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SC Court of Appeals

THE STATE OF SOUTH CAROLINA
In the Court of Appeals

APPEAL FROM HORRY COUNTY
Court of Common Pleas
The Honorable Dale Van Slambrook, Circuit Court Judge

Appellate Case No. 2024-001734

Olga Teslenko, Appellant,
v.
Joe Kocsis and Carpet King & Flooring,
Respondents.

LETTER TO THE APPELLATE COURT CLERK FILING APPELLANT'S TRIAL EXHIBITS AS REFILED WITH THE CIRCUIT COURT ON 7/22/2024

December 2, 2025

TO THE HONORABLE JENNY ABBOTT KITCHINGS, CLERK OF COURT
SOUTH CAROLINA COURT OF APPEALS
1220 Senate St.
Columbia, SC 29201
(803) 734-1890

RE: Olga Teslenko v. Joe Kocsis, Appellate Case No. 2024-001734

Appellant Olga Teslenko, appearing pro se and in compliance with **this Court's Order dated November 26, 2025,** hereby submits the following physical copies of her original trial paper exhibits and flashdrive, which she filed with the circuit court on July 22, 2024 to correct the omissions in the magistrate's return.

This filing is in compliance with this Court's Order, which granted Appellant's August 28th Motion for the alternative relief.

The enclosed exhibits are true copies of Appellant's trial paper exhibits and flashdrive, admitted into evidence at trial on March 27, 2024, and subsequently filed with the circuit court

on July 22, 2024, according to the given instruction. According to that instruction, they were filed unnumbered at the circuit court.

In accordance with court rules, these exhibits are now numbered with a tag affixed to each exhibit. This way, each exhibit is an exact match to the docketed circuit court scan, only legible. Exhibit 1 is included as part of the circuit court filing:

1. Exhibit 1 – Letter filing Exhibits Omitted in Lower Court's Return, 7/22/2024 (1 page);
2. Exhibit 2 – PLAINTIFF'S STATEMENT, filed at trial (5 pages);
3. Exhibit 3 – RESILIENT FLOORING STANDARDS, Excerpted Chapter (7 pages).
4. Exhibit 4 – INSPECTION REPORT (2 pages);
5. Exhibit 5 – INSPECTION PHOTOGRAPHS (45 pages);
6. Exhibit 6 – SHAW FLOORS: What to Expect and How to Prepare (1 page);
7. Exhibit 7 – All Instructions, summation document (3 pages);
8. Exhibit 8 – SHAW FLOORS: Installation Guidelines for Resilient Direct Glue (7 pages);
9. Exhibit 9 – SHAW 200 TPS Adhesive Specification (5 pages);
10. Exhibit 10 – SHAW 200 bucket label, photograph (1 page);
11. Exhibit 11 – SHAW 200 Recommended Trowels, photograph (1 page);
12. Exhibit 12 – SHAW 200 Installation, Roll and Cross Roll, photograph (1 page);
13. Exhibit 13 – Gmail: Bullying, Misrepresenting, printout (3 pages);
14. Exhibit 14 – NFCA Reference Manual, Concrete Preparation, photograph (1 page);
15. Exhibit 15 – NFCA Reference Manual, Inadequate Transfer, photograph (1 page);
16. Exhibit 16 – PLAINTIFF'S FLASHDRIVE (physical flashdrive);

Enclosed please find:

1. 84 pages of Appellant's original trial paper exhibits.
2. Appellant's original trial flashdrive.

The **Certificate of Service** of these exhibits on Respondent is included after this letter.

Thank you for your attention to this matter,

Respectfully submitted,

s/ Olga Teslenko
Olga Teslenko, Appellant, Pro Se
100 Fountain Pointe Ln, Unit 103
Myrtle Beach, South Carolina 29579
Email: osenochen@gmail.com
Tel: (510) 388-2780

Dated: December 2, 2025

EXHIBIT 1

STATE OF SOUTH CAROLINA	)	2024CP2602983
	)	COMMON PLEAS CASE UMBER
COUNTY OF HORRY	)	
	)	2023CV261093695
Olga Teslenko	)	MAGISTRATE CIVIL CASE NUMBER
APPELLANT	)	
	)	
VS.	)	IN THE COURT OF COMMON PLEAS
	)	
Carpet King & Flooring, Joe Kocsis	)	LETTER TO THE
RESPONDENTS	)	CLERK OF COURT

July 22, 2024

FILED
HORRY COUNTY
2024 JUL 22 P 2:16
RENEE N. ELVIS
CLERK OF COURT
HORRY COUNTY, SC

Mme. Rene N. Elvis,
Horry County Clerk of Court
P.O. Box 677
1301 2nd Avenue
Conway, South Carolina 29526

RE: Olga Teslenko, Appellant, VS. Carpet King & Flooring, Joe Kocsis, Respondent,

Dear Madame Clerk of Court,

I would like the Judge in my case to review the evidence which I submitted to the Magistrate, Honorable Judge Christopher Arakas, at my court hearing in the Magistrate Court, and which has been omitted in the return documents, returned by the Magistrate. Without this evidence, the matter of my appeal cannot be ascertained, and therefore a risk of miscarriage of justice exists. This evidence is included in a flash drive and printed documents the same way I submitted it to the Magistrate court originally. I would like to propose to include this evidence in the Record of Appeal as the evidence omitted in the Magistrate Return.

Sincerely,

Olga Teslenko, Appelant,
100 Fountain Pointe Ln, Unit 103,
Myrtle Beach, SC, 28578

July 22, 2024

Enclosed:
Flash drive
Olga Teslenko's Magistrate Court statement and supporting documents

EXHIBIT
2

Civil Case #: 2023CV261093695

Olga Teslenko's Statement.

Your Honor, a flooring contractor, Mr. Joe Kocsis, who I paid $3400 to install direct glue vinyl plank flooring in two rooms in my condo, did not carry out his contract (please see **Folder #1** for contract and payments).

I am aware of the South Carolina law which provides the contractor with the Right to Cure a defect. However, this is not a situation of a construction defect. On November 9, 2023, Mr. Kocsis violated all of the industry requirements for the installation of direct glue LVP flooring, and thus failed to carry out his contract. Nearly all of the planks Mr. Kocsis layed on the concrete slab in my condo, have lifted off within the first ten days after the installation. Please see **Folder #2** for my date-stamped pictures and videos, as well as the videos from the NFCA Reference Manual showing a failed bond test and a passed bond test, for comparison. I informed Mr. Kocsis of these problems, and on November 16, a week after his installation, he came to inspect it. During his inspection, Mr. Kocsis said that "this is normal", and admitted that they didn't prepare the concrete subfloor. Please see **Folder #3** for my date-stamped pictures of the concrete slab before and after the installation, as well as a photo from the NFCA Reference manual showing a properly prepared concrete slab, for comparison. During his inspection, Mr. Kocsis admitted that they did not roll the installation, which is one of the most crucial manufacturer's requirements, and finally agreed to return my money. Please see **Folder #4** for the audio record of Mr. Kocsis' inspection and admissions. The following day Mr. Kocsis changed his mind and tried to intimidate me into accepting his installation and into dealing with strange unknown people. I consulted the South Carolina Residential Construction Standards for Resilient Flooring, please see **Folder #5** for SC Residential Construction Standards, which are also included in your printed package. I also downloaded Shaw installation instructions, please see **Folder #6** for Shaw installation instructions, adhesive specifications, and material specifications, which are combined in a single document **All Instructions** and included in your printed package. Both the SC Residential Construction Standards and the manufacturer's instructions confirmed that this is not a defect but a complete material breach of contract. The SC Residential Construction Standards define loosening of the resilient flooring to be a defect **only** if it occurs after the normal

warranty period of one year: **"Resilient flooring should not loosen during the normal warranty period"**. As you can see in my date-stamped photos and videos, these planks not only loosened but came off (please see Folder #1 again). Normally, a bonded vinyl plank will not come off easily or in one piece if bonded properly, please see the Bond Test videos in **Folder #7** taken from the NFCA Reference Manual. I therefore filed a complaint with the South Carolina department of LLR, it is included in **Folder #8 on your flash drive**, and hired an independent flooring inspector, recommended by the manufacturer and certified by FCITS (**Folder #9**). The Shaw-recommended, FCITS-certified independent inspector found that "**all the problems at this jobsite indicate a failure to comply to the installation guidelines as required by the manufacturer. All the problems inspected are jobsite and installation related issues. The installers did not follow the required protocol and guidelines set forth by the manufacturers**". The complete inspection report is included in **Folder #9 on your flash drive** as well as printed in full and included in your printed package.

In addition, there was a strong smell of maryjuanna present on the day of the installation in my family room. This, and some other evidence discovered later (enclosed in **Folder 10**), suggested that Mr. Kocsis acted in bad faith from the beginning and his negligence was intentional. The fact remains that all of the area described in his offer **E176** has not been installed, as is confirmed by the independent inspection. I ask that Mr. Kocsis return the money I paid him for this failed installation and the money I paid to hire an independent inspector, $3830 in total, as soon as possible. I am disabled, my disability benefit is small, I need to recover this money in order to install flooring properly on the bare slab in my condo.

Let me elaborate.

In October of last year, I collected bids to install glue-down LVP flooring, manufactured by Shaw, in two rooms in my condo. Half of my condo was already done in this same vinyl plank installed the same way (direct glue-down) several years ago by the previous owners. So I saved up enough money, and called several flooring contractors requesting bids to install the same model flooring in the rest of my condo. On 10/31, Mr. Joe Kocsis came to my home and presented himself the owner of Carpet King and Flooring. He conducted the necessary measurements and discussed with me my need to install this

flooring correctly. He assured me he has the expertise, and the following day emailed me his offer #E176 for this LVP glue-down installation. I enclose here the Shaw Floors **"Installation Guidelines for Residential Resilient Direct Glue" installation method to show what is defined as LVP glue-down installation**. Please see the All-Instructions document in folder #6 for this definition. I accepted to Mr. Kocsis' offer, and asked Mr. Kocsis if it needed to be signed. He said he only needed my first payment, and the following day I delivered to Carpet King and Flooring my first payment of $1700.

On the day of the installation, on November 9 of last year, the LVP material was brought in at noon and installed immediately. At the end of the day Mr. Kocsis reported the installation to have been completed, and requested that I write out my second check to his name personally, which I did. Mr. Kocsis said he will come by the following day to install the end cap for the sliding door, which in his words was the only remaining part of the contract. The following day he reported ill and requested a week to get better. During that week all of the planks in my family room started to peel and lift off, as well as most of the planks in my master bedroom. I tripped over them, they squelched under foot, or they gaped in sight. I reported these problems to Mr. Kocsis, who came to inspect them on November 16, a week after the installation. Mr. Kocsis came bearing an end cap for the sliding door which he said needed to be installed to completely finish the contract. In **Folder 4 on your flash drive** I enclose a complete audio record of his inspection. with short characteristic segments copied for convenience. During his inspection, Mr. Kocsis said that the peeling and lifting was the adhesive's fault, or that it was due to the old carpet glue which was on the subfloor, that this is normal and an easy fix, **and that they can patch up the peeling spots, and they may need to bring a roller this time,** which they didn't have before, but it looks like it would help, and if I insist they would even bring a straightedge, but that I shouldn't look for more peeling planks or collect them. I disagreed on all counts, pointing out that it looks like too little glue was used for this installation area because nearly every plank is peeling fully off. Then Mr. Kocsis admitted he is not the owner of Carpet King & Flooring, and asked if I would please give him a second chance. I explained that I am not in the position to give second chances, and requested that he return my money. Mr. Kocsis agreed to return my money. We agreed. However later that day, Mr. Kocsis sent me a text in which he again asked for the opportunity to "fix this". In the following few days, most planks lifted off with no glue on the back, while some planks had faint trowel marks

which showed to be half of the required size and not rolled, yet other planks showed patches of old paint or old glue. I researched, and discovered that the concrete subfloor in my condo was not prepared to the Shaw instructions, that the wrong trowel size was used, which dispersed too little glue, and that the installed planks were not rolled, as required by the installation instructions. All of this failed to create adhesive transfer to the back of the planks. Since none of the installation has been done according to the industry guidelines and Shaw instructions, I refused to give Mr. Kocsis a second chance. This was a case of a completely breached installation, not a defect. I also understood that Mr. Kocsis knowingly acted in bad-faith from the beginning. I filed a complaint with the SC department of LLR, and filed a claim with this court. I sought the manufacturer's instructions and contacted Shaw customer support to obtain clarifications. Finally, I hired a Shaw-recommended FCITS-certified flooring inspector to conduct an independent inspection.
The inspection found the following:

> All the problems at this jobsite indicate a failure to comply to the installation guidelines as required by the manufacturer. All the problems inspected are jobsite and installation related issues. **The installers did not follow the required protocol and guidelines set forth by the manufacturers.**
>
> The substrate was not smooth, clean, and free from all foreign materials such as dust, old adhesive, old paint, etc. The porous and cracked concrete sub floor has absorbed the glue and the subfloor was not properly prepared for the luxury vinyl plank.
>
> The sub floor has depressions, dips, and valleys over 5/16" in a 6' radius. Pictures indicate the major floor deviations and dips that needed to be corrected prior to the install. All the perimeter tackstrip holes, cracks, and deviations were not appropriately patched, prepared, or primed.
>
> No bond testing was performed. Set a minimum of three planks in the adhesive overnight. If the planks are stuck, or the plank has adhesive transfer onto the back, this indicates a good bond.
>
> Flooring material and adhesive must be acclimated to the installation area for a minimum of 48 hours prior to installation.

Substrate porosity was not determined. Wrong size trowel was used. The installers did not determine the porosity of the concrete subfloor and used the wrong trowel size in one room. The water drop test indicates this is a porous substrate. Vinyl tile and plank to be installed over a porous substrate require a 1/16" sq. notch trowel. This installer used a 1/32" trowel in the family room. This led to insufficient adhesive transfer to the backs of the planks.

This installation was not rolled. The trowel or glue did not appear pressed or smudged which would indicate that the products were not rolled with a 100lbs. roller to create transfer, as required by the manufacturer's instructions. After the installation of floor covering, roll floor covering with a 75-100lbs. roller. These installers did not roll the installed floor covering with a required roller. The installed planks did not have glue transfer on the back. **The planks in the full length of the install were lifting and peeling up. The edges are continuously lifting throughout the installed areas and creating a severe tripping hazard.**

The previously installed vinyl planks in the foyer were glued down using a 1/16" trowel, and rolled, and these planks are not peeling or lifting.

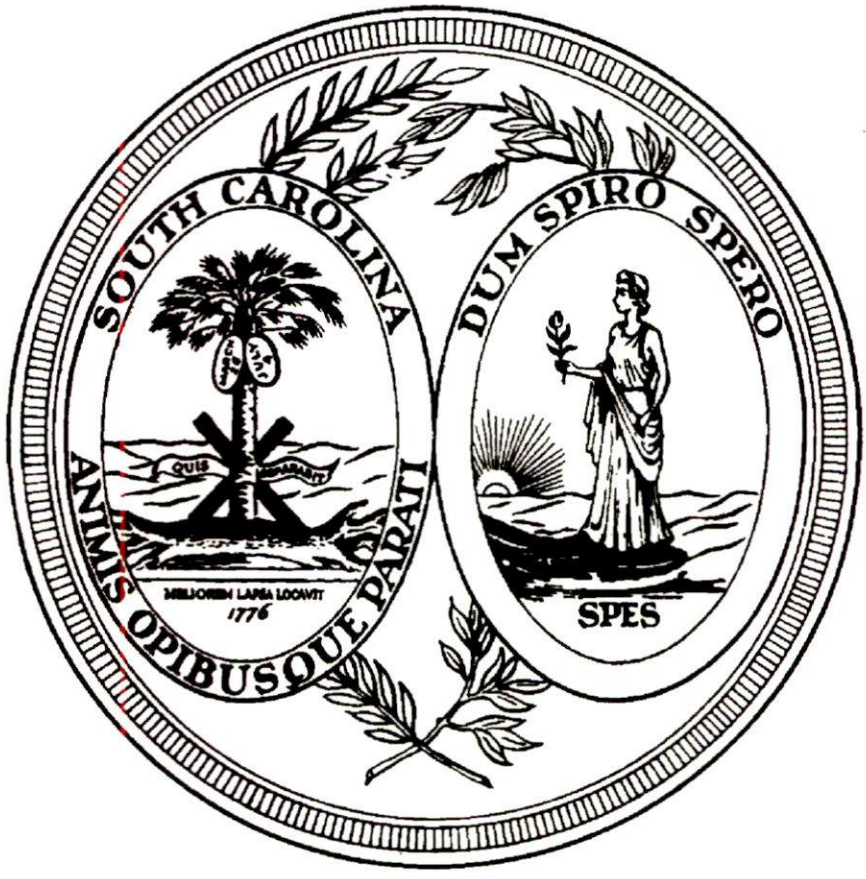
I have provided this court with several physical vinyl planks which were used in that installation, and which contain some traces of old paint, or wrong trowel marks, which can be ascertained with the two trowels included.

I have a neurological disability which makes it impossible for me to earn money now. I can only save money month to month but my disability pension is very small. I must recover the money I paid Mr. Kocsis in order to install flooring properly in my condo. Your Honor, I am asking not only for the $3400 I paid Mr. Kocsis, but also for the $430 inspection fee, and I am asking you to include provisions for this money to be repaid promptly and definitely.

Thank you very much for your time and consideration,
Olga Teslenko

EXHIBIT
3

South Carolina Residential Construction Standards



The Residential Builders Commission of the South Carolina Department of Labor, Licensing and Regulation adopted the Residential Standards as the Guidelines by which all investigations shall be conducted, as approved July 26, 1995 and revised October 29, 1997.

Adopted by the Commission on February 18, 1998.

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RESILIENT FLOORING STANDARDS

Background

Resilient flooring includes inlaid, roto-vinyl, seamless sheet vinyl, and resilient vinyl composition tile.

All resilient flooring is subject to normal manufacturing tolerances and most particularly to dye lot variation affecting color, texture, and pattern. From time to time, patterns are taken off the market, which makes it impossible to exactly duplicate a material when none is available. The most common problem occurring when partial replacement is called for in repair is the inability to match closely in color due to variation from dye lot to dye lot. In the replacement or correction of resilient flooring, the owner must be prepared to accept a variation in dye lot, when the pattern is still in existence and is cautioned that a seam may show. When a repair is made, the smallest possible area should be repaired. Although the builder will attempt to match colors as closely as possible, the owner should note that the wax or vinyl dressing build-up on the existing areas, light variations, atmospheric conditions and other chemical reactions will produce a color variation, even within within the same dye lot. The owner can minimize this variation by removing any build-up and thoroughly cleaning the floor according to the flooring manufacturer's recommendations. Likewise, the color variations will become less noticeable with subsequent dressings and use of the floor.

