

Belgotex®



5 YR CARPET & 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 & 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.

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 steam 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 as a minimum. Do not use dry chemical or rotating pad cleaning types. We recommend only to steam clean with a professional cleaner.

- 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.