



## **CLEANING AND MAINTENANCE**

Project	Maddison House Gooch Street North Birmingham B5 6QU
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	<a href="mailto:enquiries@pinnacle.org.uk">enquiries@pinnacle.org.uk</a>

## 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
Vinyl Flooring	Phantom Colour : Misty	Lifestyle
Carpet	Tivoli Colour : Monserrat Black (20259)	Burmatex
Carpet	Multi Line Colour : Tenerife Black	Burmatex
Laminate Flooring	Kaindl Colour : 34029	Alvin Morris
Carpet	Jupiter Twist Elite Colour : Milky Way	Alvin Morris
Nosings	ZF1	Quantum
Entrance Matting	Ziga Zaga Colour : Warcord	Jaymart

## 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
Vinyl Flooring	Relay Drive Relay Park Wilnecote Tamworth B77 5PR <a href="http://www.lifestyle-floors.co.uk">www.lifestyle-floors.co.uk</a>
Carpet	Victoria Mills Ossett West Yorkshire WF5 0AN t. 01924 262 525 w. <a href="http://www.burmatex.co.uk">www.burmatex.co.uk</a>
Laminate Flooring and Carpet	Thornes Farm Way Leeds LS9 0AN 0113 380 2700 <a href="mailto:sales@alvinmorris.co.uk">sales@alvinmorris.co.uk</a>
Nosings	Salmon Fields Royton Oldham OL2 6JG w. <a href="http://www.quantum-ps.co.uk">www.quantum-ps.co.uk</a>
Entrance Matting	Roman Way Crusader Park Warminster BA12 8SP t. 01985 218 994 w. <a href="http://www.jaymart.co.uk">www.jaymart.co.uk</a>

## **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](mailto:enquiries@pinnacle.org.uk).

# **APPENDIX 1**



lifestyle  
FLOORS

More choice.  
More style.  
More value.

Laminate buying  
& care guide

## Choosing laminate

Laminate flooring is a popular choice for many, as they are easy to install and come in a wide choice of decors and thicknesses, with options for both the budget-conscious and the budget-busters.

Laminate floors come in many finishes, including wood and stone. Unlike a solid wood floor, a number of different materials are bonded together to form planks.

### How is laminate made?

The **base** layer provides stability and prevents warping; the **core** gives laminate its strength and flexibility, and provides more stability. The **décor** layer shows the design – basically an image of wood or stone printed on paper. The **protective** layer is a clear, melamine resin, providing a tough, durable layer that is resistant to deep scratching and gouging.

All these layers are combined under high pressure and heat to produce the final product.

### Which room?

Laminate flooring is a very popular choice in many homes as it's a relatively inexpensive way to have a natural-looking floor. It's easy to install and is hard wearing.

Although it can be used in any room apart from bathrooms, laminate flooring is ideal in kitchens, home offices, playrooms, dining rooms and conservatories.

### Right from the start

Although some people choose to install laminate flooring themselves, for the best finish use the professional installation service offered by your retailer.

All Lifestyle Floors laminates are clicked together, rather than glued. Clic together planks are easier to install and will allow you take up the boards easily and re-lay them somewhere else in the future.

You will be able to fit laminate on most surface floors (apart from carpet) as long as they are flat and smooth. Your flooring should be laid in the same direction as the longest wall of the room, unless it needs to match up with flooring in an adjacent room, in which case it should be laid in the same direction. In a square room, it's a good tip to lay the boards in the direction of incoming light.

## Keep it looking good

Laminate flooring has a protective coating which makes it resistant to stains and other damage, and needs only routine care to keep it looking good for years.

Daily dry mopping or wiping of the floor and regular vacuuming will keep dust and dirt at bay (make sure you use the brush head attachment). Occasionally, using a slightly damp mop or wiping the floor with a towel soaked and squeezed in warm water will get rid of any stray footprints or other marks. You can use a special laminate floor cleaning solution for this purpose.

Wet mopping, washing with water or using soaps, detergents, bleaches and other cleaning agents should be avoided, as this can cause the planks to swell, warp and wear off prematurely.

## Life's little accidents

No matter how well you clean and protect your laminate flooring, accidents will happen, especially if you have pets or children in the house.

Responding quickly can save your flooring from a permanent stain. Liquid spills, if left, could seep into joints in the flooring, weakening or damaging them, so immediate action is required.

