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April 27, 2004

**Name deleted, Esq.
address deleted**

Your client: **Name deleted
address deleted**

Your File #

At the request of **Name deleted, Esq.**, a limited visual inspection of ceramic floor and wall tile at the name deleted residence **address deleted** was conducted by Jagger Enterprises, Inc. dba Buckeye Home Inspections on April 12, 2004. The inspector was Jim Jagger. Name deleted was present at the time of the inspection.

Per Mr. name deleted, referenced tile was installed in June of 2002 by contractor name deleted. Discolored/uneven grout was noted.

Temperature at the time of the inspection was in the upper 30⁰'s. Skies were partially cloudy.



Observations-

1) Tiles appear to have been set in a good and workmanlike manner. With exception of one (1) fractured tiles in a bathroom, no cracks were noted.

The grout coloration was inconsistent. Color varied widely from dark to light

2) Per documentation provided by Mr. name deleted, **Hydroment® Ceramic Tile Grout (Sanded)** was used in the installation of his tiles. Please see **Hydroment®** documents for description of this product.

3) Per **Hydroment®** documents, **Hydroment® Ceramic Tile Grout (Sanded)** can be mixed with *clean, potable water*.

Per Mr. name deleted, **Hydroment® Ceramic Tile Grout (Sanded)** was mixed with well water of unknown potability.

3) It is imperative that technically sophisticated products such as **Hydroment® Ceramic Tile Grout (Sanded)** be installed per manufactures instructions. **Hydroment®** documents clearly states the following:

***CURING:** Keep all heavy foot traffic off the installation until grout is firmly set (approximately 8-12 hours). When mixed with water damp cure for 3 days by wiping joints with a clean, damp sponge several times per day, or by covering joints with non-staining craft paper. Improper curing may result is a light color and weak joints.*

Per Mr. name deleted, referenced grout was not *damp cured*.

also, **Hydroment®** documents clearly states the following:

Color development may vary depending on type of tile, temperature and humidity, and clean up procedures.

Comments -

1) **Hydroment®** documents clearly indicate that improper curing can affect the color of the grout.

2) Contractor had control over curing procedures, temperature, humidity, and clean up procedures.

Summary -

1) Contractor did not provide a finished product that met minimum standards of acceptability. Evidence of substandard workmanship is clearly visible.

2) Most probable caused of discolored/uneven grout are improper curing and clean-up procedure of dubious quality.

Suggested Remedy -

1) Hydroment® produces and distributes a matching grout stain designed to even-out discolored/uneven grout.

2) Employ a qualified contractor to apply Hydroment® grout stain per manufactures recommendations.

Estimated cost to cure

-\$2000.00, Labor and Materials

N.B.

It is extremely difficult to secure the services of a qualified contractor who is willing to complete a project started by another contractor. Contractors are commonly uninterested in becoming involved in a troubled project. It is the inspector's experience that qualified contractors who are willing to complete a troubled project "will bid the job very high" to make certain that their expenses are covered and profit margins are maintained.

Please note that latent or concealed deficiencies may exist. Only non-destructive testing was conducted. Portions of the mechanical and structural systems were not able to be fully examined. This inspection is not intended to be nor is it represented as technically exhaustive. This report is not intended to be nor is it represented as an Engineer's survey. We suggested consulting all local, state, federal or other regulatory agencies to determine if facilities are in compliance with appropriate regulations. This report does not constitute an offer to perform above suggested repairs. We do not perform contracting or repair work nor do we make referrals to those who do. Contractors set their own prices and prices among contractors vary widely. We suggest acquiring three (3) competing bids from qualified contractors before making final decisions or hiring and/or employing contractors or tradespersons.

This report prepared and respectfully submitted by,

James Jagger

President



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