



THE SENTRY PROGRAM

identify potential problems before they become future failures

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Time consuming, expensive, embarrassing and disruptive mark the attributes of every floor covering claim

Is it ever possible to *proactively mitigate* the damage and expense caused by any single claim?

- What if you could take a simple step to minimize the risk of failure?
- What if you could add considerable value to any project for minimal cost?
- What if you could protect yourself against mistakes by others?
- *What if...?*

THE SENTRY PROGRAM™ is a quality assurance program, designed specifically for the floor covering industry. Its purpose is to identify potential problems before they become future failures – a proactive approach to the challenge of installing today's floor covering materials.

Everyone knows that quality assurance is in the best interest of all parties. To that end, **SENTRY** provides

- A way to identify & document those variables that adversely affect the performance of a product or installation procedure. **SENTRY** creates an opportunity to assure quality through a defined, structured and product-specific pre-inspection process.
- Written and photographic documentation of job-site conditions create a permanent job record which can be used for future reference.
- An early warning opportunity, allowing for the pro-active identification and reporting of job site deficiencies and the assessment of proposed solutions.
- Added value for the project owner and those in the owners network: architect, designer, general contractor, developer, property manager, construction manager, et al.

SENTRY achieves its success by identifying the many variables that can adversely affect a floor covering installation project. The program is simple.

- *Custom-designed to Meet Your Needs* | **SENTRY** is a smorgasboard of services; you tell me what you'd like to accomplish and I'll design the program. It's so flexible, it's scope can be defined as broad or as narrow you need.
- *The Intake Interview* | Once the **SENTRY** scope is designed by me and approved by you, I'll request certain product & contact information.
- *Job Site Evaluation* | With a defined scope and requested information received, the program proceeds at it's designed and scheduled pace. Progress reports are provided directly to you - any deficiencies or deviation from specification are noted and reported. My role is that of an observer - I will not intervene without explicit instruction to do so.
- *Archival Documentation* | All data is documented into a permanent report format for your future use or reference.

Call me to discuss how **THE SENTRY PROGRAM** can work for you.

When is SENTRY the Right Tool for You?

- Any time you want to identify & document variables that can adversely affect the performance of a product or installation procedure.
- Any time you're replacing a product due to previous failure.
- Any time you're thinking of certifying or licensing a new or unproven flooring contractor.
- Anytime a project installation is intended to serve as a showcase.
- Whenever the job has to go and you know that conditions are not right
- Whenever you want to add value for your client.

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before they become future failures*

Flooring Forensics?

FLOORING FORENSICS® is an independent consulting firm, specializing in the science, analysis and disciplines of floor covering failure analysis, water vapor intrusion, concrete moisture testing, product performance evaluation and product installation. The development and evaluation of specifications, concrete surveys and technical writing are included within my field of expertise.

FLOORING FORENSICS, founded in 1982 by president and CEO Roland A. Vierra, has extensive experience in every segment of the flooring industry: project development & design, manufacturing & product installation, failure analysis, concrete moisture testing and the design of appropriate mitigation applications.

Professional services include

- Site Inspections, Failure Analysis and Materials/Flooring Assembly Testing
- Specification development, review & technical writing
- Litigation support (document review, expert reporting, consultations)
- Claims evaluation and support for the insurance industry
- Guidance, Consulting & Quality Assurance through **THE SENTRY PROGRAM®**
- Training & Education
- Mediation/Arbitration support

Mr. Vierra is sought out as an instructor on moisture related flooring failures and concrete moisture testing.

FLOORING FORENSICS is uniquely qualified to assist with every floor covering issue, problem or complaint and is happy to answer questions pertaining to floor covering performance, product selection, specifications, claims, moisture intrusion and product/installation failures.

Flooring Forensics does not broker, sell or install floor coverings

Credentials, Training & Certifications

CARPET & TEXTILES

- Carpet Claims Inspections, LGM Technical Services, 1986
- Carpet Claims Inspections, FCITS, 1989
- Senior Practicing Carpet Claims & Inspections, IICRC, 1989
- Textile Laboratory Testing AATCC, 1994
- Carpet Installation Claims & Inspections, CFI, 1997
- Technical Certification, Carpet Installation, CFI, 1997
- Advanced Carpet Claims & Inspections, Advanced Flooring Specialists, 2000

RESILIENT & LAMINATE

- Installation & Claims, Wilsonart Laminate Flooring, 1996
- Installation & Claims, Pergo Flooring, 1995, 2004
- Installation & Claims, Mohawk Industries Laminates, 1994
- Installation & Claims, Mannington Resilient, 1995, 2004

CONCRETE, MOISTURE & COATINGS

- Masters Certification, Specialty Coating Surfaces, World of Concrete, 2003
- Masters Certification, Understanding Moisture in Concrete Floors, World of Concrete, 2004
- How to Prevent Moisture-Related Problems with Floor Coverings and Coatings on Concrete Slabs, StarNet Commercial/CTL Laboratories, 2004
- Flooring Problems & Solutions: Measuring Moisture Vapor in Concrete Slabs, International Concrete Repair Institute, 2005
- Flooring Failures on Concrete Slabs: Moisture, Moisture Testing & Failure Analysis, LGM Technical Services, 2007
- Concrete & Concrete Coating Inspector Certification

- The Society for Protective Coatings, 2008
- Moisture Testing & Training Certification International Concrete Repair Institute 2009

HARDWOOD

- Installation, Sand & Finish, NWFPA, 1999
- Hardwood Flooring Claims Inspections, NOFMA, 2002
- Hardwood Flooring Claims Inspections, NWFPA, 2003
- Understanding the Hardwood/Moisture Relationship
- Howard Brickman Consulting, 2004
- Advanced Inspections & Claims
- NWFPA 2005 (member of technical committee that developed course)

MISCELLANEOUS

- Mediation & Arbitration Certified (UC Santa Cruz), 1997
- Principals of Hazardous Materials Management (UC Santa Cruz), 1998
- National Tile Council of America (NTCA), 2004
- Successfully completed all certification training and testing requirements
- Construction Specifications Institute CSI, Construction Specifications, Construction Documents & Contract Administration, 2005

Third-party observation & comment on all floor covering issues, problems or concerns