



## 5 YR CARPET TILE MANUFACTURING WARRANTY

All our carpet and carpet tiles are covered by the Belgotex Floorcoverings (Pty) Ltd 5-year guarantee against patent and latent defects in the manufacturing process. Carpets must be maintained and cleaned in accordance with the written instructions of Belgotex Floorcoverings.

### Cleaning and Maintenance Guidelines

Please refer to the Belgotex Floorcoverings Cleaning and Maintenance guidelines available from your contractor for your relevant product installed.



## 15 YR LIMITED CARPET TILE WEAR WARRANTY

### Quality standards, warranties & guarantees

Belgotex Floorcoverings quality management system is certified to ISO 9001. All carpeting carries the ISO 9001 logo as your assurance of quality and our commitment to maintaining the highest international standard.

### Fifteen year limited wear warranty (applicable ranges only)

Carpet Tile ranges are covered by the Belgotex Floorcoverings (Pty) Ltd 15-year wear warranty, which states that, when installed and maintained as recommended by Belgotex Floorcoverings, these carpets will retain at least 90% of their pile fibre for fifteen years.

The Warranty does not cover tears, cuts or burns or damage relating to the improper use of, or the application of improper cleaning agents. Incorrect or poor carpet maintenance or lack of protection under roller castor chairs voids the warranty.

If dissatisfied with the performance of the carpet, please notify your installer and permit Belgotex Floorcoverings to test the product. Subject to the above restrictions, if the carpet has lost 10% or more of its pile fibre it will be replaced in the affected room or area in accordance with the Manufacturers Standard Claims Policy.



\* Davenport, Nottingham & Kensington

## 10 YR LVT LIMITED WEAR COMMERCIAL WARRANTY



\* Davenport, Nottingham & Kensington

## 20 YR LVT LIMITED WEAR RESIDENTIAL WARRANTY

### 1. Belgotex Floors provides a warranty that:

- Belgotex vinyl flooring will be free of manufacturing defects.
- If such defect occurs, upon a verification of the defect, Belgotex Floors will authorise repair or replacement of the affected area.

### 2. This warranty does not include the following:

- Improper installation – not professionally installed or improper adhesive/trowel used. Workmanship errors should be addressed to the contractor who installed the floor.
- Installed with obvious manufacturing defects.
- Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discoloured by sunlight or heat generation.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- Different from samples or printed material in shade, colour or embossing.
- The flooring must be protected from direct sunlight, as uncontrolled expansion of the material can take place.

### 3. Other limitations:

- This warranty is not transferrable.
- Manufacturing defect must be reported within 3 months from the date of purchase.
- This warranty covers only properly installed and maintained floors. • Belgotex Floors excludes and will not pay for any consequential or incidental damages under this limited warranty.
- Belgotex Floors will not pay for the loss of time, inconvenience or other incidental expenses incurred.

## LVT CLEANING RECOMMENDATIONS:

- Food spills should be cleaned up as rapidly as possible with an all-purpose type liquid cleaner that is not abrasive. We do not recommend powdered cleaners, oil soaps, dish washing detergents, or other dusting products.
- Shoe marks and scuffs can be removed by using a spot application of multi purpose cleaner and a non-abrasive scrubbing pad.
- Regular household dirt can be cleaned with warm soapy water, or a multi purpose cleaner. Some hand wiping may be required to remove tough spots and spills. Always sweep or vacuum your vinyl floor before cleaning in order to remove loose dirt or particles.

## DO NOT WAX YOUR LUXURY VINYL FLOORING:

- The surface of your vinyl floor, which is very dense and non-porous, prevents wax from penetrating and thus will build up and create a bed for yellowing and dirt collection.
- If your floor has been exposed to excessive water, for example by accident or flooding, remove the water as soon as possible by mopping and ventilate the room. A dehumidifier should be promptly turned on in the room to reduce the moisture level to normal. Do not dry the room below the normal moisture level that existed previously.
- If accidental deep scratches appear on the floor, then it might be necessary to replace such tiles. You should always retain some excess tiles for replacement purpose. First mark the tiles that require replacement. Then score the tiles diagonally with a utility knife but make sure you do not injure any adjoining tiles. Point a hair dryer about 10 cm's from the centre of the tile for about 45 seconds, or until hot to the touch, and then pry up the tile starting from the middle. If the tile continues to be difficult to remove then apply more heat until it is pliable and the adhesive releases. If the subfloor surface is still smooth, then apply the new tile; if the surface is rough or uneven, then smooth it with a floor patching or levelling compound, and re-apply adhesive before installing replacement tiles.
- If any edges of an individual tile should release from the subfloor, it usually can be corrected by applying warm air from a hair dryer for 30 to 60 seconds from a distance of about 6 inches. Then step on the edges and remain there for a few more seconds until the re-adhesion takes place. If this procedure is not successful, then the problem may be the result of some foreign particles on subfloor, which need to be removed pursuant to No 6 above.