The nature of resilient flooring makes possible permanent deformation of the surface when subject to high loads which can be exerted by furniture with improper floor protectors or no protectors at all. Manufacturer recommended protectors are a necessity. The protectors must rest flat on the floor, not at an angle. The maximum surface load per square inch must not exceed 75lbs. Narrow tipped or stiletto high heels will damage vinyl tile and all sheet vinyl flooring and would not be the builder's responsibility for repair. Because of this and the wear and tear caused by normal use of resilient flooring, no reasonable repair can be expected to restore perfectly the resilient flooring to a new, unused condition.

Resilient flooring is a manufactured product bought as a finished product, either in the form of squares or sheet goods, which is applied by the appropriate trade, predominantly with mastic directly over the surface prepared to accept it.

1. Common Defect or Problem

   Nail pops appear on the surface of resilient flooring.

   Performance Standard

   All nail pops should be repaired.

Builder Repair Responsibility

Correct all nail pops which have not broken the surface of the goods by driving the nails back into place. Replace any areas where the nail pop has broken the surface. Replace sheet goods in the minimum area where the joint will not be readily noticeable where the nail pop broke the surface.

2. Common Defect or Problem

Seams or ridges appear in the resilient flooring due to subfloor irregularities.

Performance Standard

In the natural settling and shrinkage process, some mismatch of the subfloor may exhibit and mirror itself as ridges or depressions showing on the surface goods. This can be minimized by the customer in his selection of an embossed pattern in a darker color. In particular, lighter solid colors and/or smooth vinyl surfaces mirror any minor variations of the subsurfaces to which they are applied and emphasize this ridging. If the ridge or depression effect exceeds 1/8 " and cannot be corrected from below, the resilient floor must be corrected. The ridge measurements should be made by measuring the gap created when a 6"straight edge is placed tightly 3" on each side of the defect and the gap measured between the floor and the straight edge at the other end.

Builder Repair Responsibility

If ridge exceeds standard, builder to remove the sheet goods in the minimum area where the joint will not be readily visible when repaired, renail the subflooring, sand smooth and/or fill gap and replace the sheet goods. Owner should note that there may be a mismatch in materials due to time difference or dye lot variations. If the material is unavailable due to discontinuation, unless the owner will accept a repair with as closely matching materials as is currently available or correction by some other means, builder should credit the owner 1 ½ times the cost to repair if the material were available. This would be 1 ½ times the minimum service charge, plus the additional hourly labor charge and material cost need to make the repair.

3. Common Defect or Problem

Resilient flooring lifts, bubbles, or becomes unglued at joint.

Performance Standard

Resilient flooring should not loosen during the normal warranty period unless caused by the owner's negligence or excessive use of water.

Builder Repair Responsibility

Providing edges are still intact, resecure the material. If not replace the minimum area as per standard #2.

4. Common Defect or Problem

Shrinkage gaps show in resilient flooring

Performance Standard

Gaps shall not exceed 1/16" in width in vinyl to vinyl joints. However, where dissimilar materials abutt, larger gaps may appear.

Builder Repair Responsibility

Correct to meet standard.

5. Common Defect or Problem

Flooring discoloration.

Performance Standard

Certain conditions and substance such as heat, oil, fertilizers, asphalt from driveways and driveway sealers with an asphalt or coal tar base, and some carpet dyes can cause permanent stains especially in traffic areas. The owners are also cautioned that the use of certain latex or rubber back throw rugs can cause discoloration of the resilient flooring due to a chemical reaction that occurs.

Builder Repair Responsibility

This is not a manufacturing defect nor the builder's responsibility, but is the owner's responsibility to protect these areas with doormats or proper rugs at each entrance. There are certain instances in which discoloration may be warranted by the manufacturer. Owner should contact the manufacturer for a determination under their warranty.

6. Common Defect or Problem

Fading of color of resilient flooring.

Performance Standard

Exposures to excessive direct sunlight through glass sliding doors, for example, can cause fading or discoloration.

Builder Repair Responsibility

This is not a manufacturing defect nor the builder's responsibility, but is the owner's responsibility to protect these areas by the use of drapes or blinds during times of direct sunlight exposure. Resilient flooring is no different in this instance than any drapes, furniture or carpeting in the home.

7. Common Defect or Problem

Heel marks, burns, scratches, scuffs and indentations on resilient flooring.

Performance Standard

All of the above items are caused by the owner use and abuse.

Builder Repair Responsibility

None, unless problems are relayed to the builder in writing prior to occupancy or noted during walk-through. If builder is notified prior to occupancy or at walk-through, it is builder's responsibility to repair. If it occurs after that time, it is the responsibility of the homeowner.

8. Common Defect or Problem

Wear on surface or loss of sheen on resilient flooring.

Performance Standard

Depending on the type of product, owner to refer to manufacturer's warranty.

Performance Standard

Builder Repair Responsibility

None

9. Common Defect or Problem

Floors squeak

Performance Standard

Floor squeaks are common to new construction and a squeak-proof cannot be guaranteed.

Builder Repair Responsibility

Builder should try to minimize the floor squeaks and must correct if caused by a construction defect. It should be noted that second floor repair would be surface nailing in carpeted areas and impossible in vinyl and ceramic areas.

EXHIBIT 4

Tony Jones Flooring Inspections
142 Benjamin Horne Ln.
Richlands, NC 28574
Phone: (910) 340-5898
Email: tony_jones04@yahoo.com

Date: 01/29/2024

Manufacturer: SHAW INDUSTRIES INC.

Dealer: _____ **Phone #:** _____

Consumer: OLGA TESLENKO **Phone #:** (510) 388-2780

Address: 100 FOUNTAIN POINTE LANE, UNIT 103

City: MYRTLE BEACH **State:** S.C. **Zip:** 29579

Claim #: 012924 **Install Date:** 11/09/2023

Type: Style #: PRIME PLANK LVP Color #: 00717

Face Content: _____ **Yards Installed:** 525 SQ. FT.

Facility: RESIDENTIAL HOME

Method: DIRECT GLUE DOWN

Heat/Air Type: CENTRAL FORCED AIR

No. of Adults: ONE **No. of Children:** NONE

Complaint: PEELING PLANKS, BUBBLES, AND LIFTING

This Prime Plank flooring was installed on November 9th, 2023, in a residential home with a concrete slab foundation. The product under inspection is a glue down 7" x 48" x 2mm luxury vinyl plank color: tattered barnboard. The installation took place in the family room, master bedroom, and two closets of this residence, which is in Myrtle Beach, South Carolina. Ms. Teslenko was present during this inspection on Friday morning at 10:30a.m., February 2nd, 2024.

The customer is concerned that the industry guidelines were not followed and now the planks are peeling, bubbling, and lifting off the substrate. The porous and cracked concrete sub floor has absorbed the glue and the subfloor was not properly prepared for the luxury vinyl tile (picture 1, 2, & 3). The full length of the install was thirty-two feet and three inches, and the planks installed in this area were lifting and peeling up (picture 4, 5, & 6). A non-invasive Floor Dot meter found excessively high moisture above 15% (picture 7). The air temperature was 65.3F with 42.7% humidity (picture 8). The floor temperature was 62.2F in the shaded areas of the living room (picture 9). The air temperature was 64.9F with 43% humidity in another section of the room (picture 10). A non-invasive Wagner meter found excessive moisture of 15.4% in the family room (picture 11). The floor temperature was 62.9F in the direct light of the bedroom (picture 12). The edges are continuously lifting throughout the installed areas and creating a severe tripping hazard (picture 13,14,15, &16). The butt end joints are gapped 1/16" in the family room and master bedroom (picture 17,18, &19). The sub floor has depressions, dips, and valleys over 3/16" in a 6' radius (picture 20 & 21). The installed planks did not have glue transfer on the back (picture 22). The non-invasive Wagner meter found excessive moisture of 16.7% in the front corner of the family room (picture 23). Pictures indicate the major floor deviations and dips over 5/16" on the perimeter that needed to be corrected prior to the install (picture 24, 25, 26, 27, 28, & 29). The previously installed vinyl planks in the foyer were glued down using a 1/16" x 1/16" trowel and these planks are not pulling or lifting (picture 30). The recently installed planks in the family room were glued down with a 1/32" x 1/32" trowel (picture 31) and the master bedroom planks were glued down with a 1/16" x 1/16" trowel (picture 41). The substrate was not smooth, clean, and free from all foreign materials such as dust, old adhesive, etc. (picture 32 & 33). The trowel or glue did not appear

pressed or smudged which would indicate that the products were not rolled with a 75-100lbs.roller to create transfer (picture 34, 35, & 36). The box label indicates this is item: V061600717—VE180 (picture 37). All the perimeter tackstrip holes, cracks, and deviations were not appropriately patched, prepared, or primed (picture 38, 39, 40, and 41). All the problems at this jobsite indicate a failure to comply to the installation guidelines as required by the manufacturer (picture 42, 43, 44). The water drop test indicates this is a porous substrate (picture 45).

CONCLUSION:

No manufacturer related problems were found at the time of inspection. All the problems inspected are jobsite and installation related issues. The retailer/installers did not follow the required protocol and guidelines set forth by the manufactures. The following procedures were not followed:

All substrates to receive moisture sensitive floor must be tested for moisture. All concrete substrates should be tested for IRH (Internal Relative Humidity). If the IRH is too high this can lead to mold, mildew, and other environmental issues. If the IRH is excessive then the concrete substrate should be sealed with an epoxy sealer.

All substrates shall be smooth, structurally sound, permanently dry, clean, and free of all foreign material such as old adhesive residue, etc. As seen in the previous pictures the substrate was not clean.

All concrete floors shall be flat and smooth within 1/8" in 6 feet. The use of cementitious patching and leveling compounds is required to fill in low depressions, dips, and cracks. All high spots shall be grinded down.

Perform bond testing to determine compatibility of adhesive to the substrate. Set a minimum of three planks in the adhesive overnight. If the planks are stuck, or the plank has adhesive transfer onto the back this indicates a good bond.

Porosity—water drop test will help determine porosity of the concrete. Knowing the porosity of the substrate will determine the how much glue and what size trowel to use. It is the flooring installer's responsibility to make sure these tests have been conducted, and that the results are acceptable prior to installing the floor covering. Flooring material and adhesive must be acclimated to the installation area for a minimum of 48 hours prior to installation. Vinyl tile and plank to be installed over a porous substrate require a 1/16" x 1/16" x 1/16" sq. notch trowel. After the installation of floor covering, roll floor covering with a 75-100lbs. roller.

CCIA Member: Troy L Jones

Inspection Agency: F.C.I.T.S.

EXHIBIT
5

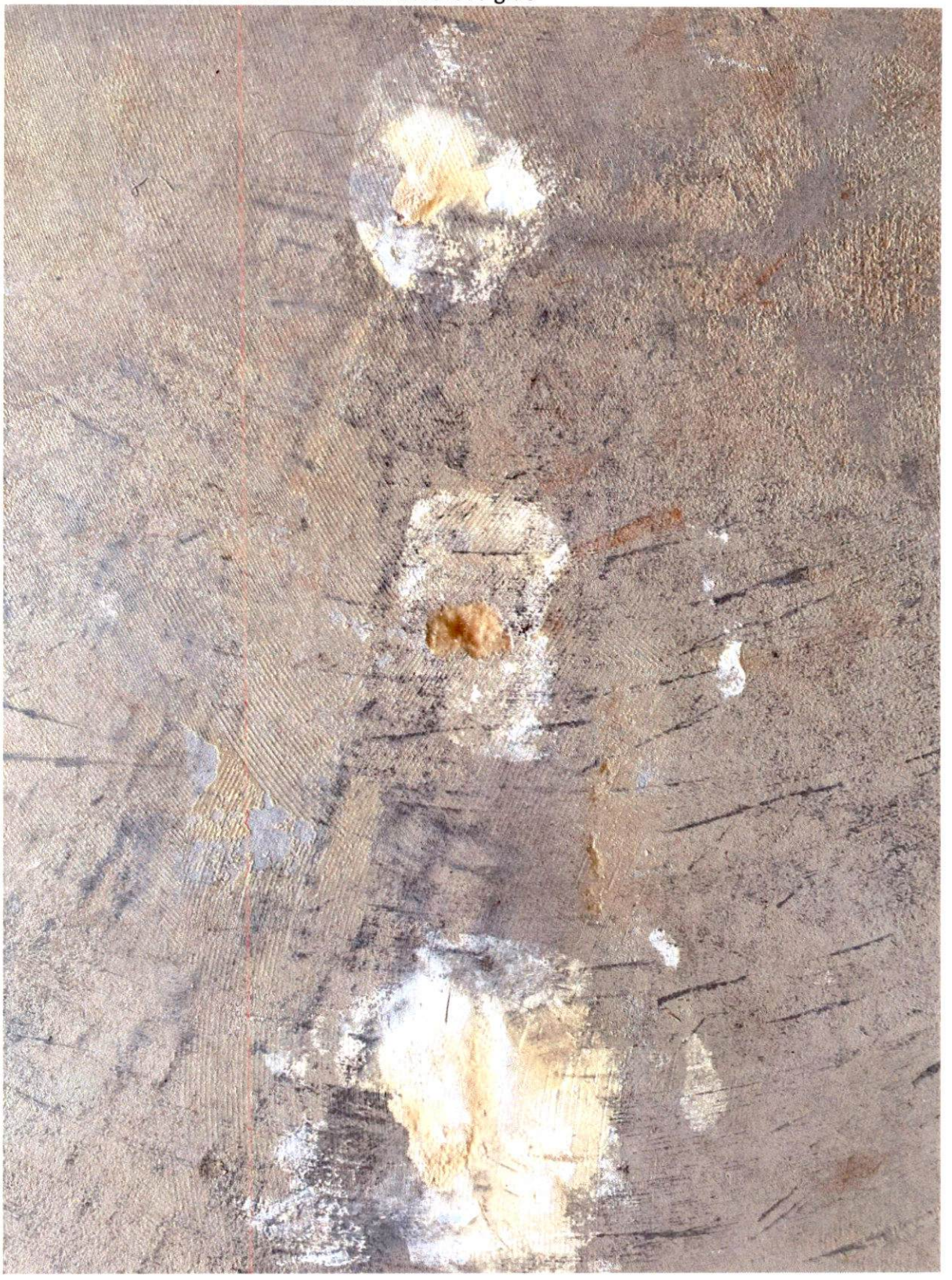
Picture 1: Porous and cracked subfloor absorbed glue



Picture 2: Porous and cracked subfloor absorbed glue



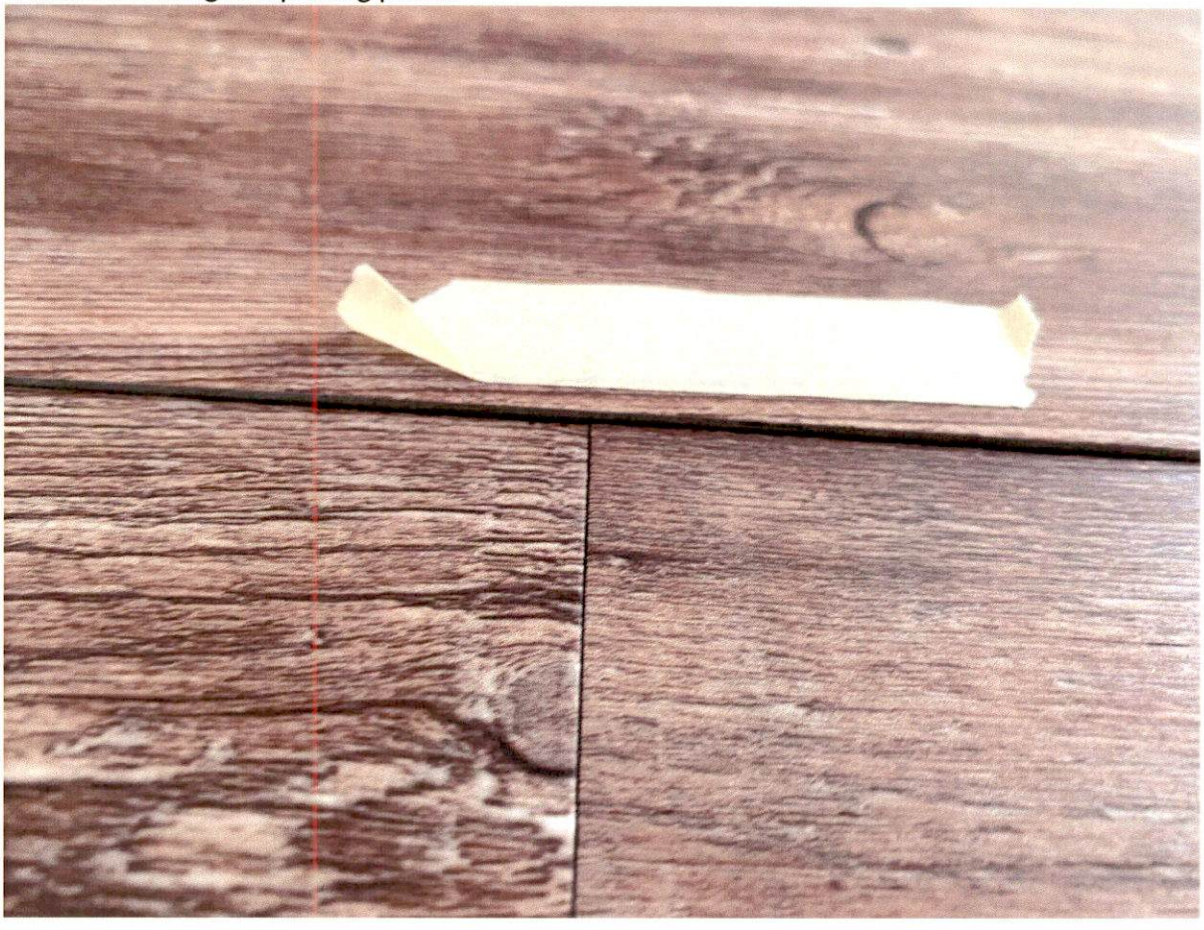
Picture 3: Porous and cracked subfloor absorbed glue



