



WILLIAMS & ASSOCIATES, LLC

INDEPENDENT FLOORING INSPECTION & FAILURE ANALYSIS



Robert A. Williams | FCITS Certified Master Flooring Inspector #2029 | Central Connecticut | (203) 910-9239 | rawbertw@gmail.com

THE PRACTICE

Williams & Associates, LLC provides independent, third-party flooring inspection and failure analysis. I perform inspections for manufacturers and their warranty claims departments, distributors, retailers, contractors and builders, insurance adjusters, and homeowners — anyone who needs an impartial answer to the question of why a floor is not performing.

I am retained for the inspection alone. I do not sell the repair, the replacement, or the installation, and I hold no financial interest in the outcome of a claim. Every inspection is measured against published industry standards and the manufacturer's own written installation instructions, and is documented in a written report with photographs, field data, and a clearly stated conclusion on cause.

ABOUT ROBERT A. WILLIAMS

I have been in the flooring industry for over 40 years. I started in 1983 as an installer and later ran my own contracting work, and I have spent the decades since on the manufacturing side with companies including **Laticrete, Bostik, and Dal-Tile** — writing and teaching the installation side of these products, training installers and distributor personnel, and standing behind the warranties when jobs went wrong.

Knowing both sides of the business is what makes the difference in an inspection. I understand how these products are manufactured and specified, and I understand how they are installed — which allows me to accurately identify the cause of a failure, whether it stems from a product defect, an installation error, the substrate, or environmental conditions.

- **FCITS Certified Master Flooring Inspector (#2029).** Certified failure analysis and installation expertise across both hard and soft surface flooring — the top-tier credential in the inspection field.
- **Deep product and technical knowledge.** Flooring adhesives, patches, levelers and underlayments, moisture mitigation, sound control, and the full range of resilient, carpet, and wood flooring systems.
- **An installer's eye.** Trained as an installer at the start of my career and on jobsites ever since — I read workmanship, substrate preparation, and site conditions, not only the finished surface.
- **Genuine independence.** No repair work, no replacement sales, no affiliation with the parties to a claim. The finding goes where the evidence goes.
- **Clear, defensible reports.** Photo documentation, field measurements and test data, the applicable standards and manufacturer instructions cited by name, and a conclusion written so that a claims manager, a contractor, and a homeowner can all follow it.

SCOPE OF INSPECTION

SURFACES

LVT, LVP & resilient plank • Sheet vinyl • VCT • Rubber & specialty resilient • Solid hardwood • Engineered wood • Laminate • Broadloom carpet • Carpet tile

CONDITIONS INVESTIGATED

Bond & adhesive failure • Slab moisture and moisture-related failure • Cupping, crowning, gapping & buckling • Seam, edge & delamination failure • Telegraphing & indentation • Wrinkling, buckling & stretch-in failure • Substrate flatness and preparation deficiencies • Appearance retention, wear & alleged manufacturing defect

INSPECTION COVERAGE

I conduct inspections in the following locations:

Connecticut • Rhode Island • Massachusetts • Vermont • New Hampshire • Maine • New York State (including Long Island) • New Jersey • Pennsylvania • Delaware • Maryland • Washington, D.C. • Virginia • West Virginia • Eastern Ohio

LET'S TALK

If you have a disputed floor, a warranty claim under review, or a job that is not performing the way it should, I would welcome the conversation — ideally before the finger-pointing starts. Tell me what you are seeing and I will tell you honestly whether an inspection is the right next step.

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