Blot the liquid with paper towels, then soak a towel in warm water and gently wipe the affected area. You may also use laminate floor cleaner to remove the stains.

Small gouge marks or scratches can be repaired by using touch up kits, but more serious damage may require planks being replaced.

Be protective of laminate floors with bevels, as the bevel may chip more easily than the main plank. Bevel damage is not covered by the wear warranty.

## 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 <b>burmatex</b> ® 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



<b>KAINDL Laminate FLOORING Classic Touch and Natural Touch Collection 3-fold warranty</b>	Kaindl Info <b>19</b>
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Product	Warranty period	
	Private area	Professional area
KAINDL Laminate FLOORING Classic Touch 7.0	15 years	5 years
KAINDL Laminate FLOORING Classic Touch 8.0	30 years	5 years
KAINDL Laminate FLOORING Classic Touch 10.0	30 years	5 years
KAINDL Laminate FLOORING Natural Touch 8.0	30 years	5 years
KAINDL Laminate FLOORING Natural Touch 10.0	30 years	5 years

### Warranty conditions

This warranty applies to all listed Kaindl laminate flooring installed in rooms subjected to normal use in accordance with the recommended use class specified by EN 685 (information available under: <http://www.kaindl.com/en/partner/trade-manufacturing/technical-downloads/>, Info Sheet No. 15). The warranty does not apply to use in wet or humid rooms. Failure to comply with installation, cleaning and care instructions, improper use, improper inappropriate conditions (e.g. unusual climatic, chemical or mechanical strain) will lead to an exclusion of claim under warranty. The warranty period begins on the day of purchase; it is not transferable and applies only to the original purchaser and original installation. The warranty does not restrict statutory warranty rights.

These warranty rights do not apply to the USA and Canada.

### 3-fold warranty:

#### 1. Resistance against friction wear

A claim under warranty is given as soon as the decorative layer is completely removed over an area of at least one square centimeter. Wear on the edges of the flooring planks are excluded from the warranty.



<b>KAINDL Laminate FLOORING Classic Touch and Natural Touch Collection 3-fold warranty</b>	Kaindl Info <b>19</b>
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## 2. Light-fastness

Light-fastness in accordance with Level 6 of the "blue wool scale". Test method in accordance with standard EN ISO 105-B02. This part of the standard describes a test method for determining the resistance of a dye to an artificial light source that is the equivalent of natural daylight. Natural aging is not covered by the warranty.

## 3. Resistance to staining

The effects of the following substances: acetone, hand creme, alcoholic beverages, natural fruit and vegetable juices, fats, coffee, cola drinks, nail varnish or similar.

### Installation

The Kaindl laminate flooring must have been installed in accordance with the installation instructions provided by Kaindl. The installation instruction provided by Kaindl are contained in the flooring packages. Detailed installation instructions are available from your Kaindl Flooring dealer and under [www.kaindl.com](http://www.kaindl.com)

### Treatment

Inappropriate conditions and improper treatment will lead to an exclusion of claim under warranty. Floors in professionally used areas must have a dirt trap. Compliance with the cleaning and care instructions (enclosed with every package) is prerequisite for a claim under warranty. The warranty does not cover normal signs of wear and tear.

### Claims under warranty

Every claim must be made in writing and accompanied by the original purchase receipt. Claims under warranty must be submitted within thirty days after the occurrence of the defect. We retain the right to view the damage on site or have it viewed by a third party before acknowledging a claim.

### Performance under warranty

Performance under warranty is based exclusively on the current value of the product. The current value of the product is ascertained on the basis of the stated warranty period. Performance under warranty is reduced as follows for these floor types used in private rooms:

KAINDL Laminate FLOORING Classic Touch 7.0	by 1/5 every 3 years
KAINDL Laminate FLOORING Classic Touch 8.0	by 1/5 every 6 years

The notes and details contained in this pamphlet represent our best knowledge given the current state of technology.



<b>KAINDL Laminate FLOORING Classic Touch and Natural Touch Collection 3-fold warranty</b>	Kaindl Info
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KAINDL Laminate FLOORING Classic Touch 10.0	by 1/5 every 6 years
KAINDL Laminate FLOORING Natural Touch 8.0	by 1/5 every 6 years
KAINDL Laminate FLOORING Natural Touch 10.0	by 1/5 every 6 years

In professional areas performance under warranty is reduced by 1/5 every year on the basis of the product value when new. In the event a claim under warranty is acknowledged, replacements for the defective panels will be sent to the purchaser via the original place of purchase to the same extent and in consideration of the fair value. Installation costs shall be borne by the purchaser; all other costs and damage caused by the defective product are not covered by this warranty. In the event Kaindl laminate flooring is no longer available in the requested decor, a replacement will be selected from the current program. Subject to Austrian law. Exclusive place of jurisdiction: A-5020 Salzburg.

