



CLEANING AND MAINTENANCE

Project	Copperbox 66 High Street Harborne Birmingham B17 9NJ
Works Package	Floor Finishes
Installation Date	August 2018
Contractor Name	Pinnacle Flooring Ltd
Address	Emmanuel Court Reddicroft Sutton Coldfield B73 6AZ
Principle Contact	Scott Myers
Telephone	0121 355 1919
Emergency Number	07973 144321
Email	enquiries@pinnacle.org.uk

PRODUCTS

All products that will require periodic maintenance are listed in the table below. For details of where each product is installed please refer to the Main Contractors finishes schedules and drawings.

Product	Specification and Colour	Manufacturer
Soundsense Underlay	Acoustic 3mm	Footfall Flooring Ltd
Laminate Flooring	Classic Touch Colour : 34029 (Antique)	Mercado
Carpet	Jupiter Twist Colour : Milky Way	Mercado
Carpet Tiles	Tivoli Colour : Bartholomew Green	Burmatex

MANUFACTURER DETAILS

All products that will require periodic maintenance are listed in the table below. For details of where each product is installed please refer to the Main Contractors finishes schedules and drawings.

Product	Details
Footfall Acoustic Underlay Flooring	Footfall Flooring Ltd Unit 4 Witton Business Park Cartmel Road Blackburn BB2 2TA Tel: 0333 323 4570
Mercado Laminate and Carpet	Mercado Thornes Farm Way Leeds, LS9 0AN England Phone: 44-1133802700
Burmatex Carpet	Victoria Mills Ossett West Yorkshire WF5 0AN t. 01924 262 525 w. www.burmatex.co.uk

CLEANING INSTRUCTIONS

See Appendix 1

You will find all the cleaning instructions available for each flooring product as provided by the manufacturer. Please refer to these before commencing with any cleaning works. Should you need any additional advice about the cleaning of a specific product please refer to the manufacturer direct.

WARRANTY INFORMATION

See Appendix 2

You will find all warranty information provided by the manufacturer. Please note that not all material is covered by a manufacturer warranty.

SPARES AND REPAIRS

Pinnacle Flooring Ltd can offer you a comprehensive service for repairing damaged flooring or hygienic wall cladding. We can also assist with the provision of spares for your own use. Please call us on 0121 355 1919 to speak to a member of our team or send us an email to enquiries@pinnacle.org.uk.

APPENDIX 1

Kaindl Classic Touch Care

Fed up of laminate flooring that promises wood-like feel but ends up feeling like a cheap reproduction? It's time to install **Kaindl Classic Touch Premium Pine Kodiak 34308**.

The impressive thickness of this premium laminate floor results in a solid and comfortable floor underneath. Add to this, a high-end design layer that uses advanced printing techniques to produce a stunning replica of real wood.

The Kaindl Classic Touch Premium Pine Kodiak 34308 reproduces every wood detail to remarkable perfection. As a result, you get a floor that is uniquely and undeniably wood-like in look and feel.

The Kaindl Classic Touch Premium Pine Kodiak 34308 boasts several other benefits, thanks to its thickness. The floor is silent, producing only minimal sound.

The extra-thick planks mean that the floor is a lot more tolerant of the impact caused by falling objects or heavy foot traffic. The thick planks also make installation a breeze as they help cover minor imperfections on the subfloor efficiently.

The Kaindl Classic Touch Premium Pine Kodiak 34308 displays impressive resistance to scratches and stains. So, cleaning the floor becomes super-easy. A simple cleaning routine of dry-mopping and damp mopping is all you need to keep your laminate floor clean.

Retaining the good looks of the floor doesn't require expensive treatments such as waxing and polishing as it naturally retains its appearance for a long time. The floor is resistant to fading caused by exposure to direct sunlight.

This floor is great for people suffering from allergies as it arrests the growth of allergens. It is also resistant to changes caused by moisture variations, which means you'll have a strong and stable floor at all times.

Get your pack of Kaindl Classic Touch Premium Pine Kodiak 34308 at Lifestyle Flooring at unbeatable prices. Let's get started right away!

Warranty 30 Years

lifestyle
FLOORS

More choice.
More style.
More value.



**Carpet buying
& care guide**

Choosing carpet

Carpet is a luxurious, comfortable flooring which is a great choice for any home. Its real beauty lies in its versatility – it is suitable for virtually every room in the house, is available in almost any colour under the sun, and provides a warm, tactile surface to walk, sit or play on. It absorbs more sound than other types of flooring, and reduces heat loss more effectively.

Which room?

When choosing a new carpet, it's important to think about where it's going to be used and what type of footfall it will have to cope with.