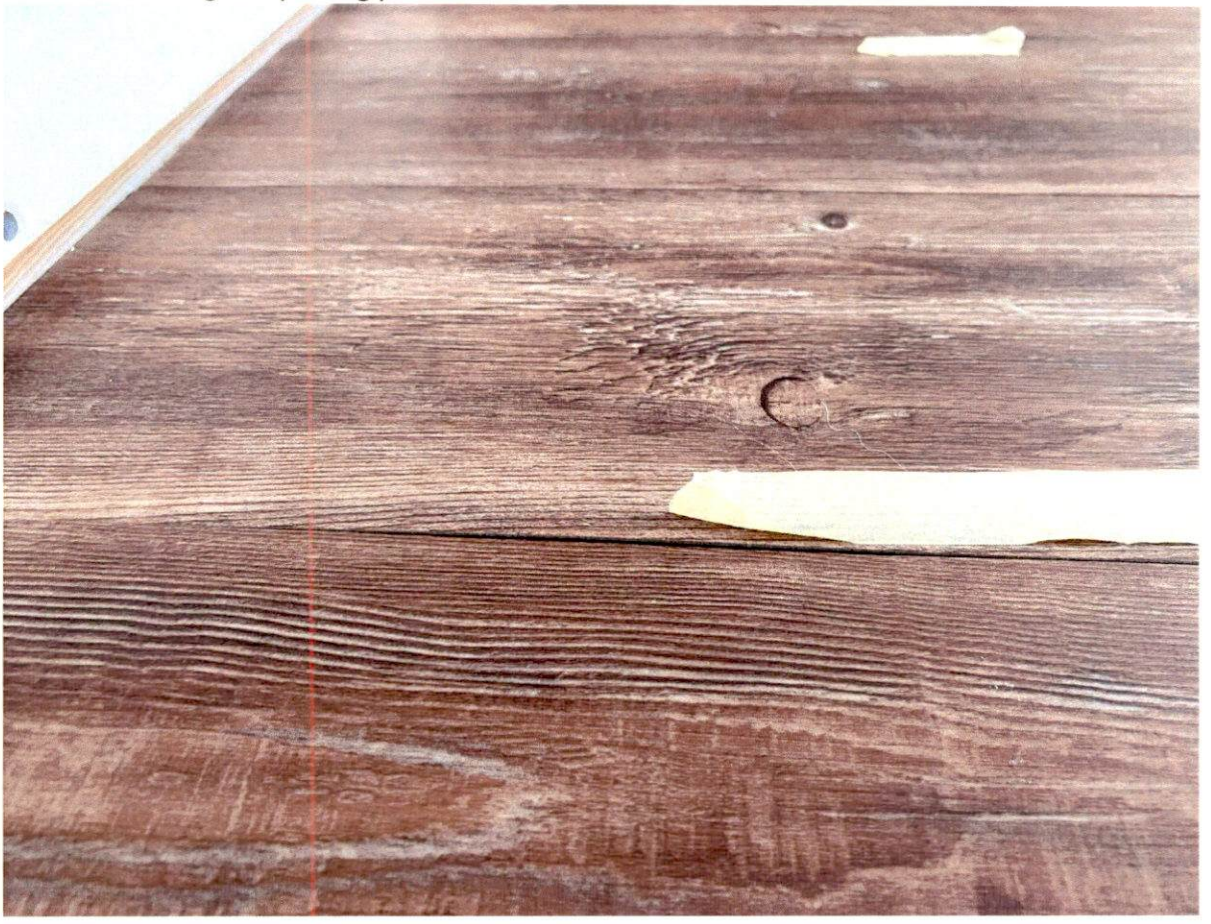
Picture 4: Lifting and peeling planks



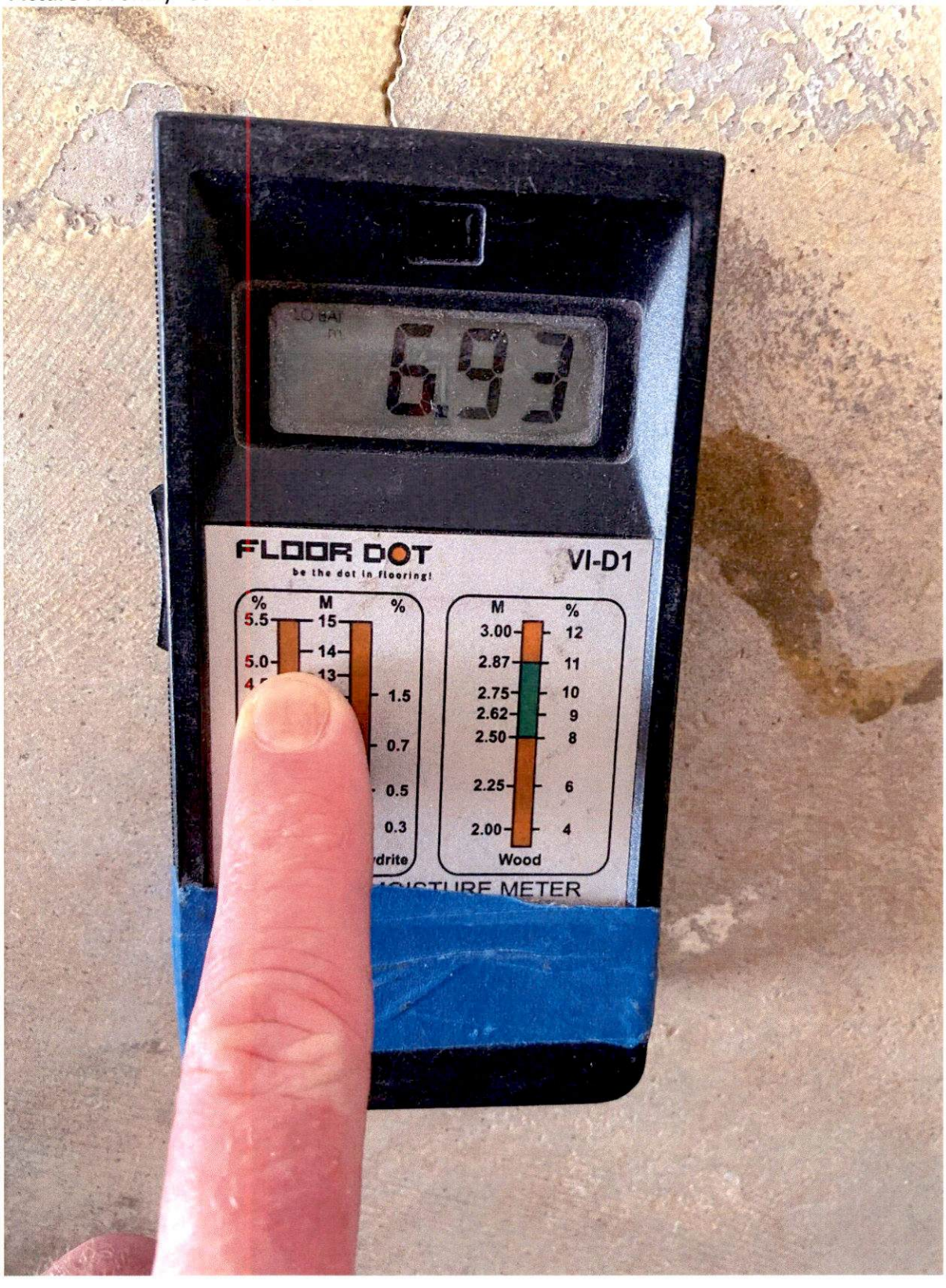
Picture 5: Lifting and peeling planks



Picture 6: Lifting and peeling planks



Picture 7: Family room: subfloor moisture



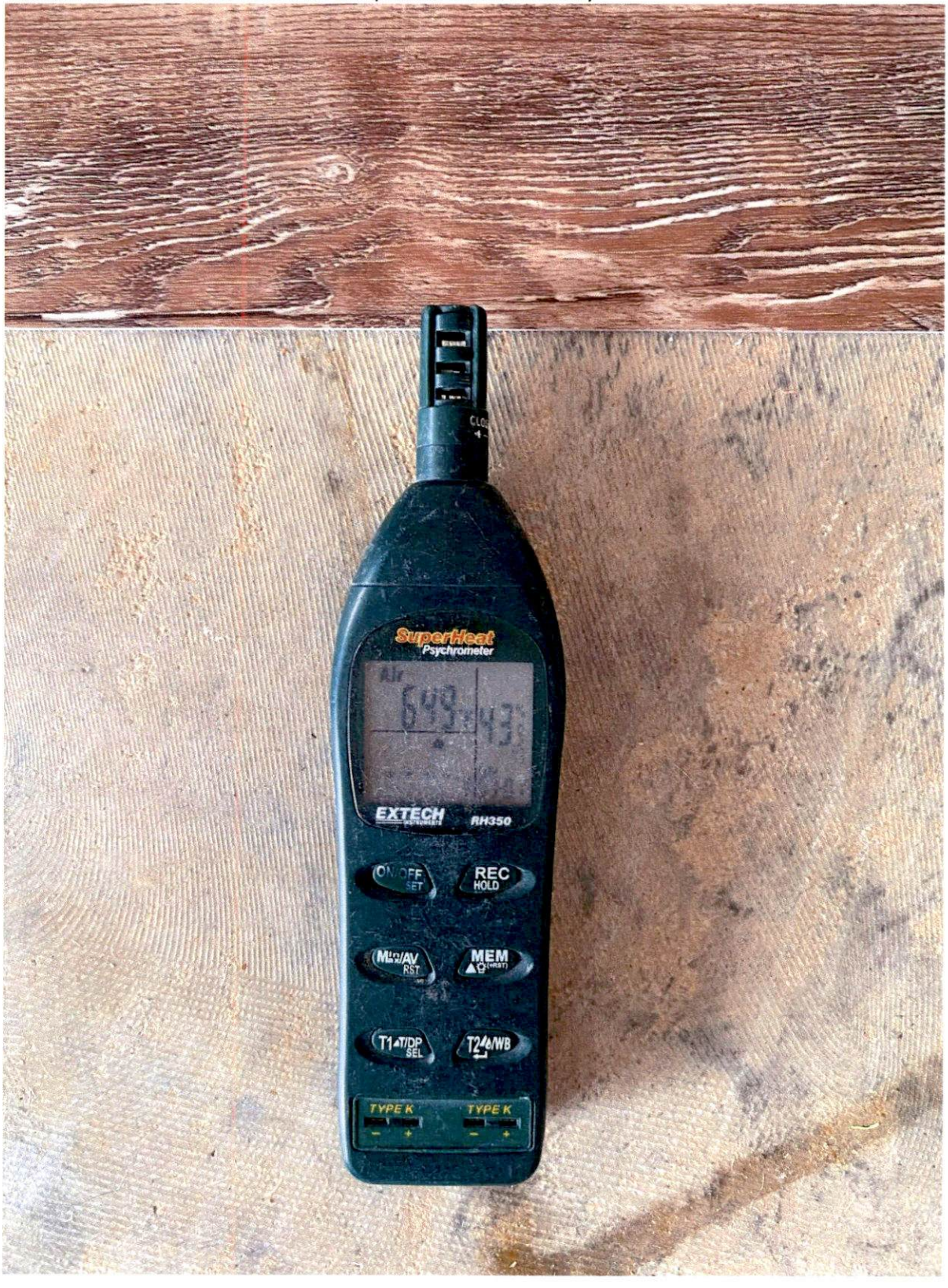
Picture 8: Family room: air temperature and humidity



Picture 9: Family room: floor temperature



Picture 10: Master bedroom: air temperature and humidity



Picture 11: Family room: subfloor moisture



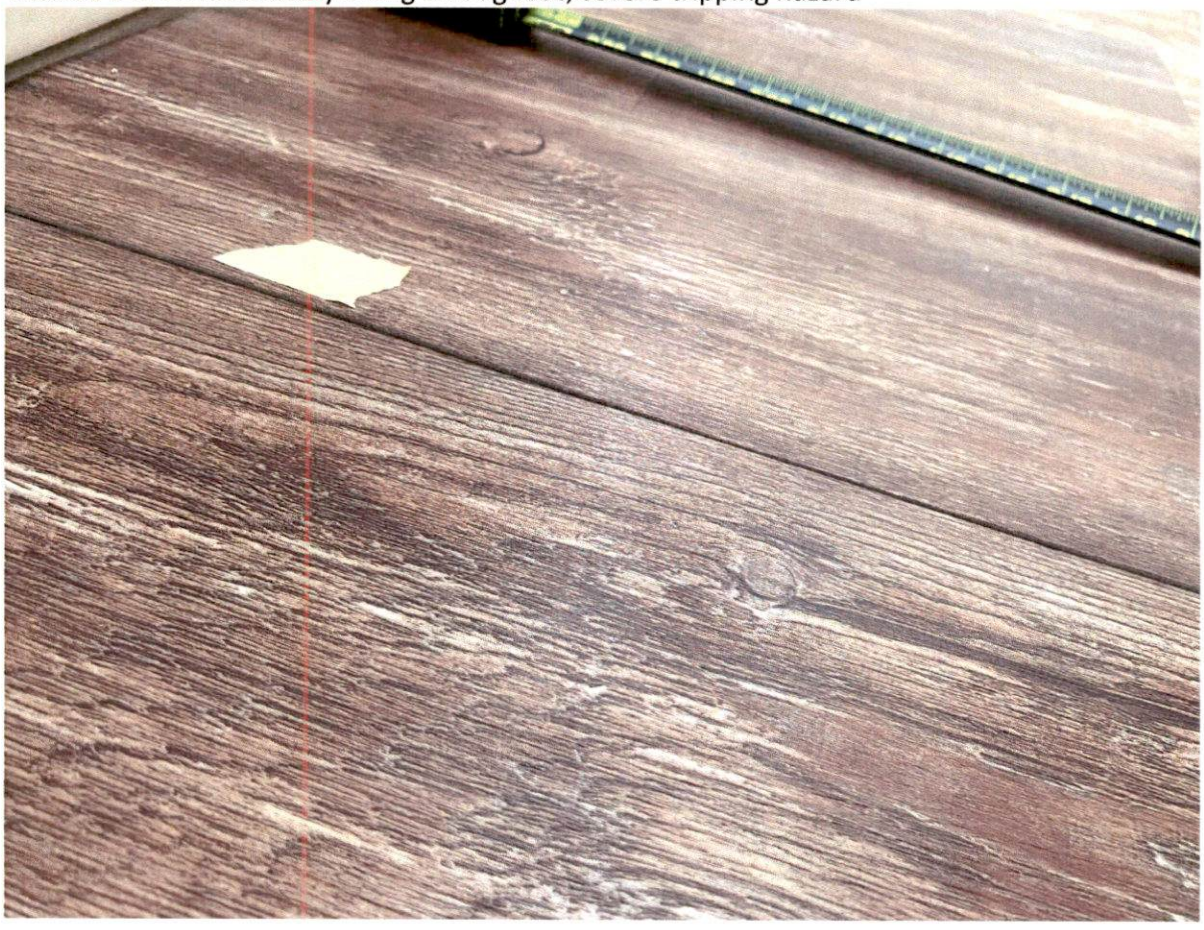
Picture 12: Master bedroom: floor temperature



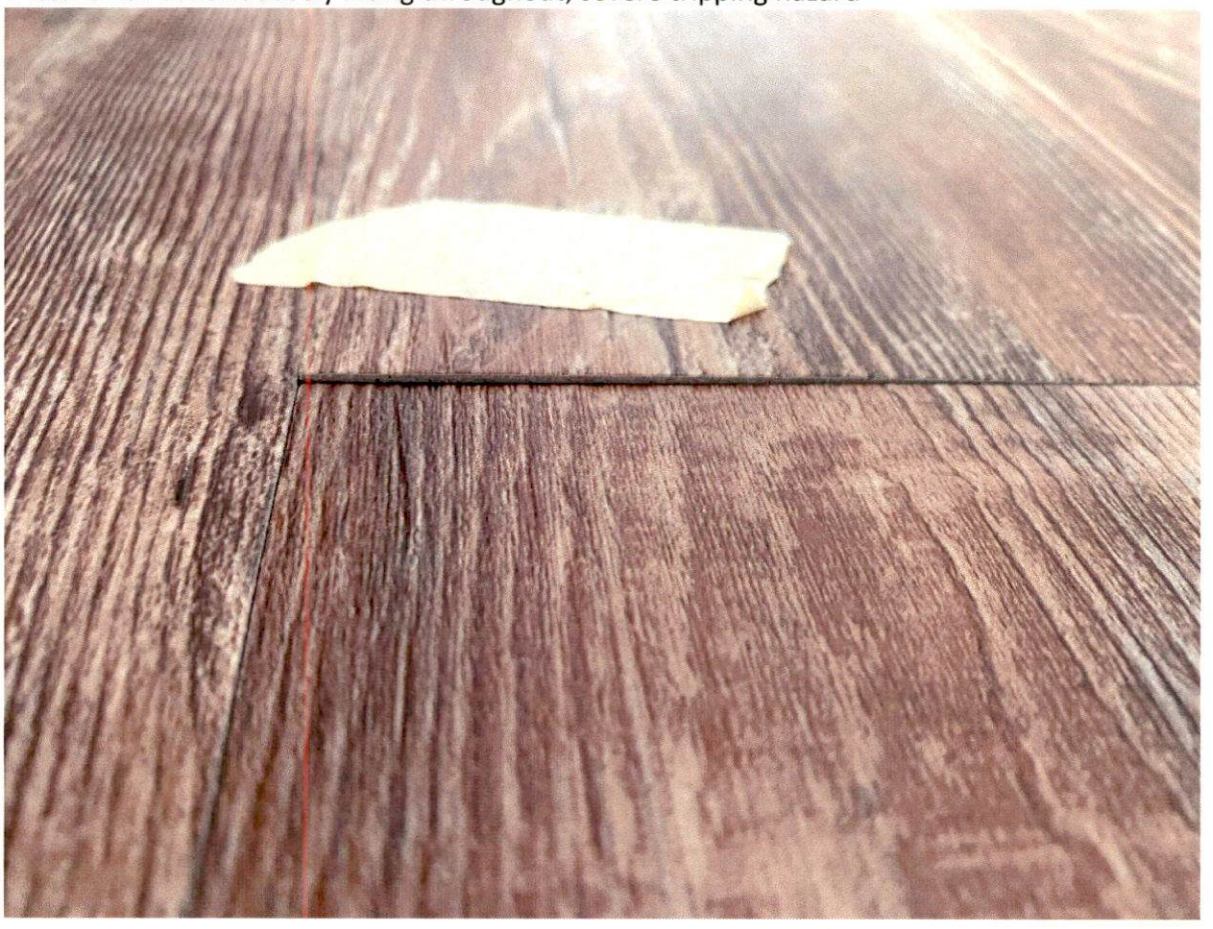
Picture 13: Continuousely lifting throughout, severe tripping hazard