KAINDL FLOORING GmbH  
Kaindlstraße 2  
5071 Wals/Salzburg  
Austria

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FLOORS

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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.

## Cleaning Guidelines: Stair Nosings

### Material Type – Aluminium carrier with PVC infill: S-Range, H-Range, Z-Range

- Clean aluminium carrier with a mild detergent solution then polish with a clean dry cloth.  
If required use a scouring pad to remove any ingrained dirt.
- Clean infill with a mild detergent solution using a scouring pad to remove any heavy soiling.
- Dry off if necessary with lint free cloth.

**Do not traffic whilst wet!**

### Material Type – Brass carrier with PVC infill: BF1, BR1, BB1, BCF2, BT trim

- Clean carefully with metal polish avoiding contact with infill as this may cause staining.  
Polish with clean dry cloth.
- Clean infill with a mild detergent solution using a scouring pad to remove any heavy soiling.
- Dry off if necessary with lint free cloth.

**Do not traffic whilst wet!**

### Material Type – PVC-u: SPF, SPR, SPB, HPF, HPR, HPB

- Both infill and nosing should be cleaned with a mild detergent solution.
- Dry off if necessary with lint free cloth.

**Do not traffic whilst wet!**

### **DO NOT USE SOLVENTS !**

If you require any further details please e-mail  
[technical@quantum-ps.co.uk](mailto:technical@quantum-ps.co.uk)

Quantum Profile Systems Ltd / August 2014



Manufacturers & Stockist Distributors of:  
Commercial & Industrial Safety Floorings,  
Entrance Matting Systems & Specialist Mats  
& Floorcoverings

## **"ZIGAZAGA" Ribbed Polypropylene Entrance Matting**

### **CLEANING AND MAINTENANCE**

Regular maintenance is vital to ensure that "Zigazaga" remains effective.

#### **Daily Cleaning**

Normal daily soiling can be dealt with using a suction vacuum cleaner. A higher wattage model will give better results than a lower powered model. The use of rubber bladed wet floor tool attachment should increase the effectiveness of the cleaning. Brushing against the pile will help to keep fibres raised.

#### **Periodic Maintenance**

Best results can be achieved by the periodic use of a spray or dry extraction carpet cleaning machine or, where possible, by the removal of the matting for pressure washing or steam cleaning.

The use of a mild detergent (neutral pH) cleaning solution in the carpet cleaning machine should loosen ingrained soiling and aid the removal of oils and grease. More stubborn stains should be treated with a solvent based spot remover prior to re-cleaning with the detergent solution.

Chewing Gum can be removed by freeze spraying or with a proprietary chewing gum remover and then scraped or combed out of the matting carpet pile. This should be done before the full cleaning process is started.

#### **Safety Flooring & Matting Systems**

##### **Entrance Matting Systems**

(Aluminium, Coir, Rubber Polypropylene, Nylon etc.) & Matwell Frames

##### **Rubber Flooring Systems**

(Round Studded, Square Studded, Ribbed, Slate, Chequered, Hammer, Terrazzo, Smooth etc.)

##### **Safety Stair Treads & Nosings**

##### **Specialist Floorings & Mattings**

(Golf Spike Resistant, Ice Skate Resistant, Oil & Grease Resistant, Low Smoke Emission/Fire Resistant, Cigarette Burn Resistant, Anti-Static, etc.)

