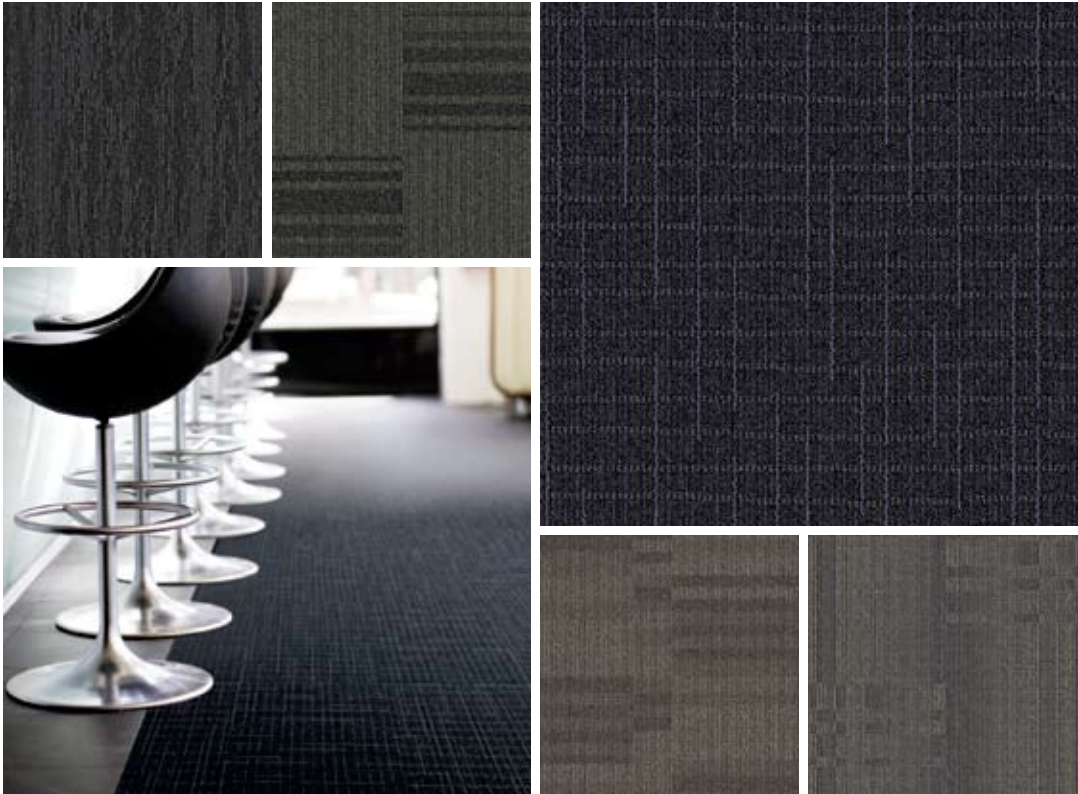




tile



# FELTEX 15 YEAR TILE WARRANTY

Feltex Carpets (Commercial Division) warrants supplying carpet tiles described below ("tiles") to you in good condition and to specification, subject to the conditions listed below. If the tiles installed at the registered address fail to give satisfaction in a normal use\* environment (within the warranty period, from the date of invoice) due to any manufacturing defect arising from either faulty materials or inferior workmanship, then the defective tiles will be replaced and/or repaired (Feltex Carpets will select the best option).

**THE WARRANTY** is subject to the following conditions:

1. The tiles must be expertly installed by competent tradesmen in accordance with the manufacturer's recommendation and Australian Standards Association Carpet Installation Recommendations AS/NZ 2455:2007 Parts 1 and 2, 'Textile Floor Coverings - Installation Practice'. Please note the moisture in concrete slabs upon which the tiles are laid must not exceed that nominated in AS/NZ 2455:2007 Parts 1 and 2.
2. An adequate and appropriate tiles maintenance programme must be instituted and implemented in accordance with AS3733, including without limitation, regular vacuuming with an approved commercial type cleaner, together with tile rotation in traffic lanes, professional spot cleaning and professional steam cleaning as necessary, dictated by local conditions.
3. Areas of the tiles adjacent to hard floor surfaces must be adequately protected from cleaning or polishing agents or abrasive materials used in cleaning those hard floor surfaces.

4. All incisions during or after laying must, within a short period of time, be completed and reinforced.
5. The following are **not** included within the warranty and are **not** Feltex's responsibility:
  - Wilful or accidental damage to the tiles
  - Damage due to application of improper cleaning agents, methods or mishaps
  - Damage resulting from the use of mobile equipment
  - Permanent pile reversal (sometimes referred to as shading or watermarking)
  - Ozone damage or colour change or fading or discolouration resulting from external causes, such as atmospheric or chemical influences

**In addition to the above warranty**, Feltex Carpets warrants if in the period of 15 years from the date of invoice the tiles as installed at the above address fail to perform satisfactorily under normal roller caster chairs, then the defective tiles will, without further expense to the buyer, be replaced and/or repaired (at Feltex's option).

\* In this warranty the term 'normal use' excludes the following:

- Areas subject to long term unprotected and localised use including areas under desks and chairs
- Pool areas, gymnasiums, aerobic centres or similar facilities
- Any areas where after laying the tiles are subject to damage or soiling by sub-contract tradespeople or others
- Areas which have at any time been subject to mould as a result of damp being retained under the impermeable protective covering or through any other cause
- Any tiles subjected to abnormal use or abused in any way

Please complete this application form and send to:

**The Commercial Sales Manager**

**Feltex Carpets**

**PO Box 97145,**

**Manukau City 2104**

**Fax 09 268 3370**



tile

**Product:**

**Address of installation:**

**Date of installation:**

**Feltex tile installation company:**

**Invoice date and number:**

**For Feltex Carpets to complete**

**Approved:** \_\_\_\_\_

**Date of Issue:**     /     /20 \_\_\_\_\_