Bedroom carpet, for example, will not see as much traffic as a hallway or living room so you could choose a less hardwearing carpet here. Or you could splash out and have a luxurious and expensive carpet in the knowledge that it will retain its good looks for a long time.

In areas of high use, opt for a heavy domestic rated carpet, preferably with a life-time stain warranty.

You should always use a doormat or rug in front of doorways, to prevent discoloration and damage from dirty shoes and heavy footfall.

How is it made?

Carpets are available in different construction styles, weights and composition, giving increasing levels of luxury to suit your requirements. All three factors will help determine the best carpet for your specific requirement.

Construction

There are two main ways of constructing carpets – twist and loop piles. Other, less common constructions include woven carpets – a traditional method used in Axminster and Wilton carpets for a hardwearing, compact finish.

Twist pile and Saxony carpets



Twist pile carpets are very popular in the UK. They comprise of twisted yarns which are cut to length, creating a textured, springy and durable surface. Saxony carpets are essentially twist carpets with much longer fibres to give a plush, deep pile finish.

Loop pile and Berber carpets



Loop pile carpets are made of looped yarns. If you have pets, their claws can snag or pull on the loops. Berber carpets are loop pile carpets with flecks of colour and are often more textured and irregular.

Composition

- * **Wool** carpets are considered the most luxurious and, as they are made from natural, sustainable materials, have integral strength and stain-resistance along with an innate beauty. The perfect eco-friendly choice.
- * **Wool blend** carpets are usually 80% wool/20% manmade fibres, providing greater durability and versatility.
- * **Polyamide/nylon** comprises hardwearing synthetic fibres that are long-lasting and easy to clean – perfect for children and pets.
- * **Polyester** offers the softness and comfort of wool and is commonly used in thicker, deeper and denser carpets.
- * **Polypropylene** carpets are popular and inexpensive whilst providing good stain resistance and durability – great for tighter budgets. Lifestyle Floors polypropylene is called LIFE-PROOF
- * **PET** carpets are made from recycled plastic and are environmentally friendly and are an attractive choice.

Pile density or weight

Pile densities are generally measured by traditional imperial weights – in ounces per square yard of carpet. These days weights are generally between 40 and 70 oz; the heavier the weight or pile density, the greater the luxury. Stairs and lounge carpets

are usually 50 oz, and 60-70 oz is generally considered a luxury carpet.

Not all carpets will display a weight – sometimes it's best to just feel the carpet you like to get a good idea of whether it's right for your home and needs. Your retailer will be able to give you good advice in this respect.

Right from the start

Carpets should always be professionally installed. Lifestyle carpet retailers will all offer expert advice and installation to ensure your carpet has a long and happy life.

The right underlay is vital to prolonging the life of your carpet. It provides the cushioning that keeps your carpet feeling comfortable underfoot, reduces noise and increases heat retention, and makes it easier to clean.

For these reasons, it is false economy to lay new carpet on old underlay. You should always invest in the best underlay you can afford as it will keep your carpet looking good for longer.

Keep it looking good.

Once your carpet is laid it should give you years of faithful service, with appropriate care and cleaning helping prolong its life.

Regular vacuuming is important as it gets rid of dirt that collects in the tufts or loops and helps retain the original colour and texture. It's a good idea to vacuum your carpet as soon as it's laid: newly laid carpets often look patchy -

because the tufts have been compressed in different directions. Vacuuming with a cylindrical brush action or power brush attachment will help restore them to an upright position and give a uniform appearance. (For loop pile carpets, use the suction head only as brushing can give a 'felty' appearance).

Occasionally it is a good idea to deep clean carpets with steam or carpet cleaners. You can have this done professionally or hire the equipment to do it yourself.

Like most furniture, prolonged exposure to sunlight can fade the original colour of a carpet – and some areas of the floor will always suffer more than others. You can help mitigate the effects by moving the furniture round occasionally to give the over-used parts of the carpet a rest and help even up its appearance.

Having barrier mats at entrances will help prevent dirt being tracked through your home.

Life's little accidents

Spills and stains are a fact of life, but with prompt attention and remedial action, the damage can usually be avoided or reduced.

In general it is important to act quickly and absorb liquid spills by blotting – not rubbing – with absorbent cloths or kitchen roll. Hard or crusty stains should be loosened where possible, soft substances scooped up with the edge of a spoon and any loose particles vacuumed up.

Next, sponge warm water onto the spill, blot it firmly using a sponge or cloth, and repeat several times, rinsing the sponge or cloth each time. Care should be taken not to over-wet the carpet. Always test a small unobtrusive area first.