##### **Interlocking Looselay Flooring Tiles & Mattings Duckboard Safety Mattings** (Vinyl, Rubber, etc.) for wet areas

##### **Artificial Grass Carpeting** Indoor/Outdoor

##### **Natural Fibre Carpeting** (Coir, Seagrass, Sisal etc.)

##### **Recycled Environmentally Friendly Floorcoverings**

##### **Lettered/Logo Mats Chair Mats for Office Carpet Protection Foyer/Hallway/Entrance Carpeting Carpeting and Flooring Protection Systems**

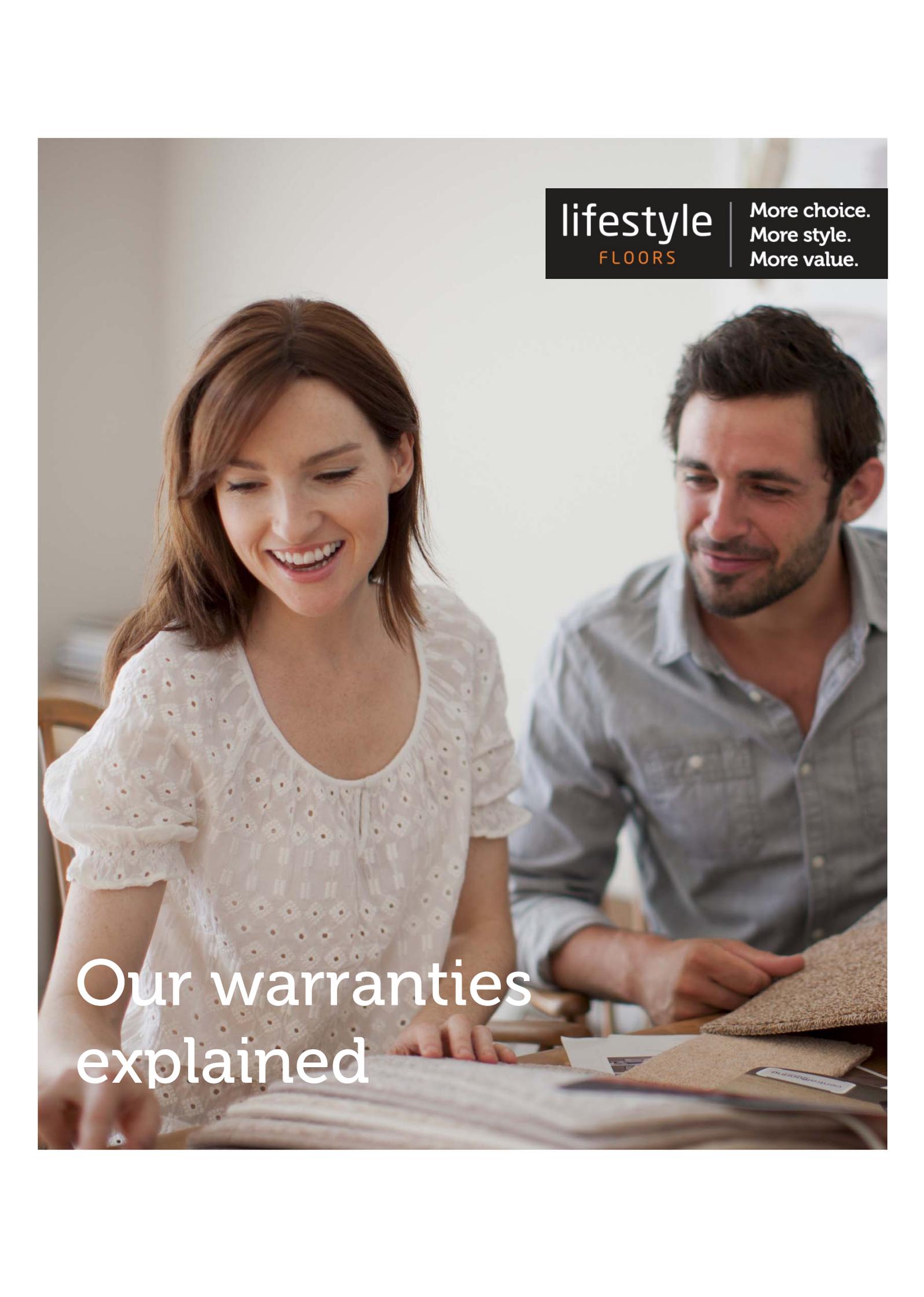
Jaymart Rubber & Plastics Ltd  
Roman Way  
Crusader Park  
Warminster  
Wiltshire, BA12 8SP

Tel: (01985) 218994  
Fax: (01985) 217417  
Email: sales@jaymart.co.uk  
Website: www.jaymart.co.uk

Directors:  
M.E.Bunyard  
P.A.Macfarlane  
F.M.Byrom  
P.R.Macfarlane

Registered Office c/o CIVVALS,  
Chartered Accountants,  
50 Seymour Street,  
London W1H 7JG  
Registered No. 914626

## **APPENDIX 2**



**lifestyle**  
FLOORS

More choice.  
More style.  
More value.