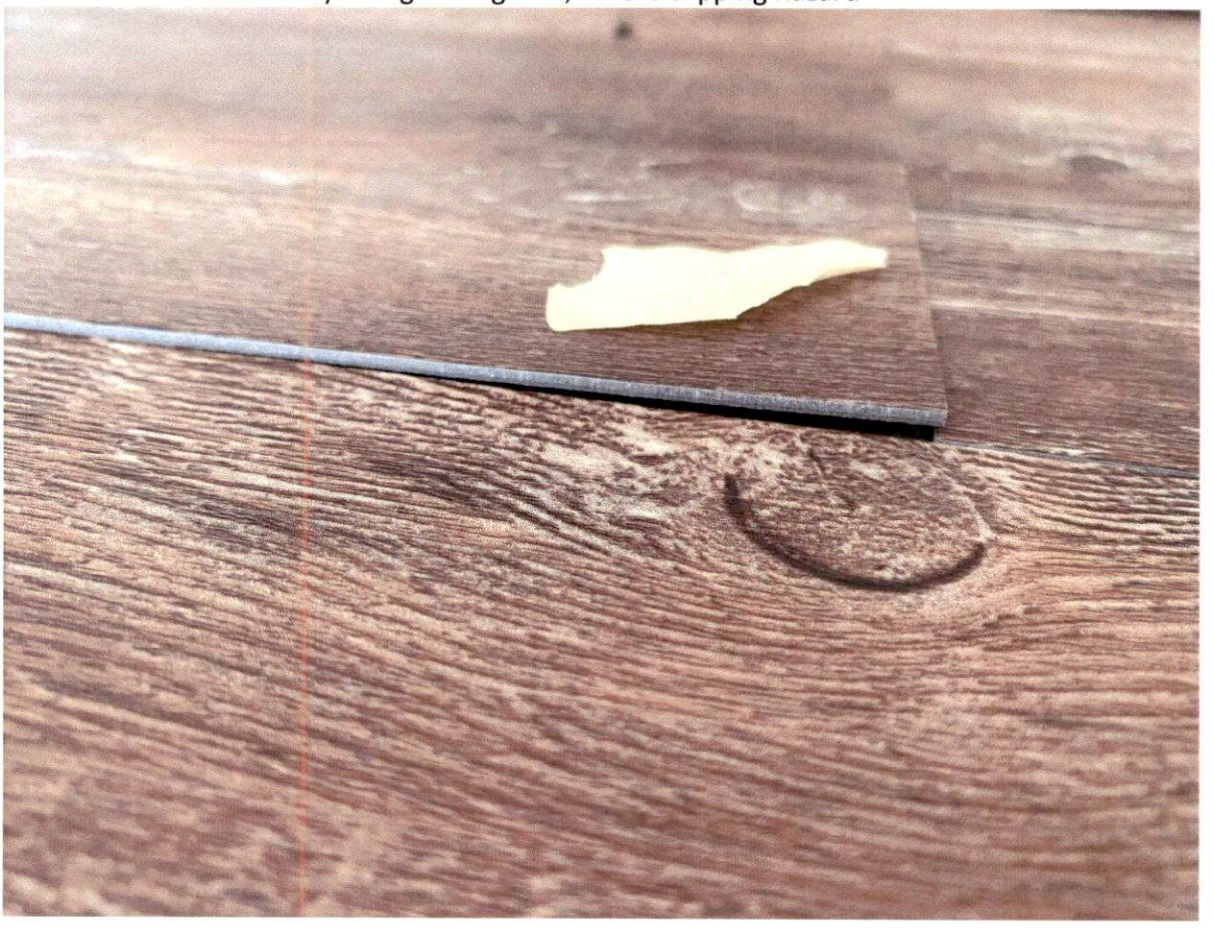
Picture 14: Continuousely lifting throughout, severe tripping hazard



Picture 15: Continuousely lifting throughout, severe tripping hazard



Picture 16: Continuousely lifting throughout, severe tripping hazard



Picture 17: Butt-end joints gapped 1/16", not filled with adhesive



Picture 18: Butt-end joints gapped 1/16", not filled with adhesive



Picture 19: Butt-end joints gapped 1/16", not filled with adhesive



Picture 20: Subfloor not prepped: major deviations



Picture 21: Subfloor not prepped: major deviations



Picture 22: Insufficient glue transfer to back of planks



Picture 23: Excessive moisture in front corner of family room



Picture 24: Sub-floor not prepped: major deviations



Picture 25: Sub-floor not prepped: major deviations



Picture 26: Sub-floor not prepped: major deviations not filled, old paint not removed



Picture 27: Sub-floor not prepped: major deviations not filled, old paint not removed



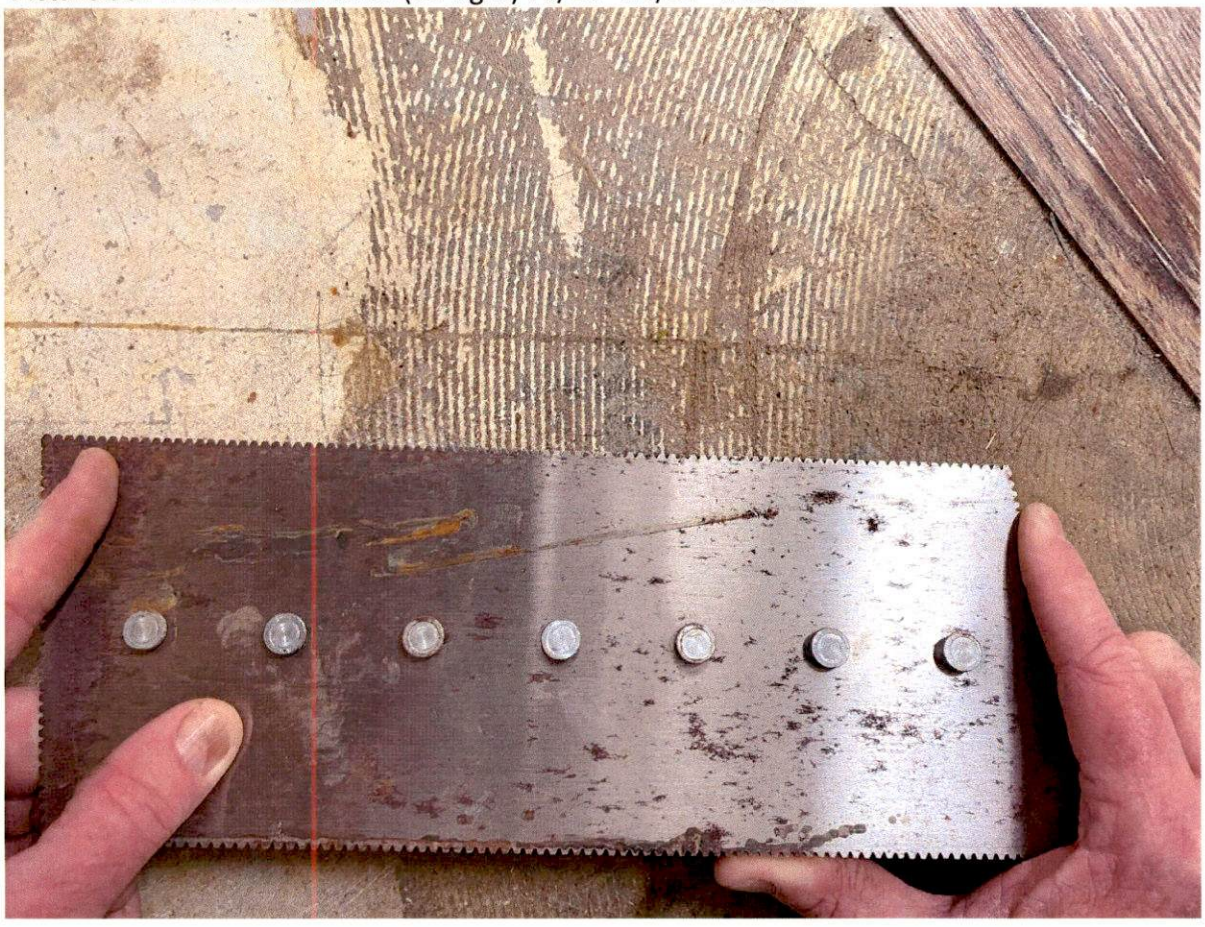
Picture 28: Sub-floor not prepped: major deviations not filled, old paint not removed



Picture 29: Sub-floor not prepped: major deviations not filled, old paint not removed



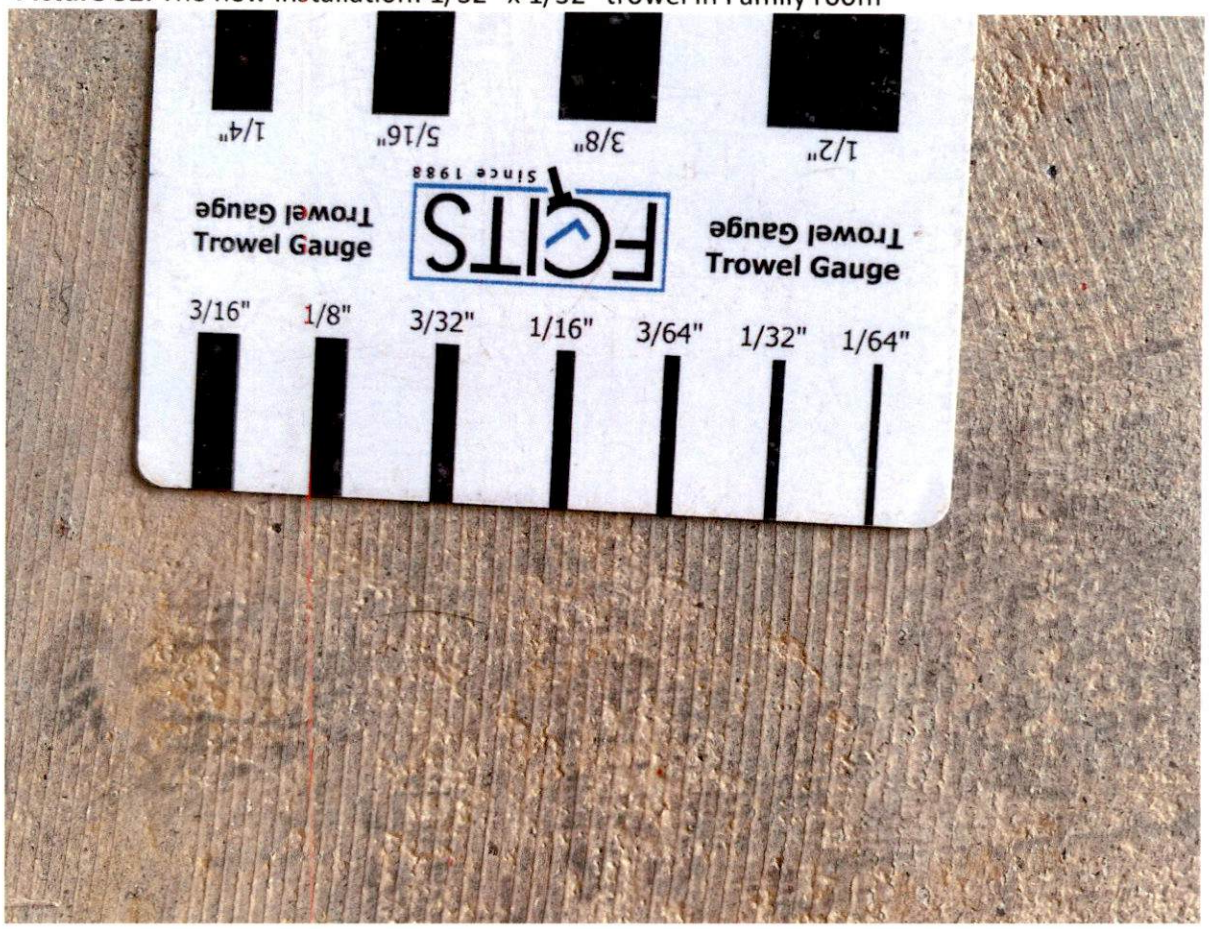
Picture 30: The old installation (on right) : 1/16" x 1/16" trowel



Picture 31: The old installation: 1/16" x 1/16" trowel



Picture 32: The new installation: 1/32" x 1/32" trowel in Family room



Picture 33: Substrate not smooth, free of old paint and old adhesive. Products not rolled with a roller to create transfer



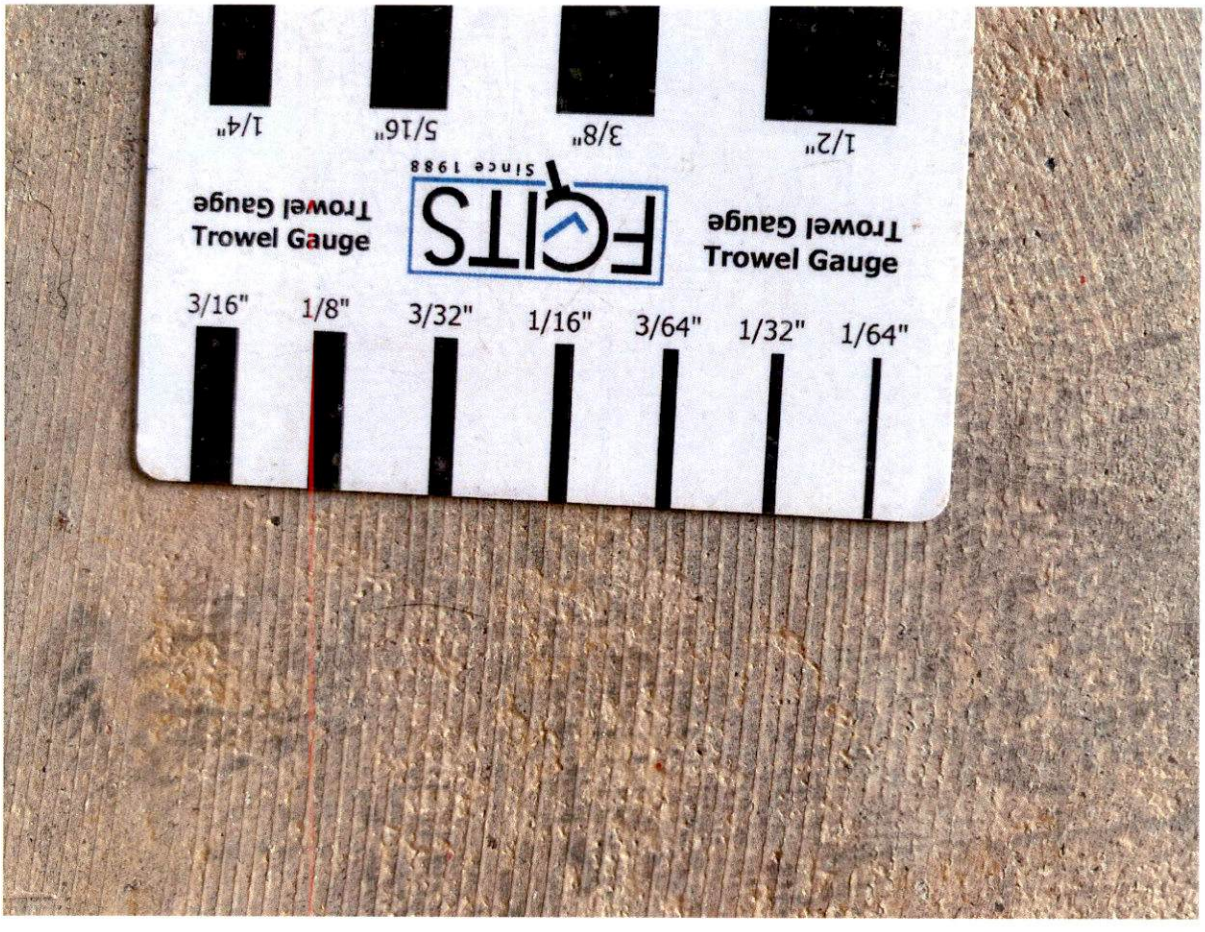
Picture 34: Substrate not smooth, free of old paint and old adhesive. Products not rolled with a roller to create transfer.



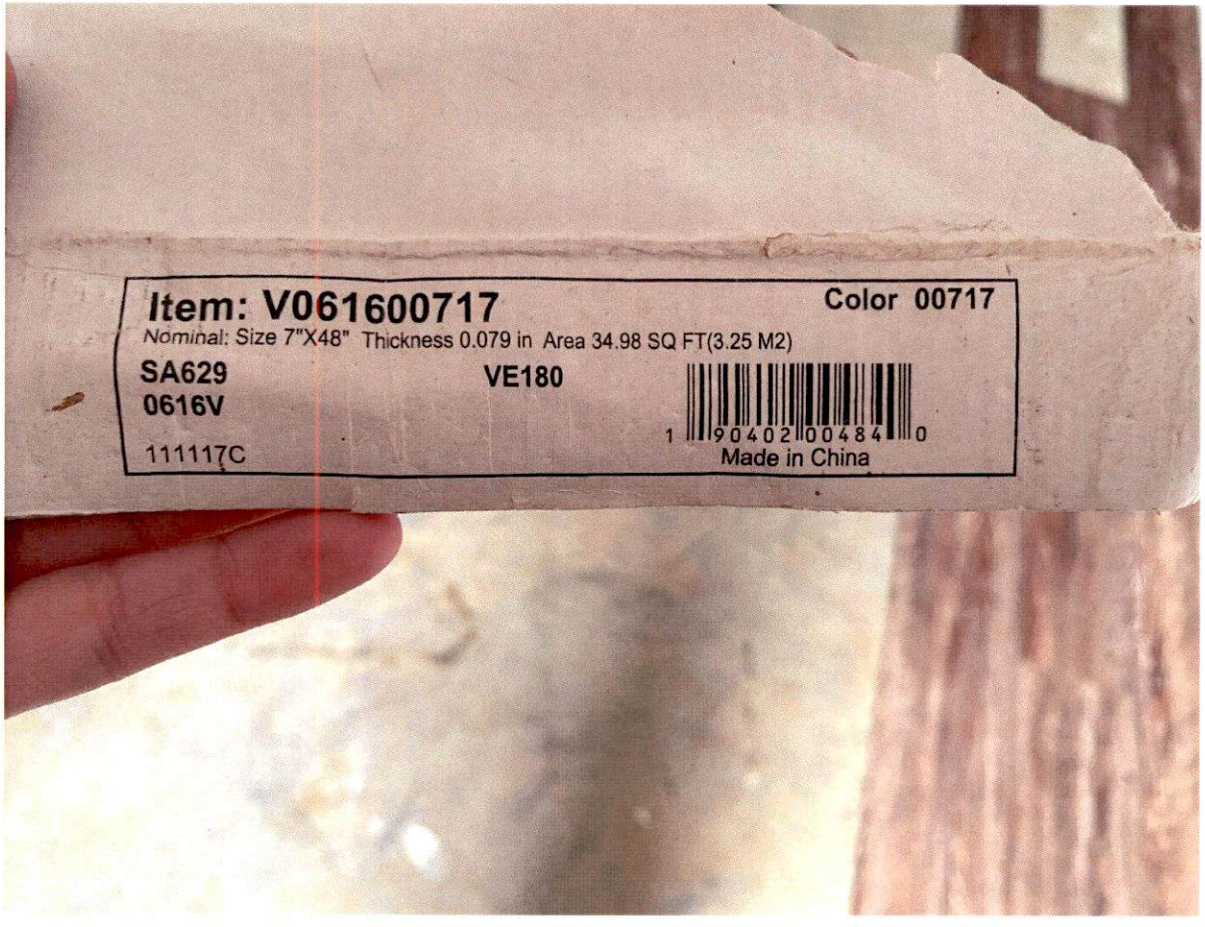
Picture 35: The new installation: trowel size 1/32", product not rolled with a roller to create transfer



