

Warranty Document

Belgotex Grass provides endless creative landscaping solutions for the home and commercial environment. It is ideal for creating low-maintenance lawn effects in deep-shade areas, around pools, water features and pavers adding colour and underfoot softness to cement-screened areas. Constructed out of durable, tufted yarns, Belgotex Grass is available in a range of pile heights, and is suitable for multiple applications. A variety of Belgotex Grass products are currently available, which is most suited to your needs?

YOUR GUIDE TO PROPER CARE

Your artificial turf is an investment in comfort and style. To keep it looking good and lasting longer, proper care and attention is required in the installation and maintenance thereof. To get the most out of your turf, and to keep the Belgotex Guarantee and Warranty in place, it is important to adhere to the following maintenance procedures.

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 product should be aware that this is a desirable characteristic, sometimes called shading, and is by no means a defect.
- Product specifications are based on averages from normal manufacturing tolerances. Such variations do not affect product performance.
- This product is guaranteed by Belgotex Floors for a period of 5 years against any patent and latent defects in the manufacturing process, with the exception of DIY Turf which is guaranteed for 2 years.
- Pile pressure marks and soiling are not manufacturing defects
- For non-permeable surfaces, Belgotex Grass must be adhered to the substrate using a grid pattern of adhesive between a 3 – 6mm. Refer to glue manufacturers spread rate.
- Belgotex Grass products are manufactured using synthetic materials and are therefore susceptible to abrasion marking and concentrated focal points of heat.
- Note: Belgotex Grass products are susceptible to contraction and expansion when exposed to variable weather conditions. Belgotex Grass has been designed for outdoor purposes.

INSTALLATION

- Our artificial turf must be installed by a professional installer in accordance with Belgotex Grass procedures.
- While Belgotex Grass can be installed as a Do-It-Yourself project, it is recommended that shaped or intricate installations be installed professionally to ensure optimal product performance.
- Infill quantities are critical to product performance. Infill rates vary per product please refer to product specifications sheets on Belgotex Website.
- Consideration must be taken during installation with regards to reflective surfaces (excessive concentrated heat).
- Belgotex accepts no responsibility for damage where product has not been installed according to Australian Standards.
- Installation must take place after construction is complete. Belgotex will accept no responsibility nor honor any guarantee or warranty for installations made during construction work that are inadequately protected against damage.
- For information regarding installation contact Belgotex.
- Care must be taken when installing Belgotex Grass on water-proof surfaces, as the adhesive could result in damage to the waterproofing.

MAINTENANCE OF YOUR ARTIFICIAL TURF

- Correct and regular maintenance will increase the lifespan and enhance the appearance of your turf. Cleaning should be proportional to the amount of soiling your turf is exposed to.
- Daily, or at the very least, weekly brushing with a firm bristle broom will keep material clean (do not use steel brushes). Leaves, rough dirt and other dry debris can be removed with a rubber rake or leaf blower, or hosed away (be careful not to remove too much infill material).
- Never use solvents on a Belgotex Grass installation. Washing with cold or warm water is sufficient, but for harsh chemical spills, please refer to the manufacturer. To remove solids (e.g. chewing gum and pet faeces) carefully scoop the solids off the turf; spilt liquids can be washed away with water. Burning materials such as cigarettes and coals should be removed as soon as possible.

QUALITY MANAGEMENT SYSTEM

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

FIVE YEAR MANUFACTURING GUARANTEE

Our products are covered by the Belgotex 5-year guarantee against patent and latent defects in the manufacturing process. All claims will be treated in accordance with the South African Carpet Manufacturers Standard Claims Policy. Applicable ranges only. However, these products 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. This guarantee does not cover tears, cuts or burns, or damage relating to the improper use or the application of improper cleaning agents.

8-YEAR LIMITED UV WARRANTY

Belgotex products are covered by a 8-year UV Warranty, which states that when installed and maintained as recommended by Belgotex, these products are covered for fibre degradation and colour fastness for a period of 8 years. Applicable ranges only.

2-YEAR LIMITED UV WARRANTY (DIY Range only)

Belgotex DIY Range is covered by a 2-year UV Warranty, which states that when installed and maintained as recommended by Belgotex, this product is covered for fibre degradation and colour-fastness for a period of 2 years.

FIBRE TYPE

This synthetic yarn, is colour-fast, stain-resistant, anti-microbial and anti-allergenic, and is not normally affected by insects, mould or mildew.

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 product, your claim will be assessed by Belgotex Floors, subject to a pro-rata devaluation of 20% per annum. The terms and conditions of this policy can be requested from Belgotex or viewed at www.belgotex.com.au

ENVIRONMENTAL

- Belgotex Environmental Management System is certified to ISO 14001. This is your assurance of our commitment to the environment.
- Belgotex is a certified Green Building Council South Africa (GBCSA) member.
- Belgotex Grass products are lead free.

DISCLAIMER

RANGES

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

ARTIFICIAL TURF CARE AND STAIN REMOVAL

Belgotex cannot be held responsible for any damage that may occur to turf as a result of the incorrect application of maintenance and stain removal procedures. Consult Belgotex for details on cleaning methods.

These specifications are a guide only. For details on products and colours, contact our Sales Department,
Tel: 07 5415 1134
Email: sales@belgotex.com.au

belgotex.com.au

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