To dry out the carpet, place several layers of kitchen roll on the affected area, place a heavy book on top and leave to dry for between 2 and 4 hours.

Wear and stain guarantees

Please see our 'Our Warranties Explained' leaflet for further information.

CARPET TILE MAINTENANCE GUIDE

INTRODUCTION

All carpets require maintenance to optimise wear life, performance and appearance retention. This guide explains the basic principles of effective carpet maintenance and we recommend that these proposals are implemented immediately after installation.

The most important point to make when discussing the cleaning and maintenance of a carpet tile installation is that it is more effective to maintain the installation from day one on a planned maintenance basis than to carry out major restorative cleaning when the carpet becomes excessively soiled.

The performance of the carpet is dependent on several factors:

- Construction and Colour
- Effective Barrier Matting
- Correct Installation
- Planned Maintenance

Often the carpet is reported as wearing badly or being 'worn out' after a relatively short period of time in use. In fact the carpet is usually found to have lost appearance as a result of infrequent or improper cleaning. Improper cleaning can cause a build-up of residual cleaning agents which will lead to rapid resoiling and matting of the pile.

A planned maintenance programme will usually consist of frequent 'preventative' cleans for selected high traffic areas, augmented periodically by more intensive 'corrective' cleaning treatments.

Barrier Matting

The use of barrier matting in all external doorways and junctions between dirty areas and carpeted areas will significantly reduce the amount of soiling reaching the carpet. 80% of all soiling will be walked into the building from outside and once in the carpet it is likely to be trafficked further into the building.

Installing effective barrier matting can prevent most of this soiling. Obviously, the greater number of steps taken on the entrance matting, the more effective it will be in removing dirt. These mats must be regularly cleaned or replaced to prevent the build-up of soil, otherwise they become ineffective.

For specific areas of heavy soiling such as vending areas, kitchens and print rooms, we recommend a hard floor covering as this type of flooring can be easily wiped clean of spills. Should carpet tiles be installed in such areas, protective plastic or neoprene mats should be placed over the carpets where spills occur?

Vacuum Cleaning

A good vacuuming programme is essential to successful carpet maintenance as it reduces the frequency of periodic maintenance procedures required to maintain clean carpet. In addition to removing soil, vacuum cleaning also helps to lift and restore pile. Proper equipment and technique are critical to the success of a vacuuming program.

Machines with cylinder brushes should be used and set so that brushes are in contact with pile surfaces. Twin motor machines with independent motors for suction and brushing are preferred for this task. Upright vacuum sweepers are best for this work while cylinder and back pack type machines are unsuitable for the cleaning of contract carpets and therefore not recommended.

All carpet should be vacuumed daily. Heavy traffic areas such as lobbies, entryways and barrier mats, particularly those exposed to various weather conditions, may require more frequent vacuuming to prevent dirt and dry soiling from being tracked into other areas of the installation.

Spot Removal

The key to spot removal is to treat them as quickly as possible. The longer the spillage is left on the carpet, the more difficult it will be to remove. Certain types of spots will, if left unattended, attract more soil and, if sticky, the spilled substance will be walked elsewhere by shoe soles.

The treatment of spots should be as follows:

- Remove as much of the spillage as you can by gently scraping with a blunt knife.
- Blot up any remaining liquid spillage with an absorbent cloth or paper towel.
- Treat with an approved spotting agent following manufacturer's instructions.
- **burmatex®** recommend the use of the **Prochem Spot Cleaning Kit**

Planned Maintenance

Carpet is often allowed to soil heavily over a long period of time before professional cleaning is contemplated. However, the cleaning of neglected carpet is likely to be expensive and there is no guarantee that the carpet will be restored to a near-new appearance.

The basis of planned maintenance is the regular cleaning of those areas that are regularly trafficked, typically only 20-30% of an installation. Consequently, planned maintenance is cost effective and maintains the appearance of the carpet at a high standard at all times.

The required frequency and method of cleaning will be determined by product type, colour, traffic intensity and soiling type and will vary widely from one installation to another.

If a planned maintenance programme is followed through, the need for intensive wall to wall cleaning by wet extraction or shampooing may only be required once a year. The timing of deep cleans will be determined by the cleaning contractor based on an assessment of the type of soiling, the traffic frequently and the location within the building. The method used for periodic corrective cleans will usually be hot water extraction, however other methods of cleaning may be more suitable in certain instances and you should consult our technical department for advice.

Corrective cleaning should always be carried out by professional carpet cleaners. **burmatex®** recommends the following companies

Prochem Ltd (Telephone: 02089741515)

Wrennals Carpet Care Ltd (Telephone: 01772 435739)

Replacement of Damaged Tiles

One of the major benefits of carpet tiles is that irretrievably damaged tiles can be easily replaced. When replacing tiles, bear in mind that a brand new tile will always look slightly different to surrounding tiles, which have had some use.