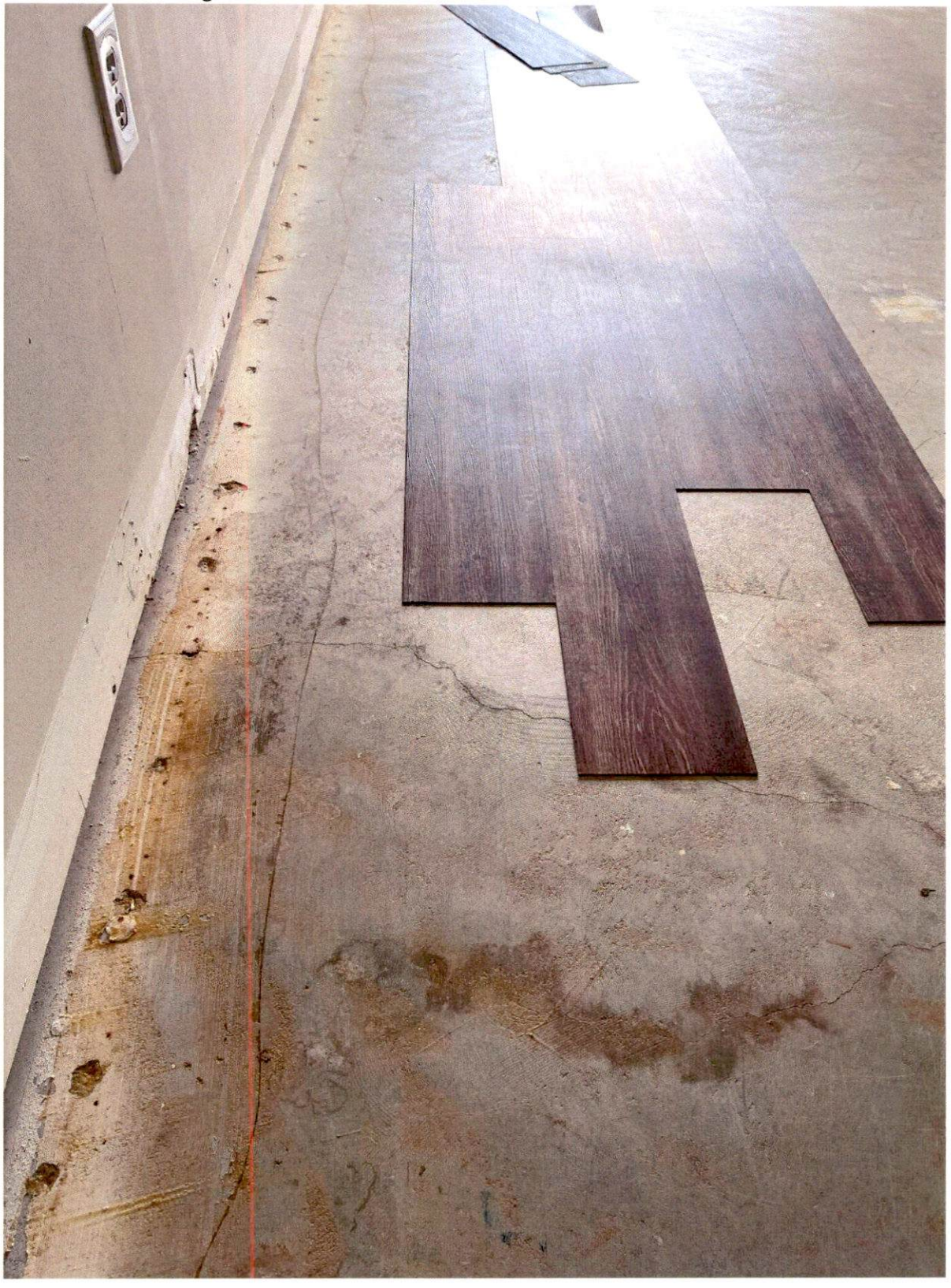
Picture 36: The new installation: trowel size 1/32", product not rolled with a roller to create transfer



Picture 37: Material model



Picture 38: Sub-floor cracks, holes, and deviations not appropriately prepped. Porous substrate absorbed glue



Picture 39: Sub-floor cracks, holes, and deviations not appropriately prepped. Porous substrate absorbed glue



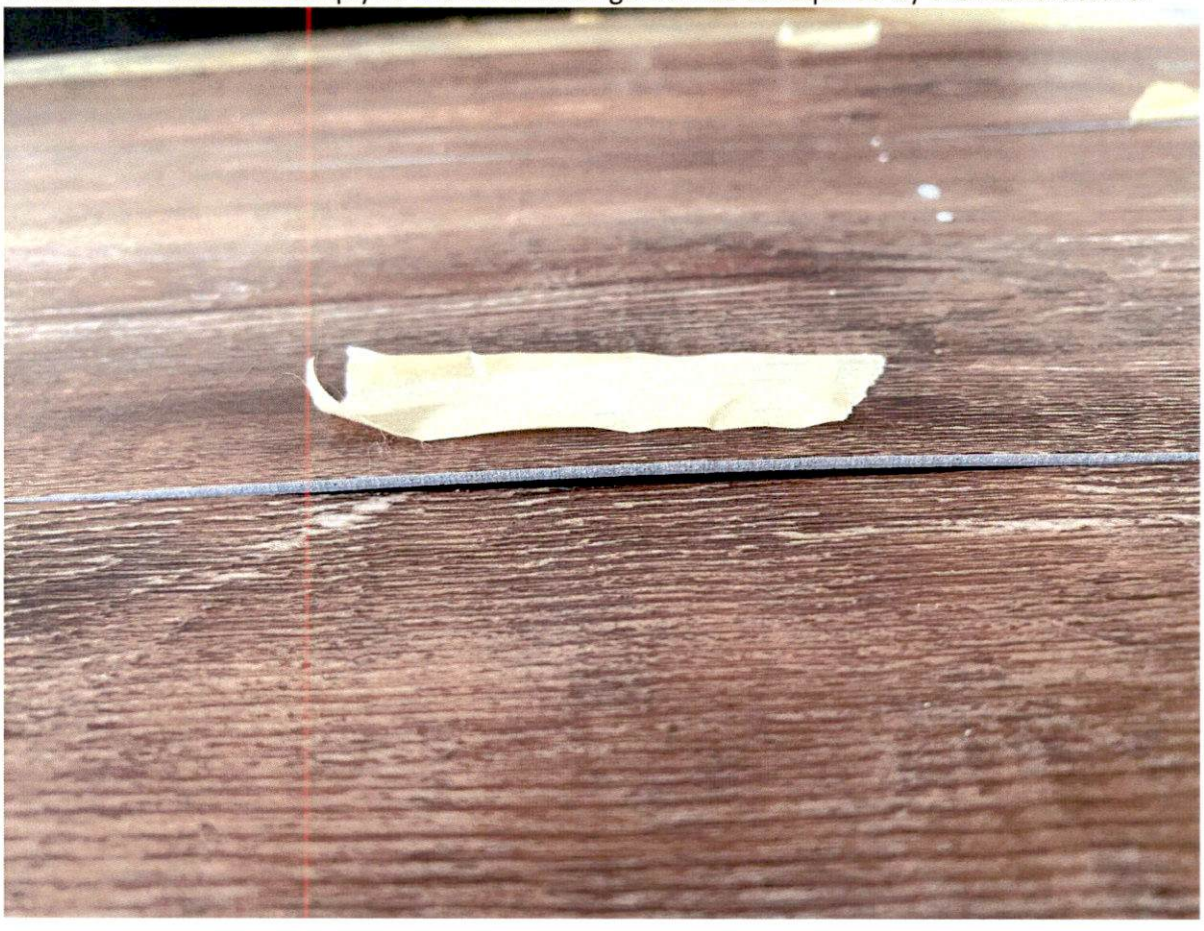
Picture 40: Sub-floor cracks, holes, and deviations not appropriately prepped. Porous substrate absorbed glue



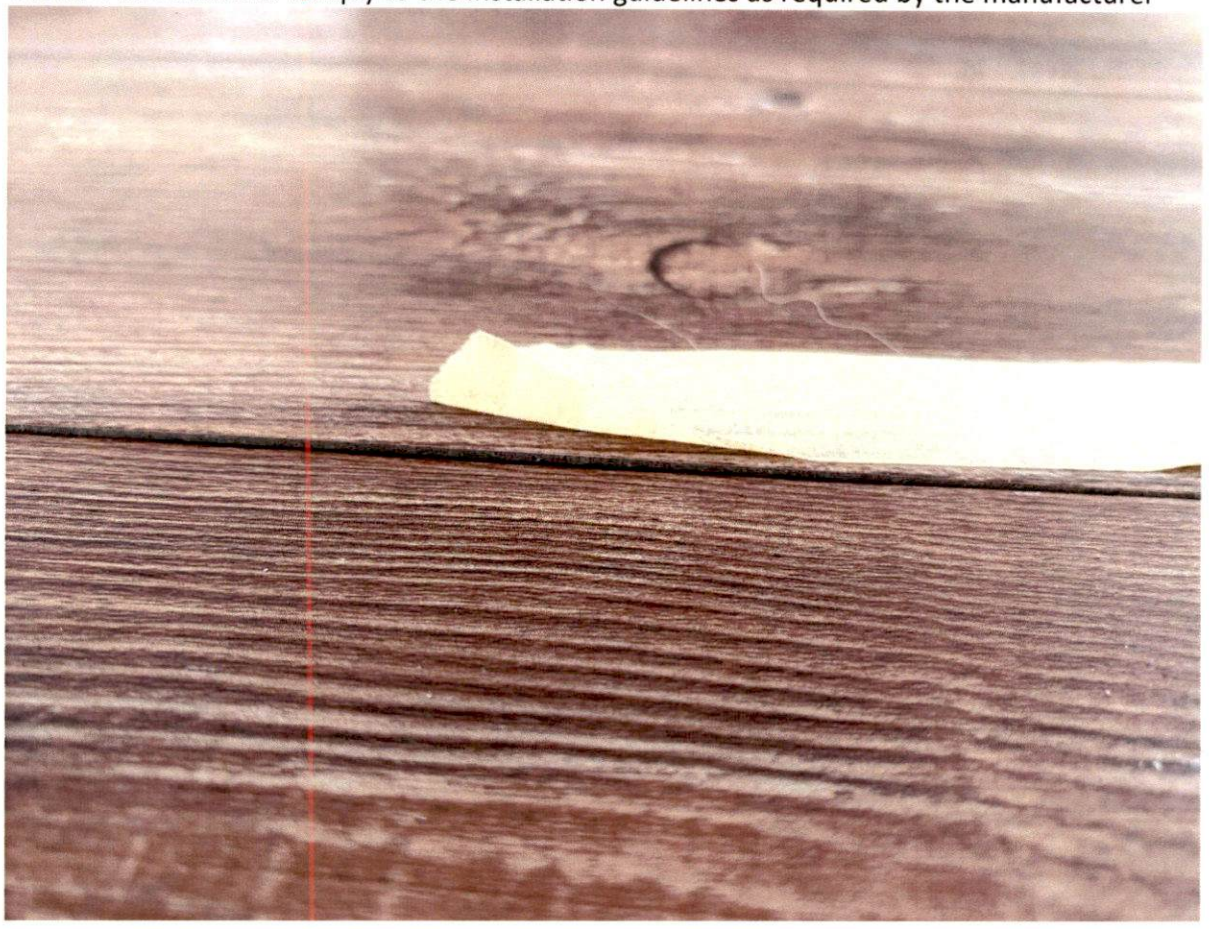
Picture 41: Sub-floor cracks, holes, and deviations not appropriately prepped. Master bedroom: trowel size 1/16", but product not rolled with a roller to create transfer



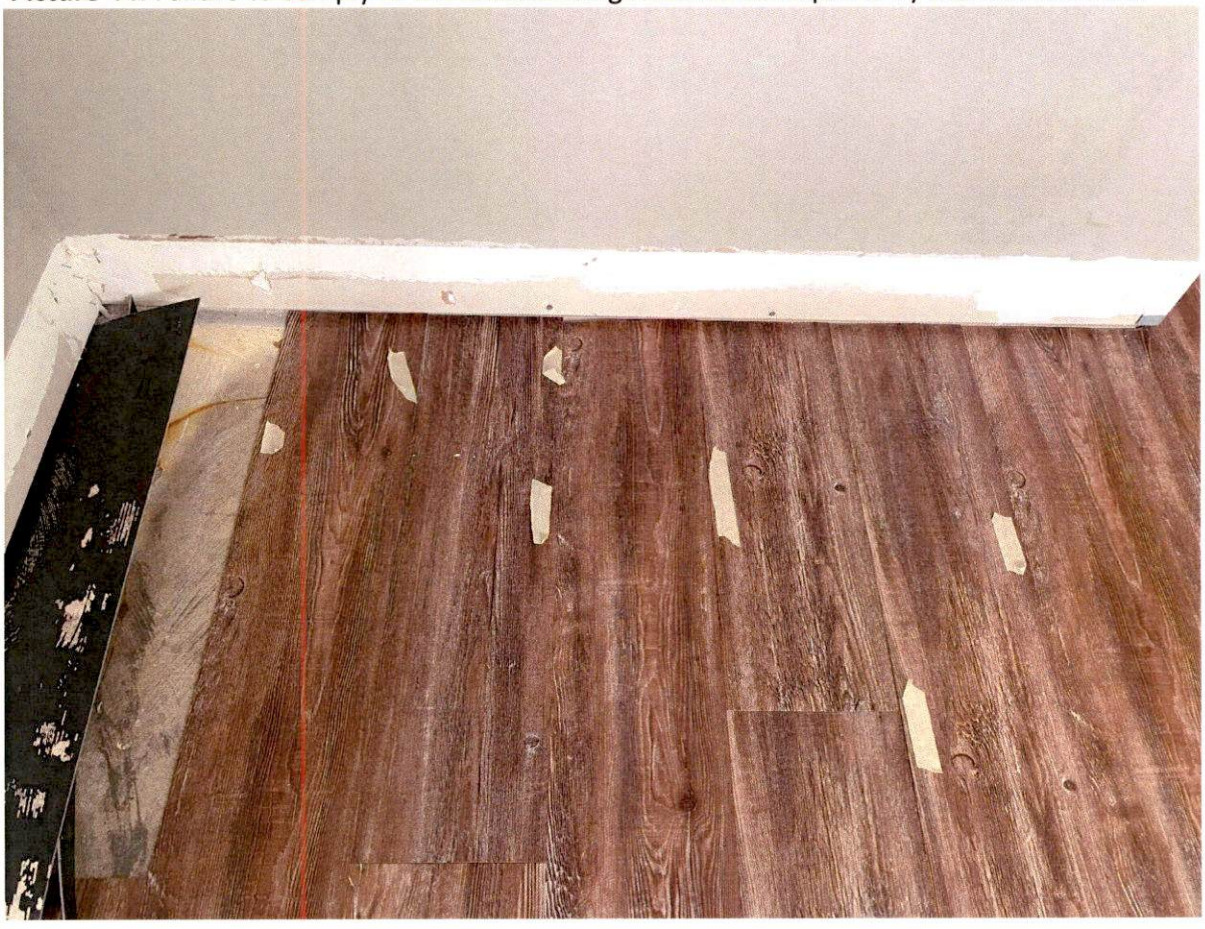
Picture 42: Failure to comply to the installation guidelines as required by the manufacturer



Picture 43: Failure to comply to the installation guidelines as required by the manufacturer



Picture 44: Failure to comply to the installation guidelines as required by the manufacturer



Picture 45: This is a porpous substrate



EXHIBIT 6

What to Expect and How to Prepare

Resilient flooring has become one of the most popular flooring choices in today's market. Although it is possible to install your resilient as a DIY project, we recommend hiring a professional installer to do the work.
Installing resilient flooring is a labor-intensive process and you need to be able to identify any potential issues with your existing flooring before beginning the installation process. Being ready and knowing what to expect during your resilient installation will make the entire process go faster and eliminate any surprises.

Your flooring dealer will typically take care of the basics. They will send out an estimator to measure your rooms and determine how much flooring is needed. They will also suggest a local professional installer who is familiar with resilient vinyl flooring and has the necessary experience to install it in your home. It is important to speak with the installer prior to the installation to determine exactly what they will be responsible for and to set a schedule for the work.

Once the work begins, your installer will be responsible for prepping your floor for the new installation. This could mean either removing the old flooring or patching and sanding the existing floor to remove any dips or bumps and making the floor level. Most installers will remove and dispose of your old flooring; however, it is always a good idea to confirm this before they begin. While prepping the floor the installer will also remove any moulding or trim in the room. Moulding and trim can be fragile and despite their best efforts, the installer may break a few pieces. If this happens, it is typically your responsibility to replace them.

It is important to be home during the installation to make any last minutes decisions if any issues arise but make sure you watch from a distance.

WHY SHAW?

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EXHIBIT 7

SHAW FLOORS

WHAT TO EXPECT AND HOW TO PREPARE FOR RESILIENT FLOORING

1. Installer will be responsible for prepping your floor for the new installation.
2. This means removing the old flooring or patching and sanding the existing floor to remove any dips or bumps and making the floor level.
3. While prepping the floor the installer will also remove any moulding or trim in the room.

SHAW FLOORS

INSTALLATION GUIDELINES FOR RESIDENTIAL RESILIENT DIRECT GLUE

- Substrates shall be **smooth**, structurally sound, permanently dry, **clean** and **free of all foreign material** such as dust, wax, solvents, paint, grease, oils, old adhesive residue, sealers and other foreign material that might prevent adhesive bond. All substrates to receive resilient flooring shall be dry, clean, smooth and structurally sound free of dust, paint, residual adhesive, and other foreign materials that may prevent the adhesive from bonding.
- If any type of **old adhesive** is present, it must be removed by industry accepted methods. Cuts, cracks, gouges, dents **and other irregularities** in the existing floor covering must be repaired or replaced.
- Concrete floors shall be **flat** and smooth within 1/8" in 6 feet (or 3/16" in 10 feet). Use cementitious patching and leveling compounds to level and flatten.
- Perform a **bond test**. Perform Bond testing to determine compatibility of adhesive to the substrate. The strength of the bond test will indicate whether Shaw 9050 floor primer is necessary. Shaw 9050 primer can be utilized to promote adhesion.
- Prior to application of adhesive determine if the substrate is a porous or a non-porous substrate. The water drop test will help **determine porosity** – if drop remains on the surface after 1-2 mins concrete should be considered non-porous. Otherwise the concrete is porous. Follow instructions on the adhesive label for porous or non-porous subfloor.
- Flooring material and adhesive must be **acclimated** to the installation area for a minimum of 48 hours prior to installation.
- Use **appropriate trowel size** regarding substrate porosity.
- **Ensure** that all recommendations for the subfloor and jobsite conditions are met prior to beginning the installation.