## PREVENTATIVE MAINTENANCE:

- Use protective mats in front of any doors leading to the outside. This helps to prevent sand and grit from getting on to your vinyl floors. Gritty sand is any floor covering's worst enemy. Also, if you installed the tile in your kitchen, you should place a throw rug in front of the sink area to catch spills and splashes.
- Install proper floor protectors on furniture legs used on vinyl flooring. Protectors will allow chairs to move easily over the floor without scuffing or scratching. Clean the protectors on a regular basis to remove any grit that may have become embedded. Do not wax the bottom of furniture legs.
- To keep your floor looking it's best, dust mop or vacuum your floor at twice per week. Do it more often on floors with heavy traffic. Do not use a household dust treatment chemical of any kind as this may cause the floor to become slick or dull the finish. Simply sweep the floor as needed.
- Do not pour pails of water on your floor to clean. Excessive water can cause damage to your subfloor and your floor will only be as good as the subfloor. Belgotex Luxury Vinyl itself is highly water resistant.
- Do not allow pets with unclipped nails to walk on the vinyl floor. It could cause severe scratching to the surface.

**The above list is indicative of materials likely to cause damage but is not be considered restrictive.**

## CAUTIONS AND MAINTENANCE:

- Furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways.
- Do not place heavy items on newly installed floor covering for at least 24 hours after completion of the installation. Heavy furniture should be equipped with suitable non-staining, wide-bearing casters.
- Floor covering subjected to excessive heat and light exposure is subject to thermal degradation. Use appropriate precautions to minimise potential affects on the floor covering.  
Oil or petroleum-based products can result in surface staining. Do not track asphalt driveway sealer or automobile oil drips onto the vinyl floor covering.
- Use non-staining walk-off mats. Rubber can discolour resilient floor coverings.

## **CARPET CARE**

Care of your new carpet is a major determining factor in how long it will last. This document provides all the recommendations required for care, stain removal and cleaning to enhance the beauty of your carpet throughout its lifetime.

Poor upkeep, more particularly the use of unsuitable stain removers or detergents, can rapidly cause lasting and virtually irreversible damage to the floor covering. In such situations, Belgotex and/or Balsan cannot be held liable.

- Protecting entrances
- Vacuuming
- Removing stains
- Regular care.

## **VACUUM CLEANING**

Regular use of a vacuum-brushing cleaner is the best way to care for carpets. The intensity of foot traffic should be

clearly identified in each area so that vacuuming activities can be properly planned. It is absolutely essential to use a vacuum cleaner with a rotating brush for best results; this type of vacuum cleaner removes dust efficiently through its mechanical action. Vacuum cleaners with flat nozzles remove only a limited amount of dust and do not lift the pile. To prevent fine dust being discharged into the air, the vacuum brushing cleaner should be fitted with an additional efficient filter (HEPA filter).

## **REGULAR CLEANING**

Regular cleaning done properly can put off more drastic cleaning operations such as “spring-cleaning” or “restorative cleaning” for a very long time and should be done every 12 months.

- Vacuum in parallel lines, going against the direction of the pile where necessary in heavy traffic areas. Use just enough detergent solution to clean the carpet. Clean in straight lines wherever possible, overlapping each run by one third of the nozzle width to avoid any traces of passage.
- After each cleaning operation, go over the same area without detergent once more with just the vacuum cleaner.
- Extraction should be repeated in areas where visible dirt has not been removed with just one pass of the cleaning nozzle.
- Lastly, repeat the above, replacing the detergent with water, to remove all traces of detergent from the pile. If extraction has been properly performed, the ideal drying time should be from 6 to 12 hours, during which no one should be allowed to walk on the carpet. Drying time can be much shorter if special dryers are used.

**CARPET CARE cont.**

Efficient extraction is essential to prevent any residual damp, which could cause problems of curvature and premature clogging of seams. Important general recommendations:

The use of unsuitable stain removers or cleaning products can cause irreversible damage.

Textile floor coverings are sensitive to chemical agents: the topside fibres and the backing can be damaged by aggressive agents such as alkali (ammonia etc), bleach and/or oxidizing agents (chloride bleach, hydrogen peroxide etc).

Avoid drowning the stain - prolonged or repeated humidity can discolour and soften the carpet or even detach the backing, cause shrinking, warp carpet tiles, turn the carpet yellow or encourage proliferation of mould and bacteria.