If tiles have been removed to allow access to underfloor services, care should be taken to replace the tiles with the directional arrows on the back of the tile facing the same way as the main installation; otherwise the tile will appear prominent.

Spot Cleaning Instructions

STAIN	TREATMENT
Asphalt/ Tar	White spirit or solvent spot remover followed by dry foam carpet shampoo or hot water extraction
Alcoholic drink	Luke-warm mild detergent solution
Ballpoint Ink	Water then solvent spot remover
Blood	Apply cold water first, then a strong solution (1 teaspoon in ½ pint of water) of biological washing powder in cold water, if stain persists. (Enzymes will digest majority of the stain)
Butter	Scrape off, apply solvent spot remover followed by dry foam carpet shampoo
Candle-Wax	Scrape off, apply solvent spot remover followed by dry foam carpet shampoo
Chewing Gum	Apply freeze spray chewing gum remover, scrape the residue, then carpet shampoo.
Chocolate	Cold water followed by dry foam carpet shampoo
Coca Cola	Water or mild detergent solution
Coffee, Cocoa or Drinking Chocolate	Wash immediately with cold or warm mild detergent solution, followed by solvent spot remover to remove residual fat.
Cigarette Burns	Scrape off carefully using a sharp short bladed knife, then treat with a lukewarm mild detergent solution. In the case of a severe burn on burmatex ® carpet, a leather punch (1½" diameter) can be used to cut out the burn and then the area filled by a circle from the carpet remnants.
Egg	Cold water followed by a solution of biological washing powder or mild detergent solution.
Excrement	Mild detergent solution.
Felt Marker	Wash immediately with water and if necessary with solvent spot remover
Fat, Oil or Grease	Solvent spot remover followed by mild detergent solution.
Fat containing Foodstuffs	Lukewarm biological washing powder solution (1 teaspoon in ½ pint of warm water). If stain persists after drying, solvent spot remover can be used.
Ink	First water then solvent spot remover
Jam	Lukewarm water, mild detergent solution
Lipstick	Solvent spot remover followed by mild detergent solution
Milk	Solvent spot remover followed by dry foam carpet shampoo.
Nail Varnish	Acetone (not nail varnish remover)
Oil Paint	Apply white spirit immediately. Old oil paint stains are very difficult to remove.
Plasticine	Scrape off then use chewing gum freeze spray. Scrape again, then use solvent spot remover.
Rust	See specialist cleaner for removal.
Red Wine	Apply cold water first, then a solution (1 teaspoon in ½ pint of water) of biological washing powder in cold water.
Shoe Polish	Solvent spot remover or white spirit.
Soot	Vacuum then treat with dry foam carpet shampoo.
Tea	Lukewarm mild detergent solution.
Urine	Diluted white vinegar solution (acetic acid) followed by mild detergent solution. For old stains consult a professional cleaner.
Vomit	Mild detergent solution then treat with diluted protein spot remover
White Wine	Water then mild detergent if necessary.

Spot remover kit available from Prochem Ltd. and their distributors (Tel: 0208-974-1515)

Solvent spot remover is a generic term for proprietary preparations, which can be obtained at local hardware shops. Compositions can vary so due care to the instructions on the label should be taken.

On-site Cleaning

Hot water extraction is recommended provided the carpet/carpet tile has been properly installed with the correct adhesive. If necessary, contact Prochem for details on equipment, chemicals or cleaning problems on 0208-974-1515

APPENDIX 2

Mercado

Kaindl Classic Touch Premium Warranty Information

Durability : Water Resistant
Warranty : 30 Years

Jupiter Twist Warranty Information

12 year wear warranty
Lifetime Stain Protection
Bleach Cleanable
Moth Proof

For cleaning advice visit www.lifestyle-floors.co.uk



Carpet Sheet and Carpet Tile Goods

GUARANTEE & GUARANTEE PERIOD

This guarantee is provided by Burmatex Limited (registered in England and Wales with company number 00596538), whose registered office is at Victoria Mills, Ossett, West Yorkshire, WF5 0AN and whose VAT number is GB168959493 ("Burmatex").

In this guarantee, references to the "Guarantee Holder" means the first owner of the Goods who purchased the Goods either from Burmatex or from a flooring contractor supplied directly by Burmatex.

Burmatex hereby guarantee to the Guarantee Holder all Burmatex carpet sheet and Burmatex carpet tile goods (the "Goods") against material defects in design, material or workmanship for a period of 10 years.