IMPORTANT: All flooring must by rolled with a minimum 100-lb roller after installation. Use a hand roller in areas not reached with a 100-lb. roller. Roll flooring immediately after installation with a 100 lbs. roller

SHAW FLOORS

LVP PRIME PLANK 0616V RESIDENTIAL RESILIENT DIRECT GLUE PROFILE

- Area per carton: 51.33 sq.ft.
- Suggested adhesive: SHAW 200 TPS

SHAW 200 RESILIENT ADHESIVE

- Approved for sound and properly prepared concrete.
- Substrate must be structurally sound, clean, level.
- Substrate must be free of dust, dirt, oil, grease, paint, loose particles, and any other substance or irregularity.
- Fill depressions or cracks with a cementitious patching/leveling compound.
- Spread adhesive using the recommended trowel: Vinyl Tile and Plank over Porous Substrate - use 1/16" x 1/16" x 1/16" SQ notch trowel, with the coverage of 140-175 sq.ft./gal
- Porous substrate: There must be adhesive transfer to ensure a good bond.
- After installation of floor covering, roll floor covering with a 100 lb roller.
- Traffic: Light Traffic – 12 hours, Heavy Traffic – 24 hours

SHAW 200 TPS ADVANCE ADHESIVE LABEL

- Surfaces to be bonded must be free from moisture, wax, dirt, grease, oil, paint, rust, or other substances that might interfere with a good bond.
- Porous surfaces - suggest priming with SHAW 9050 primer.
- To use as a pressure sensitive adhesive, allow to dry to a tacky state, then install flooring according to the flooring manufacturer's instructions within 3 hours. **After installation is complete, roll and cross-roll with 100 lb. sectional roller. Use hand roller in areas which can not be reached with larger roller. Check 1 - 2 hours after installing flooring material and roll again if necessary**.
- Recommended trowel - Porous Substrates - Vinyl Plank: **1/6" x 1/6" x 1/6"** Square Notch trowel. (Coverage 140 - 170 sq.ft./gal)
- NOTE: **Coverage will be improved by priming the subfloor with Shaw 9050 to reduce adhesive absorbtion**.
- NOTE: **Coverage will be significantly lower over subfloors not properly prepared according to established industry guidelines**.

SHAW CUSTOMER SUPPORT

- Is LVP 0616V a moisture-sensitive product?

This vinyl floor will not absorb water. The Prime Plank offers a 15-year residential limited warranty which covers defects. Any damage due to subfloor moisture or flooding is not covered by the warranty.

- What is the level of moisture content in the concrete slab, at which the concrete slab should be sealed with an epoxy sealer? The slab moisture content was: 6.9%, 15.4%; 16.7%. The air temperature (65F) and humidity (43%) were normal and the slab temperature was 62.2F - 62.9F, which was 18F above the dew point that day (44.7F).

  If moisture exceeds the Shaw 200 requirements then a sealer can be used. Per Shaw 200 adhesive installation: RH 99% (ASTM F2170). (absent of hydrostatic pressure), MVER must be at or below 12 lbs (ASTM F1869), and pH must not exceed 12 (ASTM F710). Both the adhesive and surfaces to be bonded must be maintained at the temperature of 65F - 95F, and between 30% and 60% relative humidity for 72 hours before, during, and after installation.

- Can I roll my floor covering a few days after the installation?

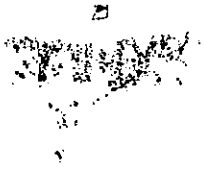
  After the floor has been installed is when the floor needs to be rolled. So once a room is complete, you will go over the flooring with the roller. The floor must be rolled after the floor has finished being installed.

- Can proper bonding be achieved with no glue transfer to the back of the plank?

  This glue does require full transfer to the back of the planks for proper installaon.

- Does Shaw have installation inspectors?

  We do not have Shaw installation technicians who come out to review an installation however, you may hire your certified inspector to investigate the installation if you choose. I have those resources below if you would like them: Flooring Consultants and Inspection Training Service - FCITS www.fcits.org



INSTALLATION GUIDELINES FOR RESIDENTIAL RESILIENT DIRECT GLUE

EXHIBIT 8

1. TEST BEFORE STARTING INSTALLATION

Note: All substrates to receive moisture sensitive floor covering must be tested for moisture.

CONCRETE SUBSTRATES

All concrete substrates should be tested for IRH (Internal Relative Humidity) according to ASTM F 2170.

Calcium Chloride tests may be conducted in addition to IRH and must be performed per the latest edition of ASTM F 1869.

NEW AND EXISTING CONCRETE SUBFLOORS SHOULD MEET THE GUIDELINES OF THE LATEST EDITION OF ACI 302 AND ASTM F 710, "STANDARD PRACTICE FOR PREPARING CONCRETE FLOORS TO RECEIVE RESILIENT FLOORING" AVAILABLE FROM THE AMERICAN SOCIETY FOR TESTING AND MATERIALS, 100 BARR HARBOR DRIVE, WEST CONSHOHOCKEN, PA 19428; 610-832-9585; HTTP://WWW.ASTM.ORG.

- Substrates shall be smooth, structurally sound, permanently dry, clean and free of all foreign material such as dust, wax, solvents, paint, grease, oils, old adhesive residue, curing and hardening/ curing compounds, sealers and other foreign material that might prevent adhesive bond.
- If the adhesive residue is asphalt-based (cut-back), or any other type of adhesive is present, it must be removed by industry accepted methods such as mechanical removal or wet scraping.
- If a chemical abatement has been performed, use Shaw Surface Prep EXT to remove any residual chemicals present. Once Shaw Surface Prep EXT has been properly cleaned and removed, apply one coat of Shaw MRP for additional protection.

Adhesive removal through the use of solvents or citrus adhesive removers is not recommended. Solvent residue left in or on the subfloor may affect the new adhesive and floor covering.

WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEAD BLAST ORMECHANICALLY CHIP OR PULVERISE EXISTING RESILIENT FLOORING, BACKING, LINING FELT , ASPHALTIC " CUT BACK" ADHESIVES OR OTHER ADHESIVES.

These products may contain either asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product is a non-asbestos-containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material. See current edition of the Resilient Floor Covering Institute (RFCI) publication Recommended Work Practices for Removal of Resilient Floor Coverings for detailed information and instructions on removing all resilient covering structures. For current information go to www.rfci.com.

- Concrete floors shall be flat and smooth within 1/8" in 6 feet or 3/16" in 10 feet.
- F-Number System: Overall values of FF 36/ FL 20 may be appropriate for resilient floor coverings.
- Moisture Vapor Emission Rate (MVER) – Conduct either in-situ RH test (ASTM F-2170) or CaCl MVER test method (ASTM F1869) Refer to the adhesive information for the acceptable moisture limits.
- Use cementitious patching and leveling compounds that meet or exceed Shaw's maximum moisture level and pH requirements. Use of gypsum-based patching and/or leveling compounds which contain Portland or high alumina cement and meet or exceed the compressive strength of 3,000 psi are acceptable.
- Perform Bond testing to determine compatibility of adhesive to the substrate. Shaw 9050 primer can be utilized to promote adhesion.
- Porosity – water drop test will help determine porosity – if drop remains on the surface after 1-2 mins concrete should be considered non-porous.
- Working and open times of adhesives may vary based on job conditions, substrate, temperature, and humidity.
- Areas to receive flooring should be adequately lighted during all phases of the installation process.
- It is recommended that resilient floor covering installation shall not begin until all other trades have completed.

TEMPERATURE - AMBIENT

Controlled environments are critical. Fully functional HVAC systems are the best way to ensure temperature and humidity control.

- **DO NOT** install resilient flooring products until the work area can be temperature controlled.
- The permanent HVAC system turned on and set to a minimum of 65°F (18.3°C) or a maximum of 85°F, for a minimum of 7 days prior to, during, and after installation. Once the installation is complete the temperature should not exceed 85°F (29.4°C).

PH

Concrete floors must be tested per the latest edition of ASTM F 710.

- PH reading must not exceed 10.0.

For reference purposes only if printed or downloaded.

- Readings below 7.0 and in excess of 10.0 affect resilient flooring and adhesives negatively.
- Rinsing the surface with clear water may lower alkalinity. "DAMP MOP"
- Shaw 9050 an acrylic solution can be utilized to correct high PH readings.

NOTE: IT MAY NOT BE THE FLOOR COVERING INSTALLER'S RESPONSIBILITY TO CONDUCT THESE TESTS. IT IS, HOWEVER, THE FLOOR COVERING INSTALLER'S RESPONSIBILITY TO MAKE SURE THESE TESTS HAVE BEEN CONDUCTED, AND THAT THE RESULTS ARE ACCEPTABLE PRIOR TO INSTALLING THE FLOOR COVERING. WHEN MOISTURE TESTS ARE CONDUCTED, IT INDICATES THE CONDITIONS ONLY AT THE TIME OF THE TEST.

2. MATERIAL STORAGE AND HANDLING

a. Flooring material and adhesive must be acclimated to the installation area for a minimum of 48 hours prior to installation.
b. Store cartons of tile or plank products flat and squarely on top of one another. Tile or plank products should be stacked no more than 6 high and allow for air flow around stacks when un-palletized. Preferably, locate material in the "center" of the installation area (i.e. away from vents, direct sunlight, etc.) Storing cartons in direct sunlight may affect proper acclimation by inducing thermal expansion/contraction.
c. When palletizing on a jobsite vinyl plank or tiles need to be stacked 2 rows high side by side with no airspace between. Then quarter turned for 2 rows side by side, not to exceed 12 boxes high. A 5/8" or thicker plywood must also be placed on the pallet first.
d. Do not stack pallet's 2 high unless utilizing a 1" thick plywood in between pallets.

3. SUBSTRATES

Note: All substrates to receive resilient flooring shall be dry, clean, smooth and structurally sound. They shall be free of dust, solvent, paint, wax, oil, grease, residual adhesive, adhesive removers, curing, sealing, hardening/parting compounds, alkaline salts, excessive carbonation/laitance, mold, mildew, and other foreign materials that might prevent the adhesive from bonding.
Crumb rubber underlayments are not an acceptable option for use with resilient floor coverings due to performance issues resulting from chemical incompatibilities.

WOOD SUBSTRATES

Wood subfloors must be structurally sound and in compliance with local building codes.

a. Double-Layered APA rated plywood subfloors should be a minimum 1" total thickness, with at least 18" well ventilated air space beneath.
b. Chip board, OSB, particleboard, construction grade plywood are generally not acceptable substrates – add a layer of APA underlayment grade ply wood that is dimensionally stable, non-staining, with a smooth fully sanded face.
c. Underlayment panels can onlycorrect minor deficiencies in the sub-floor while providing a smooth,sound surface on which to adhere the resilient flooring. Wood subfloors should be flat – 3/16" in 10' or 1/8" in 6'.
d. Insulate and protect crawl spaces with a vapor barrier covering the ground.
e. **DO NOT** install over sleeper construction subfloors or wood subfloors applied directly over concrete.
f. Underlayment panels can only correct minor deficiencies in the sub-floor while providing a smooth, sound surface on which to adhere the resilient flooring.
g. Any failures in the performance of the underlayment panel rest with the panel manufacturer and not with Shaw Industries, Inc.
h. It is recommended that your chosen APA underlayment grade panels be designed for installation under resilient flooring, and carry a written warranty covering replacement of the entire flooring system.
i. SHAW resilient flooring is not recommended directly over fire-retardant treated plywood or preservative treated plywood.
j. The materials used to treat the plywood may cause problems with adhesive bonding. An additional layer of APA rated 1/4" thick underlayment should be installed.
k. Always follow the underlayment manufacturer's installation instructions.

STRIP – PLANK WOOD FLOORING

Due to expansion/contraction of individual boards during seasonal changes, SHAW recommends 1/4" or thicker APA rated underlayment panels be installed over these types of subfloors.

CONCRETE

New or existing concrete subfloors must meet the guidelines of the latest edition of ACI 302 and ASTM F 710, "Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring".

1. On or below-grade slabs must have an effective vapor retarder directly under the slab.
2. Wet curing 7 days is the preferred method for curing new concrete.
3. Curing compounds **(DO NOT USE)**. If present they can interfere with the bond of the adhesive to the concrete. Seek assistance from a substrate manufacturer if curing agents are detected.
4. Remove curing compounds 28 days after placement, so concrete can begin drying.
5. Concrete floors shall be flat and smooth within 1/8" in 6 feet or 3/16" in 10 feet.
6. F-Number System: Overall values of FF 36/ FL 20 may be appropriate for resilient floor coverings.

For reference purposes only if printed or downloaded.

Note: Perform Bond testing to determine compatibility of adhesive to the substrate. Shaw 9050 primer can be utilized to promote adhesion. Expansion joints in concrete are designed to allow for the expansion and contraction of the concrete. Resilient flooring products should never be installed over expansion joints. Expansion joint covers designed for use with resilient floorings should be used. Control joints (saw cuts) may be patched and covered with resilient once the concrete is thoroughly cured, dry and acclimated.

LIGHTWEIGHT CONCRETE

All recommendations and guarantees as to the suitability and performance of lightweight concrete under resilient flooring are the responsibility of the lightweight concrete manufacturer. The installer of the lightweight product may be required to be authorized or certified by the manufacturer. Correct on-site mixing ratios and properly functioning pumping equipment are critical. To ensure proper mixture, slump testing is recommended.

a. Lightweight aggregate concretes having densities greater than 90 lbs. per cubic foot may be acceptable under resilient flooring.
b. Concrete slabs with heavy static and/or dynamic loads should be designed with higher strengths and densities to support such loads.
c. Surface must be permanently dry, clean, and smooth, free of all dust, and structurally sound.
d. Perform Bond testing to determine compatibility of adhesive to the substrate. Shaw 9050 primer can be utilized to promote adhesion.

Radiant Heating: Radiant-heated subfloor systems can be concrete, wood or a combination of both.

The heating systems components must have a minimum of 1/2" separation from the flooring product. The system must be on and operational for at least 2 weeks prior to installation to reduce residual moisture. Three days prior to installation lower the temperature to 65 degrees (18.3°C), after installation gradually increase the temperature in increments of 5° F to avoid overheating. Maximum operating temperature should never exceed 85°F(29.4). Use of an in-floor temperature sensor is recommended to avoid overheating. Contact the manufacturer of your radiant heating system for further recommendations.

- *Electric Radiant Floors*: consist of electric cables (or) mats of electrically conductive materials mounted on the subfloor below the floor covering. Mesh systems are typically embedded in thin-set. When embedding the system components, use cementitious patching and leveling compounds that meet or exceed Shaw's maximum moisture level and pH requirements. Use of gypsum-based patching and/or leveling compounds which contain Portland or high alumina cement and meet or exceed the compressive strength of 3,000 psi are acceptable.
- *Hydronic Radiant Floors*: pump heated water from a boiler through tubing laid in a pattern under the flooring. Typically installed in channels under a wooden subfloor (or) imbedded in concrete slabs. Requires the installer follow a specific nailing pattern to avoid penetration of the heat system.

RESILIENT FLOOR COVERING

1. Must be single layered, non-cushion backed, fully adhered, and smooth.
2. Show no signs of moisture or alkalinity.
3. Waxes, polishes, grease, grime, and oil must be removed.
4. Cuts, cracks, gouges, dents and other irregularities in the existing floor covering must be repaired or replaced.
5. Embossing leveler recommended to aid in proper bonding and to prevent telegraphing.
6. Do not install over rubber based substrates.

NOTE: THE RESPONSIBILITY OF DETERMINING IF THE EXISTING FLOORING IS SUITABLE TO BE INSTALLED OVER TOP OF WITH RESILIENT, RESTS SOLELY WITH INSTALLER/FLOORING CONTRACTOR ON SITE. IF THERE IS ANY DOUBT AS TO SUITABILITY, THE EXISTING FLOORING SHOULD BE REMOVED, OR AN ACCEPTABLE UNDERLAYMENT INSTALLED OVER IT. INSTALLATIONS OVER EXISTING RESILIENT FLOORING MAY BE MORE SUSCEPTIBLE TO INDENTATION.

Quarry Tile, Terrazzo, Ceramic Tile, Poured Floors (Epoxy, Polymeric, Seamless)

a. Must be totally cured and well bonded to the concrete.
b. Must be free of any residual solvents and petroleum derivatives.
c. Waxes, polishes, grease, grime, and oil must be removed.
d. Show no signs of moisture or alkalinity.
e. Cuts, cracks, gouges, dents, and other irregularities in the existing floor covering must be repaired or replaced.
f. Fill any low spots, holes, chips and seams that may telegraph through the new flooring.
g. Grind any highly polished or irregular/smooth surfaces. Quarry tile or Ceramic tile grout joints and textured surfaces must be filled with an embossing leveler or substrate manufacturer approved material.

4. SHAW ADHESIVES & PRIMER

Refer to adhesive label for proper trowel requirements, spread rates and application.

Prior to application of adhesive determine if the substrate is a porous or non-porous substrate. Follow instructions

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on the adhesive label for porous or non-porous subfloor.

Adhesives: Shaw 200, Quickflash, S150, InstaGrab (*Floorte™ Pro Product with attached EVA pad requires the use of T-180 adhesive)*

IMPORTANT: Recommended to perform a bond test in order to determine adhesive working time per job site conditions. The strength of the bond test will indicate whether Shaw 9050 floor primer is necessary.

5.INSTALLING RESILIENT TILE & PLANK PRODUCTS & FLOORTE™ PRO PRODUCTS

General

a. Ensure that moisture tests have been conducted and that the results do not exceed the acceptable moisture limit for the adhesive used.
b. PH of concrete sub-floor needs to be between 5&10.
c. The permanent HVAC system is turned on and set to a minimum of 65°F (18.3°C)) or a maximum of 85°F (29.4°C), for a minimum of 72 hours prior to, during and after installation. After the installations, the maximum temperature should not exceed 85°F.
d. Do not stack more than 5 cartons high.
e. Flooring material and adhesive must be acclimated to the installation area for a minimum of 48 hours prior to installation.
f. Use appropriate trowel size regarding substrate porosity
g. Material should always be visually inspected prior to installation. Any material installed with visual defects will not be considered a legitimate claim as it pertains to labor cost.
h. Install tiles running in same direction.
i. Ensure that all recommendations for sub-floor and jobsite conditions are met prior to beginning the installation. Directional designs are optional, however, once the installation is started, you have accepted those conditions.
j. **Floorte™ Pro Product with attached EVA pad – These products require the use of Shaw T-180 adhesive only. Use of non-approved adhesives may result in adhesive failure.**

LAYOUT AND INSTALLATION GENERAL RULES

a. Shaw tile and plank - Install using conventional tile and plank installation techniques. Plank products should have a minimum of 6 – 8" seam stagger.
b. Carefully determine where to begin tile or plank installation.
c. It is customary to center rooms and hallways so borders are not less than half a tile or plank.
d. Working out of multiple boxes at a time is recommended.
e. In hallways and small spaces, it may be simpler to work lengthwise from one end using a center reference line as a guide.
f. Make sure cut edges are always against the wall.
g. To properly cut LVT/LVP products score the top side of the material with a utility knife. Bend the product and finish the cut through the backside. This will ensure the cleanest cut. It may be necessary to use a heat gun to cut around vertical obstructions. Allow the heated LVT/LVP to return to room temperature before installation.
h. Cutting the product into a fine point may lead to delamination. Use an ethyl cyanoacrylate based super glue to help fuse the LVT/LVP point together. Be sure to clean all glue from the top surface immediately. Alcohol based super glues may cause vinyl to swell.
i. For random width plank begin installation with the widest plank first.

