

**B.**

# Warranty.

Commercial Carpet Tiles and Broadloom

**Belgotex™**

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[belgotex.co.za](http://belgotex.co.za)

# B.

## Commercial Warranty.

### Your Guide to Proper Carpet Care

Your carpet is an investment in comfort and style. To keep it looking good and lasting longer, proper care and attention is required for the installation and maintenance thereof. To get the most out of your carpet, and to keep the Belgotex™ guarantee and warranty in place, it is important to adhere to the following maintenance procedures (SANS 10245: The Maintenance of Textile Floor Coverings), as well as the care instructions in the Belgotex™ 'Caring for your Stainproof Carpet Guide'.

#### IMPORTANT INFORMATION

- Colours may vary within a commercial tolerance from batch to batch. Do not install different dye batches together in the same installation.
- In the instance of a cut-pile/velour product, the pile lying in different directions has varied effects on light reflection. New owners of this type of carpet should be aware that this is a desirable characteristic, sometimes called shading, and is by no means a defect.
- Irregular pattern repeats can occur. Pattern repeats are for assistance in viewing patterns in perspective, and they must be verified prior to installation. Carpeting is a textile material, and therefore subject to variations that are acceptable in the textile industry. These variations can sometimes create irregular pattern repeats. Installation should be done by professional carpet installers, with experience in the installation of patterned products. Even if the material is within manufacturing tolerances, all parties need to be aware that 'standard' installation methods will not always bring patterns to an acceptable level for the client.
- Product specifications are based on averages from normal manufacturing tolerances. Such variations do not affect product performance.
- This product is UV stabilised for indoor use, as it is intended solely for use as an indoor floorcovering. It is not recommended or sold for any other purpose unless otherwise stated.
- This floorcovering is guaranteed by Belgotex™ for a period of 5 years against any patent and latent manufacturing defects. For applicable ranges only, Belgotex™ provides a 10 or 15 year limited wear warranty against excessive fibre loss.
- Pile pressure marks from the likes of furniture, transport, storage and fading from exposure to direct sunlight, and soiling are not manufacturing defects.
- Carpet protector mats are necessary where castor wheels are used.
- Carpets fitted on stairs must be protected with stair nosing.

#### INSTALLATION

- Our floorcoverings must be installed by a professional installer, in accordance with the code of practice for the installation of textile floorcoverings (SANS 10186) and manufacturer's instructions.
- ResinBac and NexBac tiles must be tessellated at installation unless otherwise stated.
- When ResinBac tiles are being installed, a fully bonded (stuck down) method must be used. Belgotex™ recommends the use of an acrylic emulsion water-based adhesive, which should be applied to screed as per the adhesive manufacturer's recommendations.
- When EOS Bac and NexBac tiles are being installed, they must be laid into pressure sensitive/permanent tac adhesive, which should be applied to the screed as per the adhesive manufacturer's recommendations.
- For tufted carpets, the best possible underlay is to be installed to

provide extra comfort and acoustic benefits, and to enhance the appearance and durability of the carpet.

- Belgotex™ accepts no responsibility for damage to tiles or broadloom that have not been installed in accordance with these guidelines.
- Installation must take place after construction is complete. Belgotex™ will accept no responsibility nor honour any guarantee or warranty for installations made during construction work that are inadequately protected against damage.
- For detailed information regarding installation contact your Belgotex™ representative.
- Belgotex™ recommends the fitting of Blue undercushion in all commercial tufted broadloom installations to enhance performance and improve underfoot comfort. Blue Undercushion is sold separately.
- Green underlay is the environmentally-friendly option of Belgotex underlay. It is made from 100% recycled material, anti-allergenic and adds comfort and extended life to carpet. Green underlay is sold separately.

#### MAINTENANCE OF YOUR CARPET

- Daily, or at the very least weekly vacuuming will remove dry soiling and dust, ensuring a clean and healthy environment. A clean carpet is a long-wearing carpet; therefore you cannot vacuum too much. If using an upright vacuum cleaner with rotating beater brush, care should be taken to set the brush height to skim lightly over the carpet pile, thus avoiding unnecessary abrasion (fuzzing). This type of vacuum system is not recommended for natural staple fibre products.
- Correct and regular maintenance will increase the lifespan of a carpet and also help to maintain its appearance. Cleaning should be proportional to the amount of soiling to which the carpet is subjected.
- To prevent crushing of the carpet pile and eventual damage to the backing, place castor protector pads where roller castor chairs are in use.
- Rearranging furniture periodically will allow the pile to recover and will also change the traffic pattern in a room ensuring that the carpet wears more evenly.
- Although the quality of carpet pigment has never been better, it is important to close blinds or shades when the carpet is in direct sunlight as prolonged exposure can cause colours to fade.
- To reduce soiling and wear in high traffic areas, please use Belgotex™ recommended walk-off mats at all entrances. These must be cleaned and rotated regularly.