Our warranties  
explained

## Real peace of mind

Our warranties ensure your floorcovering will be protected to suit your requirements and your budget. With a range of warranties from 5 years to a life-time, you can choose a floorcovering that's right for you.

Lifestyle Floors warranties cover the wear and staining of our carpets and the wear of our resilient flooring, including laminate, wood, LVT design floors and vinyl.

## Carpets and carpet tiles

All of our carpets and carpet tiles are covered by a wear warranty as detailed below. There are two types of stain warranties – one that covers LIFE-PROOF carpets and carpet tiles and the other which covers most of our other carpet ranges, excluding ranges containing wool.

### Wear warranty

Within the wear warranty period, our carpet and carpet tile ranges are guaranteed against wearing through the pile to the primary backing in an area bigger than a diameter of 10cm.

Our carpet tile collection will not shrink, warp or otherwise change their appearance within the wear warranty period.

### LIFE-PROOF stain warranty

Please see the separate information sheet for details of our LIFE-PROOF stain warranty.

### Carpet stain warranty

Within the stain warranty period, applicable ranges will resist food and beverage stains.

### Wear and stain warranty conditions

- \* The carpet must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors

## Our warranties explained

- \* You need to closely follow our cleaning instructions, promptly clean spills AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the carpet cleaning guide or where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes e.g. mustard
- \* When claiming on the stain warranty, claims must include a letter from a professional cleaner describing the spot and the cleaning procedures used, with a statement that the spot could not be removed. Lifestyle Floors may elect to have its cleaner re-service the spot. If this service removes the spot, the consumer shall pay for this service. If Lifestyle Floors determines that a stain persists and that all warranty conditions have been met, the Lifestyle Floors retailer will compensate the owner for the original material cost of the carpet for the area directly affected.
- \* Excluded from this warranty is normal wear and tear and discolouration as a result of direct and prolonged sunlight.

## Vinyl

Within the wear warranty period, Lifestyle Floors guarantees against any hidden defect that may adversely affect the life of the product.

### Warranty conditions

- \* The vinyl must be professionally fitted to BS52325 standards
- \* The warranty covers domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow our cleaning and maintenance instructions.
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the vinyl cleaning guide or where there is evidence of heavy soiling, abuse or neglect.
- \* The floor covering should be protected against the risk of piercing caused by furniture or objects with pointed legs, feet or sharp edges. The use of plastic or felt protection devices is recommended.

### Warranty exclusions

- \* Damage due to abnormal use
- \* Damage due to the use of the floor in an outside/external location
- \* The absence of standard protection methods for the floor covering (such as doormats, sealed access doors etc.) where necessary
- \* Damage resulting from poor fitting or poor preparation of the underlying surface
- \* Damage caused by sharp or slicing material

## Our warranties explained

- \* Damage caused by the presence of damp in the underlying surface
- \* Stains caused by rugs, rubber or latex materials
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering
- \* Damage caused by moving furniture without appropriate protective measures
- \* Failure to maintain the floor in line with the recommendations in the vinyl cleaning guide

## Laminate

The Lifestyle Floors laminate ranges are covered for visible, material and production defects for the duration of the warranty.

### Wear warranty

Lifestyle Floors guarantees that with normal use the laminate surface will stay wear-resistant, including delamination or reduced resistance of the wearing surface. However, in the event of products with a V-groove, the reduced resistance of the V-groove is not included in the warranty. In addition, a change to the gloss level does not apply as wear of the laminate surface. Laminate is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered a product fault.

### Warranty conditions

- \* The laminate must be professionally fitted to BS52325 standards.
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors.
- \* You need to closely follow our cleaning and maintenance instructions.
- \* Before installation, all planks must be thoroughly checked for visible defects under good lighting conditions. Planks with visible defects should not be installed. Any defects must be reported within eight days of purchase. A claim made after this time for visible defects will not be valid.
- \* Laminate floors must be laid indoors in rooms suitable for laminate flooring. Laminate floors are not suitable for: damp and/or humid spaces, including but not restricted to bathrooms and sauna rooms.
- \* Barrier mats should be used at entrances to reduce the chance of grit, sand or other abrasive materials damaging the floor.
- \* For the warranty to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm<sup>2</sup> per product unit i.e. plank. Damage must not be the result of misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (for example by dragging furniture) or notches. Abnormal wear is not covered as may

## Our warranties explained

be caused by spiked/high heeled shoes, inadequate protection from furniture, grit, sand and other hard materials or damage caused by corrosive or abrasive substances such as pet urine.