NOTE: Recommended to use floor protection after installation. **DO NOT** use a plastic adhesive based protection system.

INSTALLATION FOR TILE

Layout of the Room for Squarely Laid Fields

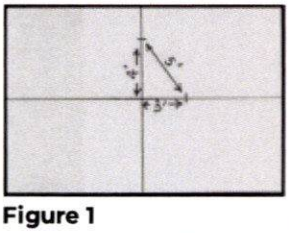


Figure 1

To square the area to be covered, first find the center of one end of the main rectangle. Locate the same point at the other end wall. Snap a chalk line between these points to mark the center line on the floor. Then measure along this center line to find the middle of the room. At the center point, mark off a line across the room at exactly right angles to the first line. This may be accomplished by the 3-4-5- triangle method as shown in **Figure 1**. Then measure 4 feet toward each side wall from the center point. Then measure 3 feet from the center point along the longer line, measure exactly 5 feet from the 3 foot mark on the center line to the 4 foot mark on the cross line. If the 5 foot measurements do not come out exactly 5 feet, the center crossing lines are not at a true right angle. For large rooms, multiples of the above dimensions may be used to obtain greater accuracy. (6-8-10 or 9-12-15, etc.)

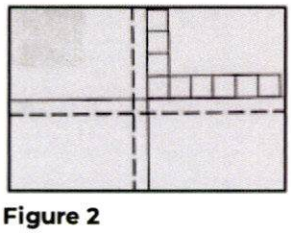


Figure 2

Dry-lay a row of tiles from the center line to the side wall to determine the space left for the borders. If the resulting border is too small, move the starting point over a half tile width so that it straddles the center line. Repeat the same procedure lengthwise of the room. (This can readily be figured out from the room dimensions without putting down the tiles if desired.)

If it is decided to have the center row of tiles straddle either or both of the center lines, additional guidelines should be snapped on the floor ½ tiles width on one side of either or both center lines as required. (See **Figure 2**) After the border widths have been determined and the center starting lines have been snapped spread the recommended adhesive on the center lines leaving portions

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of the lines at center and near each wall uncovered as shown in **Figure 3**.

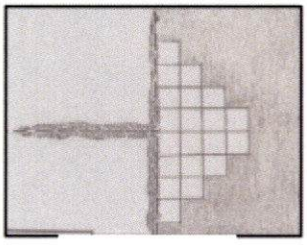


Figure 3

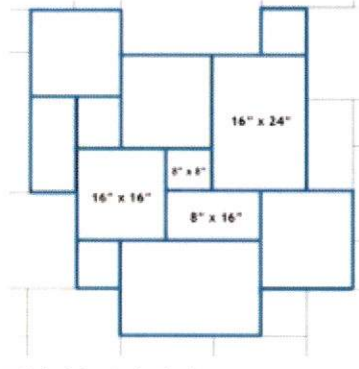
Spread the adhesive over one-half the area and after it is ready, start laying tile from the right angle formed in the center of the room by center lines. Lay toward the two corners of the room as shown. Always refer to your guide lines as you progress with laying tile so that any mistake can be corrected before it is too late. Sometimes it's necessary to compromise on the rightness of joints to make allowances for unevenness or waves of the subfloor. Take care to place tile as accurately as possible without sliding them into place. If grouting tile please leave appropriate spacer between tiles and follow instruction for use of Array-Grout.

IMPORTANT: All flooring must by rolled with a minimum 100-lb roller after installation. Use a hand roller in areas not reached with a 100-lb. roller.

VERSAILLES PATTERN TILES

The Versailles Pattern (French pattern). Proper installation and layout is important. The material must have a grout line of 3mm for proper placement. Use of 3 mm spacers is required to achieve proper grout line size and to ensure the tiles are spaced evenly.

a. The pattern is composed of
   - 44% 16" x 16" tiles
   - 33% 16" x 24" tiles
   - 11% 8" x 16" tiles
   - 11% 8" x 8" tiles



b. Instructions – Use a 3mm spacer to separate the tiles as the pattern is constructed.
c. Place one 8-inch by 8-inch tile in the center.
d. Position two 16-inch by 16-inch tiles with one above where the right edge of the larger tile is flush with the right edge of the smaller tile, and one to the left so that the top edge of the second larger tile is flush with the top edge of the smaller tile.
e. Place one 8-inch by 16-inch tile on the bottom of the section so that the 8-inch edge presses against the 16-inch square tile and half of the 16-inch edge is pressed against the base edge of the square tile.
f. Place a 16-inch by 24-inch tile in the corner created by the rectangular tile from Step 3 and the square tile from Step 1 so that the 16-inch edge runs horizontally, extending out to the right of the structure.
g. Position a 16-inch by 16-inch tile immediately below the 16-inch by 24-inch tile so that the left edge of the square tile is pressed against the short edge of the rectangular tile.
h. Lay a 16-inch by 24-inch tile with the 24-inch side running horizontally immediately to the left of the tile from and pressed against the base of the rectangular tile and half of the base of the first 16-inch square tile.
i. Place an 8-inch square tile against the last half of the base of the first 16-inch tile and against the left edge of the 16-inch by 24-inch tile.
j. Place an 8-inch square tile immediately above the first 16-inch square tile with a 16-inch square tile right above the 8-inch tile.
k. Position an 8-inch by 16-inch tile with the 16-inch edge pressed against the 8-inch square tile and the original 16-inch square tile.
l. Position the last tile, an 8-inch square tile, so that the right edge is flush with the right edge of the top-right 16-inch by 24-inch tile. The 8- inch tile must be on top of the large rectangle with the right edges flush to complete the overall design.

6. ARRAY GROUT

Array-Grout, with a unique formula, offers stain resistance color consistency and a smooth texture for easy spreading and clean-up.

a. For Grouting Shaw groutable tiles. Can also be used on vitreous, semi-vitreous or absorptive tile including ceramic, mosaic, quarry, cement, porcelain, brick, mini-brick, precast terrazzo and natural stone.
b. Stain resistant, premixed, no shade variance, resists mold and mildew.
c. Use on floors, countertops, walls, and ceilings.
d. For interior installations only.

COVERAGE

1. 1/16" Grout joint approximately 500 sqft/gallon.
2. 1/8" Grout joint approximately 300 sqft/gallon.
3. 1/4" Grout joint approximately 140 sqft/gallon.

LIMITATIONS

a. Shaw Array-Grout should not be installed, when ambient temperature is below 60° F and above 90° F. Shaw Array-Grout should be kept at room temperature for 24 hours before installation.
b. Some types of glazed ceramic tile, marble and stone can be scratched, stained or damaged when grouted with pigmented or sanded grouts. Generally white grout is best suited for grouting white or light colored marble or granite. Follow tile manufacturer's recommendations. Test a small area prior to use. Certain tile with high absorption, surface porosity or rough textured surfaces and certain types of porcelain may require sealing prior to grouting to prevent staining.

SURFACE PREPARATION

1. Tile must be firmly attached to a sound substrate and setting material must be cured for a minimum of 24-48 hours before grouting.

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2. Remove all spacers. Grout joints should be uniform in depth and width and free of all loose debris, contaminants and excess mortar or adhesive.

APPLICATION

New installation

1. Before grouting, soak the grout sponge in a pail of clean cool water and thoroughly wring out.
2. Use the dampened sponge and lightly wipe the tile surface in an area no larger than 5-10 sq. ft. A slightly wet tile surface allows the grout to glide easily over the tile and into the grout joint while providing for easier cleanup.
3. While tile is still damp, dispense a liberal amount of grout onto the tile surface.
4. Using the grout float, press the grout into the grout joints over the dampened area apply grout on no more than 5-10 sq. ft. at a time to allow for prompt cleaning; delayed cleaning may cause some cracking.
5. Place the grout float on edge at a 45° angle and rake the float diagonally across the tile surface while exerting a downward pressure. This will force the grout evenly into the grout joints.
6. Immediately remove all excess grout from the tile surface by holding the grout flat at a 90° angle to the tile and drawing it diagonally across the tile.
7. Clean by soaking grout sponge in clean cool water. Wring out excess water completely.
8. Use dampened sponge in a circular motion to smooth grout joints and clean off any remaining excess grout.
9. Continue rinsing of sponge in clean, cool water will aid in cleanup.
10. Avoid excess water in grout joints. For final cleaning/haze removal, allow grout to cure for 24 hours. Use a dampened sponge, then soft cloth to polish off residue.

Repair existing grout

a. Remove existing old grout with a grout saw 1/8" below the surface of existing tile, Sweep or vacuum dust and debris from surface of tile and grout joints.
b. Shaw Array-Grout can be applied directly over old grout. Apply enough to totally cover the old grout. Follow directions for new installation as shown above.

CLEANUP

Clean tools and hands with cold water before material dries.

CARE & MAINTENANCE

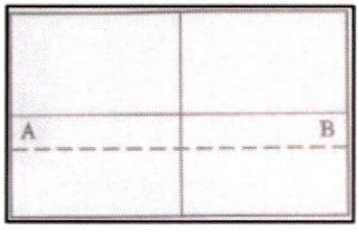
Mold and Mildew can grow on dirt, food, and soap scum that can accumulate on the grout surface. Routine cleaning will limit mold and mildew growth.

SAFETY

Avoid eye contact or prolonged contact with skin. Wash thoroughly after handling. If eye contact occurs, flush with water for 15 minutes and consult a physician.

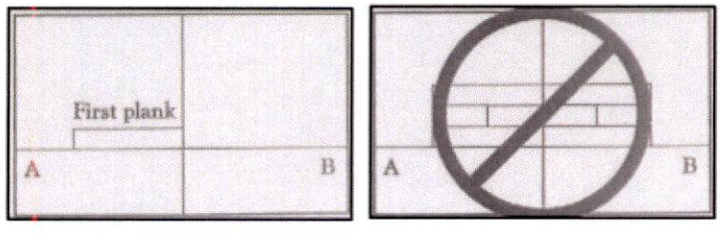
INSTALLATION FOR VINYL PLANKS

Layout of the Room



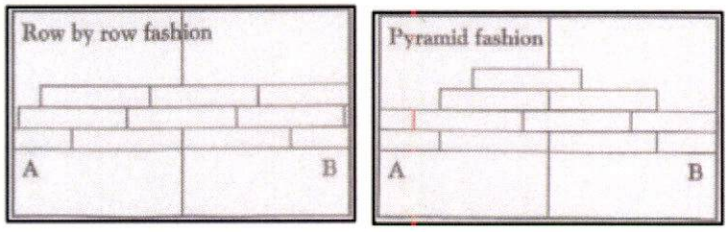
1. Find the center point of the room. Strike a line.
2. Obtain a true 90' angle by using a carpenter's square.
3. Strike a second line which will divide the room in to four equal parts.
4. Measure the distance from the center to the wall, parallel to the direction of the plank.
5. Divide the measurement by the width of the plank. If less than half remains as the border plank, adjust the point to compensate. This will give a larger border along the wall and reduce the chance of having to cut a small sliver of flooring to place along the wall.

Layout of the Plank



a. Carefully place the first piece of plank at the junction of the chalk lines.
b. Continue to lay the plank, making sure each plank flush against the chalk line and tight against the adjoining plank.
c. Make sure the plank is well seated into the adhesive paying special attention, to the edges. Lay row by row, or in a pyramid fashion as shown below.

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Fitting the Border

a. Measure the distance from the last plank in the row to the wall.
b. Mark the plank and cut it against the mark.
c. Lay the plank in place, making sure that the cut edge is against the wall.

Fitting Around Irregular Objects

a. Make a pattern out of heavy paper to fit around pipes and other irregularities.
b. Place the pattern on the plank, trace cutting along the trace lines.

IMPORTANT: All flooring must by rolled with a minimum 100-lb roller after installation. Use a hand roller in areas not reached with a 100-lb. roller.

Note: Do not use tape to secure floor protection during construction or renovation. Use ram board or similar to protect the floor.

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PHILADELPHIA COMMERCIAL

SPECIFICATION

SHAW 200 RESILIENT ADHESIVE

DESCRIPTION

Shaw 200 is a resin based, cross-linking transitional pressure adhesive for installing resilient flooring products over porous and non-porous substrates. After installation, the Shaw 200 adhesive will transition from an initial pressure sensitive bond to a permanent hard set bond.

APPROVED SUBSTRATES

- For interior use only.
- Wood Association approved wood underlayment and subflooring. See Resilient Wood Substrate Information
- Sound and properly prepared concrete (on, above or below grade), metal, wood fiberglass and terrazzo.
- Existing resilient products should be over 1 year old, secure and fully adhered with a full spread of adhesive. Remove all waxes and polishes from the existing floor before installation.

SUBSTRATE TESTING

- RH 99% (ASTM F2170). (absent of hydrostatic pressure)
- MVER must be at or below 12 lbs (ASTM F1869)
- pH must not exceed 12 (ASTM F710)

For older slabs that have a prior history of moisture related issues, Shaw Technical Support recommends moisture mitigation in the form of a 2-part epoxy system, such as MoistureTEK.

SURFACE PREPARATION

- Substrate must be structurally sound, clean, level and dry.
- Substrate must be free of dust, dirt, oil, grease, paint, curing agents, concrete sealers, loosely bonded toppings, loose particles and any other substance or condition that may prevent or reduce adhesion.
- Fill depressions or cracks with a cementitious patching/leveling compound that meet or exceed Shaw Industries maximum moisture level and pH requirements. Use of gypsum-based patching and/or leveling compounds which contain Portland or high alumina cement and meet or exceed the compressive strength of 3,000 psi are acceptable.

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EXHIBIT 9

- Installation site must be acclimated with HVAC in operation. The temperature must be controlled between 60-85°F (15-30°C) and the relative humidity controlled between 30-65%.
- Do not use over chemically abated substrates.

APPLICATION INSTRUCTIONS

Read and follow the product specific installation guidelines for layout, design and any special instructions for installation.

- Spread adhesive using the recommended trowel.
- Spread adhesive evenly over substrate, keeping the trowel at a 45° angle to the substrate.

Flooring Type	Trowel Size	Coverage
Vinyl Tile and Plank over Porous Substrate	1/16" x 1/16" x 1/16" SQ notch	140 - 175 sq ft / gal
Vinyl Tile and Plank over Non-porous Substrate	1/16 x 1/32" x 1/32 U notch	200 - 240 sq ft / gal
Solid Vinyl Sheet over Porous Substrate	1/16" x 1/32" x 1/32" U notch	175 - 225 sq ft / gal
Solid Vinyl Sheet over Non-Porous	1/16" x 1/32" x 1/32" U notch	175 - 225 sq ft / gal

Note: Coverages are estimates only. Actual jobsite coverages may vary according to substrate conditions, type of trowel used and setting practices. Trowel dimensions are depth/width/space.

Porous substrate:	For wet set installations, allow Shaw 200 to flash off for 5-10 minutes, install tile or plank. There must be adhesive transfer to ensure a good bond. For sheet vinyl, apply Shaw 200, immediately backroll with 3/16" nap roller. For permanent set, allow Shaw 200 to dry to a tacky state, install tile or plank within 2 hours.
Non-porous substrate – Tile & Plank:	Apply Shaw 200, allow to dry for 45-60 minutes, install tile and plank within 2 hours.

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Non-porous substrate - Sheet Vinyl:	Back roll the wet adhesive with a 3/16" nap roller immediately after spreading adhesive and allow adhesive to be open until dry to the touch. After install is complete, roll and cross roll floor covering with 75-100.

NOTE: Back roll the adhesive with a short nap 3/16" roller to reduce telegraphing of adhesive ridges.

Porous Substrates:

- Flash time 15-30 minutes
- Working time 2 hours

Non-Porous Substrates:

- Flash time 45-60 minutes
- Working time 2 hours

After installation of floor covering, roll floor covering with a 75 - 100 lb roller.

Flash time:	Waiting time required before installing floor covering.
Working Time:	The window of time for the adhesive to accept floor covering. Flash time and working time may vary based on temperature, humidity, substrate porosity and jobsite conditions.
Note:	**Areas with lower than normal relative humidity will result in a reduced working time.**

PRODUCT CHARACTERISTICS

Weight	34 lbs/4 gallon pail / 8.75 lbs/1 gallon pail
Pallet Quantity	48 / 180
Pallet Weight	1682 lbs / 1632 lbs

For product support please contact us at 800.241.4692 or visit our website www.philadelphiacommercial.com

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Polymer Type	Acrylic
Percent Solids	50 - 60%
VOC's (Rule #1168 of California's SCAQMD)	<20 g/L
Color	Beige dries Translucent
Tracer	Red Glitter
Shelf Life	2 years from manufacturing date, in an unopened container.
Storage conditions	65°F to 95°F (18°C to 35°C) Freeze / Thaw stable.
Flash point (ASTM D56)	>212°F / 100°C
Cleaning Instructions	Use warm soapy water while adhesive is still wet. Dried adhesive requires the use of a safety solvent.
Traffic	Light Traffic - 12 hours Heavy Traffic - 24 hours

ENVIRONMENTAL

- California South Coast Air Quality Management District Rule 1168
- California Department of Public Health Section 01350
- Floor Score Certified #SCS-FS-03175
- CRI Green Label Plus Certified #60111

LEED IEQ CREDIT INFORMATION (2009 AND V4)

Credit Requirement	Status	Comment
Meet General Emissions Evaluation Criteria	Complies	SCS-FS-07413 GLP #60111
VOC's (Rule #1168 of California SCAQMD amended October 6, 2017)	Complies	VOC Content < 50g/L

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PHILADELPHIA COMMERCIAL

SPECIFICATION

WARRANTY

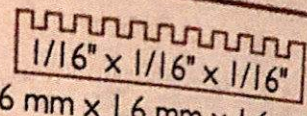
LokWorx Resilient Adhesive Limited Warranty - 10 Years (*Residential applications only) no underbed coverage. For more detailed information on this limited warranty, please contact information at the bottom of this page.