#### QUALITY MANAGEMENT SYSTEM

Belgotex™ Quality Management System is certified to ISO 9001. Every carpet carries the ISO 9001 logo as your assurance of quality and our commitment to maintaining the highest international standard.

**FIVE YEAR MANUFACTURING GUARANTEE**

All our carpets are covered by the Belgotex™ 5-year guarantee against patent and latent manufacturing defects. All claims will be treated in accordance with the South African Carpet Manufacturers Standard Claims Policy. However, carpets must be maintained and cleaned in accordance with the written instructions of Belgotex™. Devaluation of 20% per annum will apply if material being replaced is due to a manufacturing defect.



**TEN YEAR LIMITED WEAR WARRANTY (APPLICABLE RANGES ONLY)**

Belgotex™ products are covered by the Belgotex™ 10 year warranty, which states that, when installed and maintained as recommended by Belgotex™, these carpets will retain at least 90% of their pile fibre for ten years. Applicable to needlepunch ranges only.



**FIFTEEN YEAR LIMITED WEAR WARRANTY (APPLICABLE RANGES ONLY)**

Belgotex™ products are covered by the Belgotex™ 15 year warranty, which states that, when installed and maintained as recommended by Belgotex™, these carpets will retain at least 90% of their pile fibre for fifteen years. Applicable to tufted ranges only.



**TWENTY YEAR LIMITED WARRANTY (APPLICABLE RANGES ONLY)**

Belgotex™ provides a 20-year limited warranty against excessive fibre wear on this carpet. Only applicable when carpet is installed on Blue undercushion or Green underlay.



The 15 year and 20 year 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™ 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 South African Carpet Manufacturers Standard Claims Policy.

**AREA CLASSIFICATION**

Carpets are classified according to their suitability to various applications within the residential and commercial environment. As wear conditions can differ appreciably in similar specified areas depending mainly on occupancy and environmental conditions, it is advisable to obtain expert advice from your local carpet dealer or manufacturer before area suitability is finally decided upon.

This product is suitable for areas with heavy residential use.

Heavy Residential

This product is suitable for commercial areas with medium traffic.

Medium/General Commercial

This product is suitable for commercial areas with heavy traffic.

Heavy Commercial

**FIBRE TYPE**

**STAINPROOF SDN** (applicable ranges only) is a new generation nylon fibre offering superior colour-fastness and resistance to stains and soiling.



**STAINPROOF MIRACLE FIBRE** (Polypropylene) (applicable ranges only) is colour-fast, stain resistant, anti-microbial, anti-allergenic and is not normally affected by insects, mould and mildew.



**STAINPROOF SDX** (applicable ranges only) is a new generation nylon fibre offering superior colour-fastness and resistance to stains and soiling. Nylon, Solution Dyed for X-treme conditions.



**STAINPROOF ECO FIBRE** (applicable ranges only) is a new generation nylon fibre offering superior colour-fastness and resistance to stains and soiling.



**STAINPROOF ECO SDX** (applicable ranges only) is a new generation nylon fibre offering superior colour-fastness and resistance to stains and soiling.



For detailed cleaning methods on the above fibre types, consult the Belgotex™ 'Caring for your Stainproof Carpet Guide'.

**SOUTH AFRICAN CARPET MANUFACTURERS STANDARD CLAIMS POLICY**

Belgotex™ adheres to stringent quality control standards with regard to the manufacturing processes and the materials used. In the unlikely event of a manufacturing or material defect being discovered in your Belgotex™ carpet, your claim will be assessed according to the terms of the South African Carpet Manufacturers Standard Claims Policy, subject to a pro-rata devaluation depending on the guarantee period (10, 15 or 20 years).

The terms and conditions of this policy can be requested from your dealer, any Belgotex™ branch or viewed at [www.belgotex.co.za](http://www.belgotex.co.za)

**ENVIRONMENTAL**

Belgotex™ Environmental Management System is certified to ISO 14001. This is your assurance of our commitment to the environment.



Belgotex™ is a Green Building Council South Africa (GBCSA) member.