- \* Incorrect removal or replacement of planks is not covered.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The warranty excludes water damage caused by ice makers, refrigerators, washbasins, dishwashers, piping or ducts, natural disasters, excessive moisture in concrete slabs or any other form of water damage. If water and/or moisture are present on the floor and/or near the skirting, this must be removed immediately.
- \* The warranty also excludes damage caused by vacuum cleaners or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs/easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.

## LVT Design Floors

The Lifestyle Floors LVT Design Floors will be free of manufacturing defects for the duration of the warranty.

### Warranty conditions

- \* The LVT must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow the LVT Design Floors cleaning and maintenance instructions.
- \* Manufacturing defects must be reported within three months from the date of purchase.

### Warranty exclusions

- \* Improper installation
- \* Installation with obvious manufacturing defects
- \* Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax
- \* Damage by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilisers, coal, tar, driveway sealers, oil drippings or other similar material; faded or discoloured by sunlight or heat generation

## Our warranties explained

- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* Problems or damage due to moisture and/or alkalinity in the sub floor; discolouration or bond release from hydrostatic pressure or excessive moisture caused by flooring, plumbing and appliance leads and water leakage
- \* Flooring installed over unstable subfloors (particleboard, chipwood or pressboard) or improperly prepared subfloors, wet/cold floors and/or radiant-heated floors

## Engineered wood

Lifestyle Floors engineered wood flooring offers a **15 year** residential wear warranty providing it has been installed and maintained in accordance with the manufacturer's guidelines.

The warranty covers damage resulting from manufacturing related defects, which affect the appearance or performance of the floor.

### Conditions:

- Installer and consumer have installed and maintained the floor according to Lifestyle Floors recommended guidelines.
- Boards must be inspected for any visible defects prior to and on completion of the installation.
- Any boards found to be substandard before or during installation are to be reported to the supplier and not installed.

### The following points are excluded from this warranty:

- Damage through improper use, accidents, insects, animals
- Optical/visual impacts such as gaps, indentation, seasonal climate related change, wear to lacquer or oil finish and change in colour related to exposure to sunlight
- Damages caused by improper installation, poor or no maintenance or cleaning
- Damage through mechanical or chemical impact
- Damage through impact of moisture

## Making a claim

If you need to make a claim on your warranty, please contact the Lifestyle Floors retailer you originally purchased your floor from.

All claims must be reported within 10 days of identifying the complaint and an original receipt must be presented.

## Our warranties explained

If a claim under any of our warranties is approved, you will receive an equivalent replacement from the current Lifestyle Floors collection. The value of the replacement offered will be pro-rata proportional to the time elapsed on the warranty.

Any costs additional to the flooring e.g. labour or ancillary costs are excluded from the right to claim under this guarantee.

Our warranties do not affect your statutory rights.



## 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 ("Burmater").

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.

Burmater 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](http://www.burmatex.co.uk) (the "Burmater 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](http://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.