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EXHIBIT
10
PALLET
ROUTE
8Y 9Y 04
51065N
CARPET KING AND FLOORING LLC
161 – A HWY 17 S
NORTH MYRTLE BEACH SC 29582
US
11/04/2023
CUST
026VS
00001
ORDER LINE
129426 2
DY9121 1
DESCRIPTION
SHAW 200 TPS 4G
4 GAL PAIL
PROJECT NAME:
STYLE/COLOR
026VS 00001
D/L: STD
QTY / UOM
1 EA
RTL QTY / UOM
1.0 EA
INV: VS02600001
P.O.#
CKS1090
PROJECT ID:
SIDEMARK: OLGA
51065N
8Y

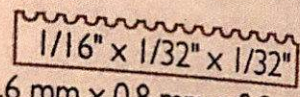
RECOMMENDED TROWELS

Porous Substrates
(Such as plywood, porous concrete, floor patch, or skim coated.)
(Vinyl Tile & Plank)
[**Coverage** 140-170 sq.ft/gal]



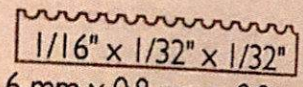
1.6 mm x 1.6 mm x 1.6 mm
Square-Notch (Shaw Blade #HS301)

Non-Porous Substrates
(or Shaw 9050 primed surfaces)
(Vinyl Tile & Plank)
[**Coverage** 200-240 sq.ft/gal]



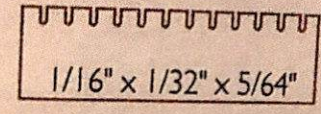
1.6 mm x 0.8 mm x 0.8 mm
U-Notch (Shaw Blade #HS200)

Porous Substrates
(Such as plywood, porous concrete, floor patch, or skim coated.)
(Solid Vinyl Sheet Goods)
[**Coverage** 175-225 sq.ft/gal]



1.6 mm x 0.8 mm x 0.8 mm
U-Notch (Shaw Blade #HS200)

Non-Porous Substrates
(or Shaw 9050 primed surfaces)
(Solid Vinyl Sheet Goods Only)
[**Coverage** 240-280 sq.ft/gal]



1.6 mm x 0.8 mm x 2 mm
U-Notch (Shaw Blade #HS190)

Note: Coverage is approximate and will vary depending on porosity and roughness of subfloor, angle at which the trowel is held, temperature of the adhesive and the subfloor, and the skill of the installer applying the adhesive.

Note: Trowel dimensions are width x depth x spacing. Trowel illustrations shown above are not at 100% scale.

Note: Coverage will be improved by priming the subfloor with Shaw 9050 to reduce adhesive absorption. Qualified lightweight concrete requires priming with Shaw 9050. See installation instructions for lightweight concrete requirements.

Note: Coverage will be significantly lower over subfloors not properly prepared according to established industry guidelines.

FIRE RATINGS - Meets NFPA Class A and UBC Class I as determined by ASTM E-84 and also passes the pill test.

CAUTION - DO NOT take internally. If swallowed, DO NOT induce vomiting, call a physician immediately. Avoid contact with eye. In case of eye contact, flush thoroughly with water and get medical attention.

KEEP OUT OF THE REACH OF CHILDREN.

WARRANTY
This product is manufactured according to exacting quality control standards and is warranted to be free from manufacturing defects. Defective material called to our attention within one year of manufacture will be replaced. No guarantee, expressed or implied, is made regarding the performance of this product since the manner and conditions of application are beyond our control. For complete warranty information, call SHAW Tech Services at 800-441-7429. You may also visit us on the web at: www.SHAWfloors.com.

FEATURES- Shaw 200 Adhesive contains anti-microbial agents that will provide its dry film with protection from fungal growth. This protection is determined using the ASTM G21 test method. Freeze thaw stable to 10°F. While this adhesive is freeze thaw stable it is still necessary to protect from freezing. Multiple freeze thaw cycles below 10°F may irreversibly damage the adhesive. For any installation not herein recommended, contact Shaw Industries, Inc. before proceeding.

For any questions, call the Shaw Information Center at 1-800-441-7429.

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VS 026
HS425_102010

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EXHIBIT 11

DESCRIPTION

Shaw 200 Luxury Vinyl Tile & Plank Adhesive is an advanced resin based, cross-linking pressure sensitive adhesive featuring high aggressive peel and shear strength. This solvent-free, non-flammable, easy troweling product provides excellent installations for tile-over-tile applications, luxury vinyl tile and plank, solid vinyl tile and plank, and vinyl composition tile over both porous and non-porous surfaces. Shaw 200 Adhesive has low odor, is free/thaw stable and is very quick and easy to use.

Shaw 200 Adhesive demonstrates excellent water and alkali resistance and may be used with confidence over a variety of flooring materials. Acceptable subfloors include on, above, or below grade moisture free concrete, APA approved plywood underlayment, terrazzo and existing well adhered tile and sheet goods. Plasticizer migration resistance allows installation of a broad variety of vinyl floor products. Cleanup is simple. When dry, use Shaw Adhesive Remover.

EXHIBIT 12

INSTALLATION

Surfaces to be bonded must be free from moisture, wax, dirt, grease, oil, paint, rust or other substances that might interfere with a good bond. When installing over light-weight concrete first apply Shaw 9050 primer. Subfloor must be smooth and fully adhered. This adhesive is not recommended for use over concrete slabs where hydrostatic pressure, excessive moisture or alkali exists. The pH level of concrete must not exceed 12 (do not install if over 12) and moisture level of concrete must be at or below 12 lbs./1000 sq. ft./24 hours (ASTM F-1869) or 99% relative humidity (ASTM F-2170). If both tests are performed, the RH test is the qualifying standard. Both the adhesive and surfaces to be bonded must be maintained at the temperature of 65°-95° (18.3°- 35.0°C) and between 30% and 60% relative humidity for 72 hours before, during and after installation.

i) NON-POROUS SURFACES & SHAW 9050 PRIMED SURFACES - TILE & PLANK

Apply Shaw 200 Adhesive with the recommended trowel (see trowel chart). Allow to dry completely from yellow to tan, and lay in the tile or plank according to the flooring manufacturer's instructions within 3 hours. The highly aggressive pressure sensitive grip prevents slippage and minimizes seam gaps. Drying time is 45-90 minutes and will vary due to installation site temperature and humidity. Installation over areas of incomplete drying can result in job failure. After installation is complete, roll and cross-roll with a 100 lb. sectional roller. Use hand roller in areas which cannot be reached with larger roller. Check 1-2 hours after installing flooring material and roll again if necessary.

ii) NON-POROUS SURFACES & SHAW 9050 PRIMED SURFACES - SHEET GOODS

When installing sheet goods over non-porous surfaces, use the recommended trowel (see trowel chart). Back roll the wet adhesive with a 3/16" nap roller immediately after spreading and allow the adhesive to set open until dry to touch. (Dry to touch is tacky but no transfer to fingers). Time required will vary with ambient conditions. After installation is complete, roll and cross-roll with a 100 lb. sectional roller. Use hand roller in areas which cannot be reached with larger roller. Check 1-2 hours after installing flooring material and roll again if necessary.

iii) POROUS SURFACES (SUGGEST PRIMING WITH SHAW 9050)

Shaw 200 Adhesive may be used either wet or as pressure sensitive adhesive over porous surfaces. To use wet, apply adhesive with the recommended trowel (see trowel chart) and allow to flash off for 5-10 minutes before installing flooring. Lay tile or plank into wet adhesive according to flooring manufacturer's instructions. Adhesive must transfer to floor product to ensure proper bond. To use as a pressure sensitive adhesive, allow to dry to a tacky state, then install flooring according to flooring manufacturer's instructions within 3 hours. If installing sheet goods, back roll wet adhesive with a 3/16" nap roller immediately after spreading. After installation is complete, roll and cross-roll with a 100 lb. sectional roller. Use hand roller in areas which cannot be reached with larger roller. Check 1-2 hours after installing flooring material and roll again if necessary.

LUXURY VINYL ADHESIVE

NET

Gmail

Osen Ochen <osenochen@gmail.com>

EXHIBIT 13

Carpet King and flooring

2 messages

Carpet King and flooring <carpetkingv@gmail.com> Fri, Nov 17, 2023 at 2:36 PM
To: Osen Ochen <osenochen@gmail.com>

Hi Olga,
Attached is a copy of our installation warranty I spoke to you about. I am trying to be helpful. This should have been attached when I sent over your paid invoice, I apologize about that. You have your invoice showing as paid. If you would like, I can share the specifics for the Shaw 200 adhesive we used on your concrete subfloor. I do recommend you speak to the owner of the company. We are trying to work with you and help you in any way we can so you can install your own baseboards. The transition at the slider door did not get installed. I can take care of that as of now.
Respectfully,
Joey Kocsis

INSTALLWARRANTY.pdf
238K

Osen Ochen <osenochen@gmail.com> Mon, Nov 20, 2023 at 2:18 PM
To: Carpet King and flooring <carpetkingv@gmail.com>

Hi Joe,

I appreciate your attempt to be helpful but my decision remains the same, I am not willing to give you any second chances. You have presented yourself as the owner of Carpet King and Flooring, and you have charged me $3400 for a job which within a week appeared to not have been installed at all. At this point today, I, a disabled woman with a neurological disability which makes moving around very difficult, have simply pulled up all the planks in my family room by hand. I have attached just a few photos. Everything proves you have violated many established industry guidelines for installing glue-down vinyl plank flooring. And you still fail to see what you have done incorrectly. You even tried to claim that this is normal and an "easy fix". You also tried to claim it's the adhesive's fault. Which establishes therefore that you and your installer lack the expertise, and that you have misrepresented your expertise to me to get my money. Since you have not installed your contract but charged me and taken my money, I will file a claim against you this week.

Olga Teslenko

[Quoted text hidden]

6 attachments



familly room 1.jpg
2234K



family room 2.jpg
3542K



family room 3.jpg
2550K



family room 4.jpg
2189K



leveling 4.jpg
3224K

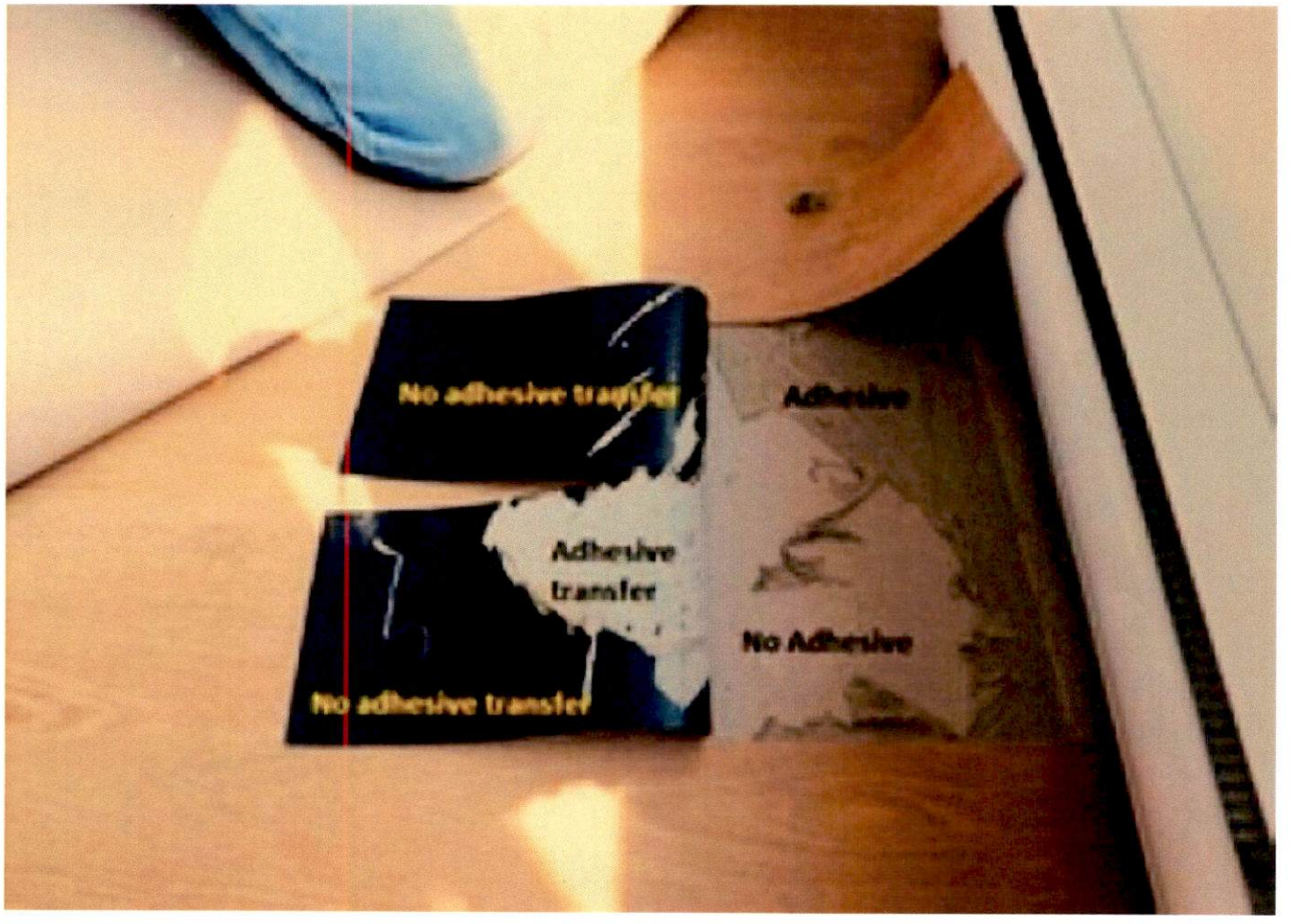


SHAW 200 Guidelines.PNG
4844K

EXHIBIT
14



EXHIBIT
15


No adhesive transfer
Adhesive
Adhesive transfer
No Adhesive
No adhesive transfer

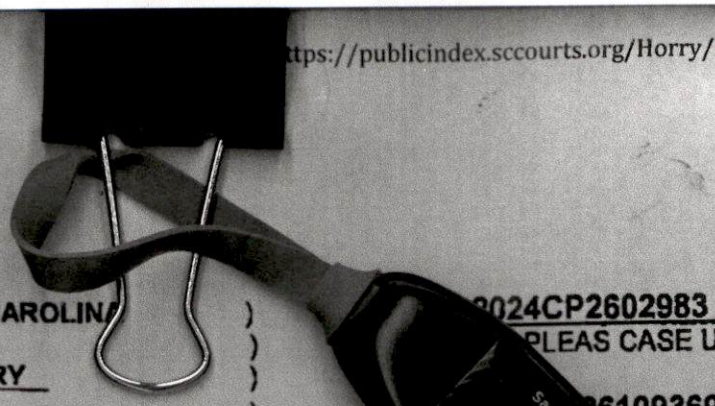


EXHIBIT
16

STATE OF SOUTH CAROLINA)
) 2024CP2602983
COUNTY OF HORRY) PLEAS CASE UMBER
) 61093695
Olga Teslenko) MAG SE NUMBER
APPELLANT)
) IN THE COU PLEAS
VS.)
) LETTE E
Carpet King & Flooring, Joe Kocsis) CLERK OF URT
RESPONDENTS)

July 22, 2024

FILED
HORRY COUNTY
2024 JUL 22 P 2:16
RENEE N. ELVIS
CLERK OF COURT
HORRY COUNTY, SC

Mme. Rene N. Elvis,
Horry County Clerk of Court
P.O. Box 677
1301 2nd Avenue
Conway, South Carolina 29526

RE: Olga Teslenko, Appellant, VS. Carpet King & Flooring, Joe Kocsis, Respondent,

Dear Madame Clerk of Court,

I would like the Judge in my case to review the evidence which I submitted to the Magistrate, Honorable Judge Christopher Arakas, at my court hearing in the Magistrate Court, and which has been omitted in the return documents, returned by the Magistrate. Without this evidence, the matter of my appeal cannot be ascertained, and therefore a risk of miscarriage of justice exists. This evidence is included in a flash drive and printed documents the same way I submitted it to the Magistrate court originally. I would like to propose to include this evidence in the Record of Appeal as the evidence omitted in the Magistrate Return.

Sincerely,

Olga Teslenko, Appelant,
100 Fountain Pointe Ln, Unit 103,
Myrtle Beach, SC, 28578

July 22, 2024

Enclosed:
Flash drive
Olga Teslenko's Magistrate Court statement and supporting documents

THE STATE OF SOUTH CAROLINA
In the Court of Appeals

RECEIVED
DEC 01 2025
SC Court of Appeals

APPEAL FROM HORRY COUNTY
Court of Common Pleas
The Honorable Dale Van Slambrook, Circuit Court Judge

Appellate Case No. 2024-001734

Olga Teslenko, Appellant,
v.
Joe Kocsis and Carpet King & Flooring,
Respondents.

PROOF OF SERVICE
OF APPELLANT'S LETTER FILING APPELLANT'S TRIAL EXHIBITS AS REFILED WITH THE CIRCUIT COURT ON 7/22/2024

Appellant hereby certifies that she has served her **LETTER FILING APPELLANT'S TRIAL EXHIBITS AS REFILED WITH THE CIRCUIT COURT ON 7/22/2024, with the exhibits,** upon Respondent, Mr. Joe Kocsis, who at all relevant times represented himself to be the owner of Carpet King & Flooring. Service was made by depositing a true copy thereof with Federal Express, postage prepaid, on **December 2, 2025**, addressed to: Mr. Joe Kocsis, Carpet King & Flooring, 532 Broadway Street, Myrtle Beach, SC 29577.

Thank you for your attention to this matter,

Respectfully submitted,

s/ Olga Teslenko
Olga Teslenko, Appellant, Pro Se
100 Fountain Pointe Ln, Unit 103
Myrtle Beach, South Carolina 29579
Email: osenochen@gmail.com
Tel: (510) 388-2780

Dated: December 2, 2025

ORIGIN ID:MYRA (510) 388-2780
OLA TESLENKO

100 FOUNTAIN POINTE LN
UNIT 103
MYRTLE BEACH, SC 29579
UNITED STATES US

SHIP DATE: 01DEC25
ACTWGT: 1.00 LB
CAD: 262248040/INET4535

BILL SENDER

TO **THE HON. JENNY ABBOTT KITCHINGS,**
CLERK OF COURT, COURT OF APPEALS
1220 SENATE ST.

COLUMBIA SC 29201
(803) 734-1890 REF:
INV:
PO: DEPT:

58HJ4/2C22/59F2

FedEx Express

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WED - 03 DEC 5:00P
**** 2DAY ****

TRK# 0201 **8865 4907 7378**

4Z COLBG

29201
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DEC 01 2025
SC Court of Appeals

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