Where the Guarantee Holder is a natural person who has purchased the Goods for purposes that are outside of their business (a "Consumer"), this guarantee is effective from the date of delivery by Burmatex, or its agent, to the Consumer/Guarantee Holder.

Where the Guarantee Holder is not a Consumer, this guarantee is effective from the date that Burmatex receives payment in full, cleared funds for the Goods.

This guarantee applies to all Goods manufactured by Burmatex, whether sold in the United Kingdom or in any other country.

GUARANTEE CONDITIONS

The Guarantee Holder shall:

- (a) not misuse the Goods or allow them to be misused;
- (b) clean and maintain the Goods in accordance with any guidance provided by Burmatex, including without limitation guidance as to care and cleaning provided on the Burmatex website at www.burmatex.co.uk (the "Burmatex Maintenance Regime");
- (c) unless the Guarantee Holder is a Consumer, maintain weekly, monthly and annual records demonstrating compliance with the Burmatex Maintenance Regime; and
- (d) use appropriate entrance barrier matting (where recommended by Burmatex, whether orally or in writing and whether in relation to a specific installation or in general written guidance).

The Guarantee will not apply unless the Goods are installed:

- (a) appropriately and in accordance with any applicable regulations and any written or oral guidance provided by Burmatex (including without limitation advice made available on the Burmatex website at www.burmatex.co.uk); and
- (b) on sub-floor proprietary products that are manufactured by a Burmatex-approved manufacturer.

This Guarantee will not apply where:

- (a) the use to which the Goods are put (including without limitation the level of traffic using the Goods) differs from the use recommended by Burmatex for the Goods in question;
- (b) the Goods are repaired or removed by anyone other than Burmatex.

Failure to comply with the conditions set out in this guarantee document will render the guarantee invalid.

DEFECTS NOT COVERED BY THE GUARANTEE

This guarantee is only a guarantee against defective materials. The guarantee does not apply to any other defects in the Goods including, without limitation, any defects in the Goods which are caused by:

- (a) Defective installation or handling of the Goods during installation;
- (b) any risk normally covered by standard household/contents/buildings/business premises insurance policies (whether or not the Guarantee Holder has such insurance policies) including, without limitation, insurance against fire and flooding;
- (c) Structural failures in the building in which the Goods have been installed;
- (d) Failure of any fixture, fitting or component of the building in which the Goods have been installed, including without limitation sub-floor proprietary materials (unless supplied by Burmatex);
- (e) Failure of the Guarantee Holder or any employee, agent or contractor engaged by the Guarantee Holder to comply with any of the conditions of this guarantee;
- (f) Wilful damage, abnormal use, negligence (other than negligence of Burmatex), or failure to follow Burmatex's written instructions.

For the avoidance of any doubt, this guarantee does not relate to or cover any loss or damage to the Guarantee Holder's building or contents.

MAKING A CLAIM

In order to make a valid claim under this guarantee, the Guarantee Holder shall:

- (a) notify Burmatex in writing, with full details of the relevant defect in the Goods as soon as reasonably possible after the relevant defect becomes known to the Guarantee Holder and in any event prior to expiry of the guarantee period; and
- (b) provide Burmatex with this guarantee certificate and the invoice relating to the supply and fitting of the Goods.

The Guarantee Holder shall provide Burmatex or its agents with safe access at reasonable times and on reasonable notice to allow for inspection of the claim and (if the claim is valid and accepted by Burmatex) any repair of the defective Goods.

Where the Guarantee Holder has a valid claim under this guarantee, Burmatex's sole liability will be at its sole discretion to either:

- (a) replace the defective Goods free of charge; or
- (b) refund to the Guarantee Holder an amount equal to the area of defective Goods (in square metres) multiplied by the price per square metre paid by the Guarantee Holder for the Goods.

For the avoidance of any doubt, where Burmatex is required to replace defective Goods under this guarantee, it will only replace those parts of the Goods that display material defects in design, material or workmanship and will not replace any other part of the Goods.

Replacement Goods will not benefit from any further guarantee period and will be deemed to be part of the original supply of Goods for the purposes of this guarantee.

All notices to be addressed to Burmatex under this Guarantee shall be addressed to:
Technical Services, Burmatex Ltd, Victoria Mills, The Green, Ossett, West Yorkshire, WF5 0AN.

STATUTORY RIGHTS

If the Guarantee Holder is a Consumer, this guarantee is in addition to its legal rights where Goods are faulty or do not conform with the contract of sale. Details of these legal rights can be obtained from the Citizens Advice Bureau (in the UK) or a solicitor.