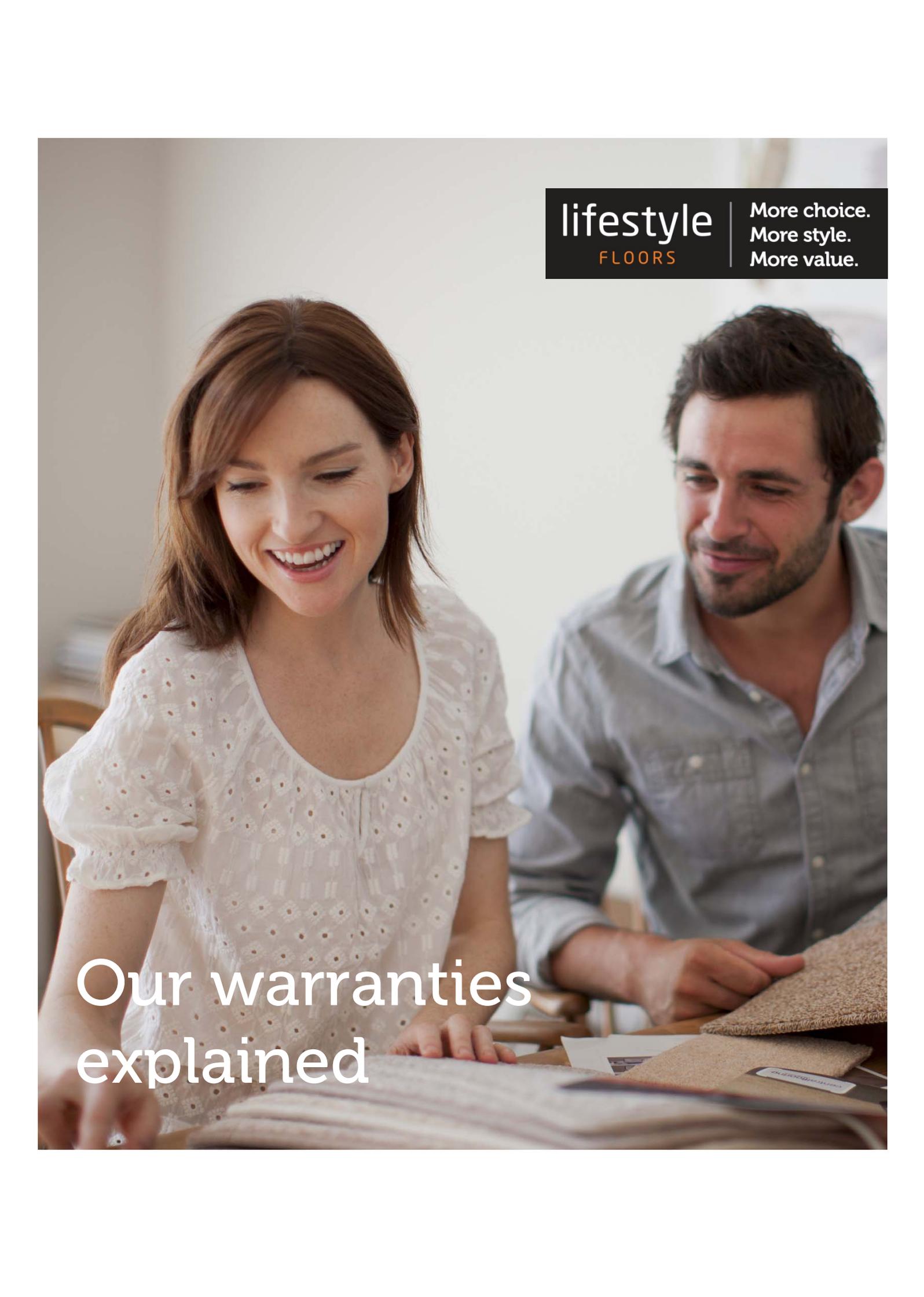
Replacement Goods will not benefit from any further guarantee period and will be deemed to be part of the original supply of Goods for the purposes of this guarantee.

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.

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A man and a woman are sitting at a table, looking at various floor samples. The woman is on the left, wearing a white lace top, and the man is on the right, wearing a light blue shirt. They both appear to be smiling and engaged in the process of choosing a floor. The background is a bright, neutral-colored wall.

**lifestyle**  
FLOORS

More choice.  
More style.  
More value.

Our warranties  
explained

## Real peace of mind

Our warranties ensure your floorcovering will be protected to suit your requirements and your budget. With a range of warranties from 5 years to a life-time, you can choose a floorcovering that's right for you.

Lifestyle Floors warranties cover the wear and staining of our carpets and the wear of our resilient flooring, including laminate, wood, LVT design floors and vinyl.

## Carpets and carpet tiles

All of our carpets and carpet tiles are covered by a wear warranty as detailed below. There are two types of stain warranties – one that covers LIFE-PROOF carpets and carpet tiles and the other which covers most of our other carpet ranges, excluding ranges containing wool.

### Wear warranty

Within the wear warranty period, our carpet and carpet tile ranges are guaranteed against wearing through the pile to the primary backing in an area bigger than a diameter of 10cm.

Our carpet tile collection will not shrink, warp or otherwise change their appearance within the wear warranty period.

### LIFE-PROOF stain warranty

Please see the separate information sheet for details of our LIFE-PROOF stain warranty.

### Carpet stain warranty

Within the stain warranty period, applicable ranges will resist food and beverage stains.

