques, and subfloor conditions. Columnist Jon Namba, technical director for the World Floor Covering Association (WFCA), covers troubleshooting for laminate floors, demonstrating the correct techniques for repairing chips in both glue and click systems. Columnist Dave Gobis, executive director of the Ceramic Tile Education Foundation (CTEF), explains the importance of understanding and applying industry standards and how this can help installers to avoid many common tile installation problems. Long-time columnist Michael Hetts shows how to handle one of the most difficult types of carpet installations, a spiral staircase. Columnist Bill Baxley examines the common problem of underlayment in his long-running "You Make the Call" column.

Last but certainly not least, FCI is proud to welcome a new columnist to our roster of industry experts. Christopher Capobianco, who has written several articles for FCI and its sister publication National Floor Trends, will cover all aspects of resilient installation in his new column, "Let's Talk Resilient," which starts in this issue. Having worn just about every hat there is in the floor covering industry, from retailer to manufacturer representative to consultant, Christopher is a veritable walking encyclopedia of floor covering information, and we're glad to have him on board. Special thanks to all of our columnists for making this an exciting and information-filled issue. We hope that you enjoy it, and that it will help you to work more effectively.



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