Products manufactured by Belgotex are GreenTag accredited globally with a Level A GreenRate.



**DISCLAIMER**

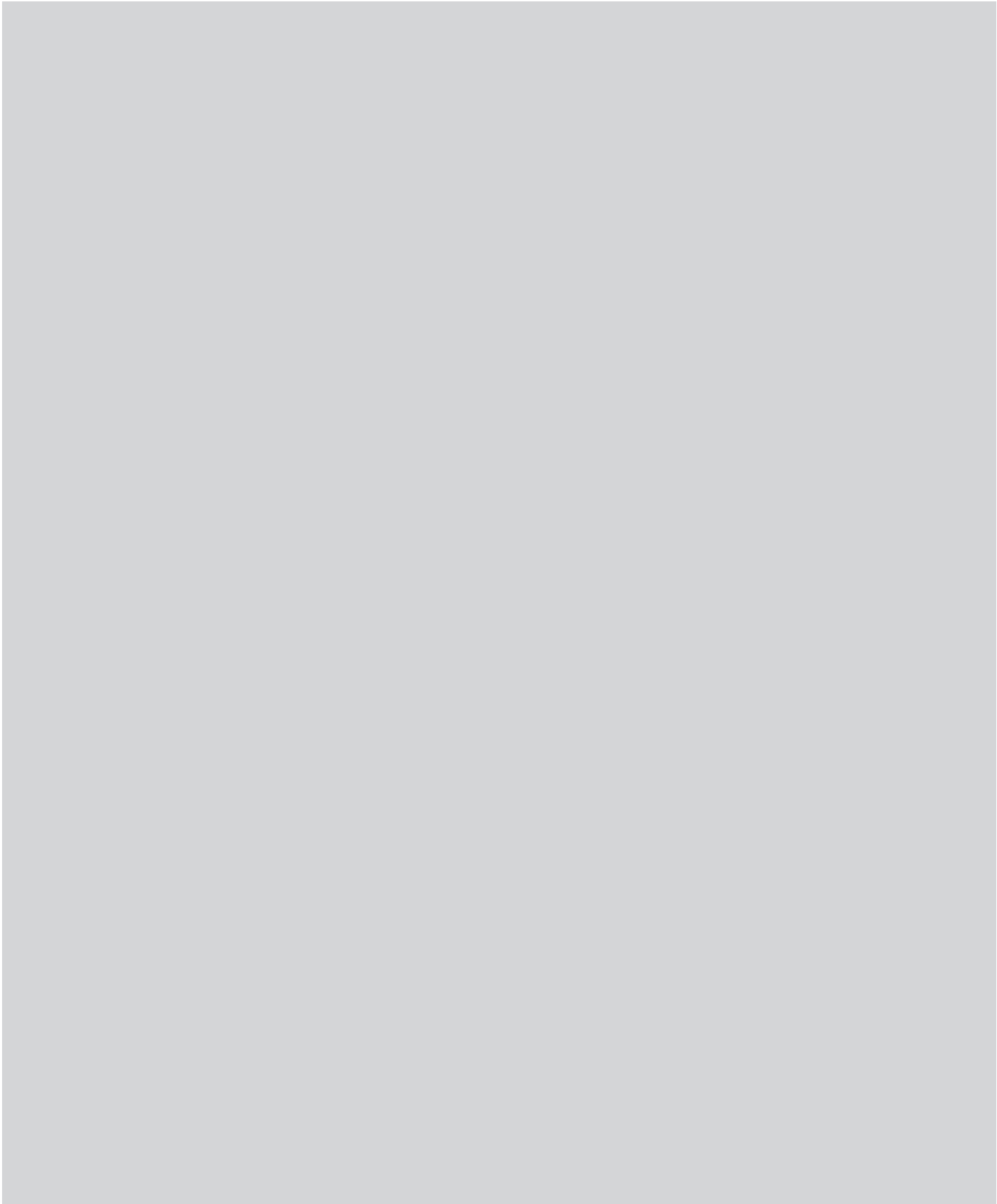
**RANGES**

Belgotex™ reserves the right to change and update its carpet ranges at any time. Before designing your installation using any named carpet and its colour way, please contact your carpet dealer to ensure availability.

**CARPET CARE AND STAIN REMOVAL**

Belgotex™ cannot be held responsible for any damage that may occur to carpets as a result of the incorrect application of maintenance and stain removal procedures. Consult the Belgotex™ 'Caring for your Stainproof Carpet Guide' for details on cleaning methods.

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