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Warranty.
Residential Carpet

Belgotex™

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belgotex.co.za

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Residential 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 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.
- Pile pressure marks from the likes of storage, transport and furniture, 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 Belgotex installation instructions.

For tufted carpets, Belgotex™ recommends Orange undercushion to enhance the appearance and durability of the carpet. This quality product provides extra comfort and acoustic benefits and is neutralized to improve indoor air quality wherever it is installed. Orange 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 (in proportion to soiling) 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 and 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.

- Cleaning by a professional carpet cleaner is recommended to maintain your carpets 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 protectors under furniture.
- 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, place Belgotex™ recommended walk-off mats at all entrances. These should be cleaned and rotated regularly, this is your first step to maintaining your carpet.

QUALITY MANAGEMENT SYSTEM

Belgotex™ Quality Management System is certified to SABS ISO 9001. Every carpet carries the SABS 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 warranty 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 (SANS 10245: The Maintenance of Textile Floor Coverings) Belgotex™. Devaluation of 20% per annum will apply if material is being replaced is due to a manufacturing defect.



**FIFTEEN YEAR LIMITED WEAR WARRANTY

Belgotex™ tufted products are covered by the Belgotex™ 15-year limited wear warranty in terms of which all tufted products, provided they are installed and maintained according to Belgotex™ guidelines and assuming normal wear and tear according to the performance category of the particular product, will retain at least 90% of their pile fibre for 15 years from date of installation. This warranty does not cover manufacturing defects. Devaluation of 6.66% per annum will apply if material being replaced is due to a manufacturing defect.



If dissatisfied with the performance of the carpet, please notify

your retailer and permit Belgotex™ to examine and test the product. Subject to the above qualifications, exemptions and limitations, if the product has lost 10% or more of its pile fibre as a result of normal wear and tear, the affected area will be replaced in accordance with the South African Carpet Manufacturers Standard Claims Policy.

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 Orange or Blue undercushion or Green underlay. Devaluation of 5% per annum will apply if material being replaced is due to a manufacturing defect.



If dissatisfied with the performance of the carpet, please notify your retailer and permit Belgotex™ to examine and test the product. Subject to the above qualifications, exemptions and limitations, if the product has lost 10% or more of its pile fibre as a result of normal wear and tear, the affected area will be replaced in accordance with the South African Carpet Manufacturers Standard Claims Policy.

NOT COVERED BY WARRANTY

The 15 and 20 year warranties do not cover tears, cuts, burns, damage as a result of inappropriate use for the particular products, the application of inappropriate/unsuitable cleaning agents, poor or incorrect carpet maintenance procedures or failure to utilise protection under all roller castor applications, all of which invalidate the warranty and render it unenforceable.

FIBRE TYPE

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



MF 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.



SDX 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.



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



SDX ECO 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 these fibre types, consult the Belgotex Floors "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 of 20% per annum.

The terms and conditions of this policy can be requested from your dealer, any Belgotex™ branch or viewed at www.belgotex.co.za

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.



Medium/General Commercial

This product is suitable for commercial areas with medium traffic



Heavy Commercial

This product is suitable for commercial areas with heavy traffic

ENVIRONMENTAL

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



- Belgotex™ manufactures Green Tag globally-certified eco-products with Level A rating.



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



HIGH SHEEN/LUSTRE

The pile lying in different directions has varied effects on light reflection. This is a desirable characteristic called shading, and by no means a defect.



DISCLAIMER

RANGES

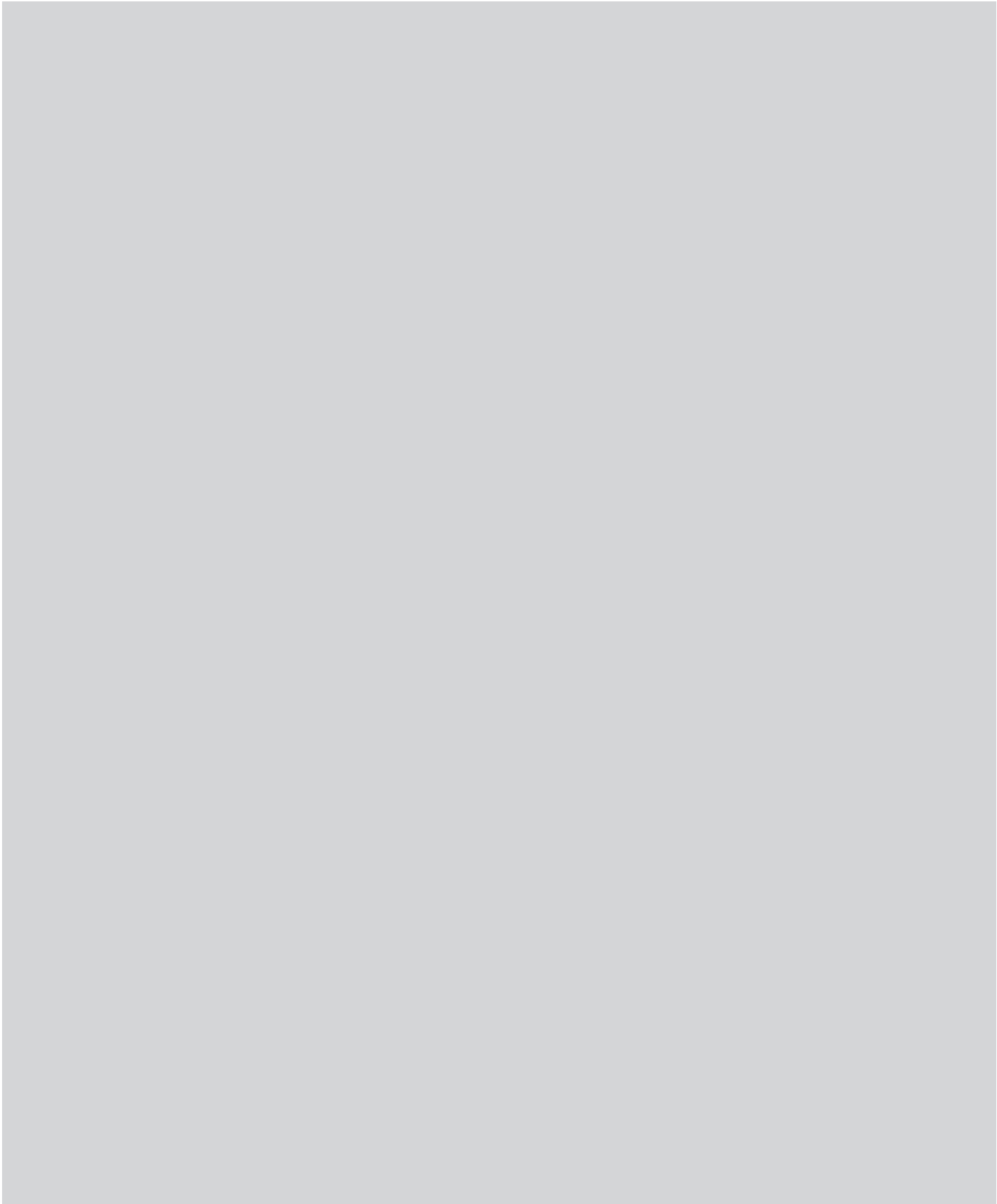
Belgotex™ reserves the right to change and update its carpet ranges at any time. Before designing your installation using any named carpet and its colour way, please contact your carpet dealer to ensure availability.

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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For details on products and colours, contact Sales Services Department,
Tel +27 (0)33 897 7500, or your local sales office.
Email: info@belgotex.co.za

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