### Wear and stain warranty conditions

- \* The carpet must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors

## Our warranties explained

- \* You need to closely follow our cleaning instructions, promptly clean spills AND have your carpet professionally cleaned once every 2-3 years, keeping all receipts.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the carpet cleaning guide or where there is evidence of heavy soiling, abuse or neglect. It also does not cover stains from products containing pigment dyes e.g. mustard
- \* When claiming on the stain warranty, claims must include a letter from a professional cleaner describing the spot and the cleaning procedures used, with a statement that the spot could not be removed. Lifestyle Floors may elect to have its cleaner re-service the spot. If this service removes the spot, the consumer shall pay for this service. If Lifestyle Floors determines that a stain persists and that all warranty conditions have been met, the Lifestyle Floors retailer will compensate the owner for the original material cost of the carpet for the area directly affected.
- \* Excluded from this warranty is normal wear and tear and discolouration as a result of direct and prolonged sunlight.

## Vinyl

Within the wear warranty period, Lifestyle Floors guarantees against any hidden defect that may adversely affect the life of the product.

### Warranty conditions

- \* The vinyl must be professionally fitted to BS52325 standards
- \* The warranty covers domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow our cleaning and maintenance instructions.
- \* The stain warranty does not cover damage due to appliance of chemicals or the use of cleaning methods which are not recommended in the vinyl cleaning guide or where there is evidence of heavy soiling, abuse or neglect.
- \* The floor covering should be protected against the risk of piercing caused by furniture or objects with pointed legs, feet or sharp edges. The use of plastic or felt protection devices is recommended.

### Warranty exclusions

- \* Damage due to abnormal use
- \* Damage due to the use of the floor in an outside/external location
- \* The absence of standard protection methods for the floor covering (such as doormats, sealed access doors etc.) where necessary
- \* Damage resulting from poor fitting or poor preparation of the underlying surface
- \* Damage caused by sharp or slicing material

## Our warranties explained

- \* Damage caused by the presence of damp in the underlying surface
- \* Stains caused by rugs, rubber or latex materials
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering
- \* Damage caused by moving furniture without appropriate protective measures
- \* Failure to maintain the floor in line with the recommendations in the vinyl cleaning guide

## Laminate

The Lifestyle Floors laminate ranges are covered for visible, material and production defects for the duration of the warranty.

### Wear warranty

Lifestyle Floors guarantees that with normal use the laminate surface will stay wear-resistant, including delamination or reduced resistance of the wearing surface. However, in the event of products with a V-groove, the reduced resistance of the V-groove is not included in the warranty. In addition, a change to the gloss level does not apply as wear of the laminate surface. Laminate is fade resistant, not 100% fade proof. It is generally accepted that all gloss finishes (i.e. paint, glass, furniture or car surfaces) are susceptible to superficial fading/gloss variation. This is not considered a product fault.

### Warranty conditions

- \* The laminate must be professionally fitted to BS52325 standards.
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors.
- \* You need to closely follow our cleaning and maintenance instructions.
- \* Before installation, all planks must be thoroughly checked for visible defects under good lighting conditions. Planks with visible defects should not be installed. Any defects must be reported within eight days of purchase. A claim made after this time for visible defects will not be valid.
- \* Laminate floors must be laid indoors in rooms suitable for laminate flooring. Laminate floors are not suitable for: damp and/or humid spaces, including but not restricted to bathrooms and sauna rooms.
- \* Barrier mats should be used at entrances to reduce the chance of grit, sand or other abrasive materials damaging the floor.
- \* For the warranty to be invoked, the damage to the product must be obvious and the damaged surface area must be at least 1 cm<sup>2</sup> per product unit i.e. plank. Damage must not be the result of misuse or accidents, including but not restricted to mechanical damage such as heavy impact damage, scratches or grooves (for example by dragging furniture) or notches. Abnormal wear is not covered as may

## Our warranties explained

be caused by spiked/high heeled shoes, inadequate protection from furniture, grit, sand and other hard materials or damage caused by corrosive or abrasive substances such as pet urine.

- \* Incorrect removal or replacement of planks is not covered.
- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* The warranty excludes water damage caused by ice makers, refrigerators, washbasins, dishwashers, piping or ducts, natural disasters, excessive moisture in concrete slabs or any other form of water damage. If water and/or moisture are present on the floor and/or near the skirting, this must be removed immediately.
- \* The warranty also excludes damage caused by vacuum cleaners or by the hard or metal wheels of office chairs or other furniture. With laminate floors, furniture legs should always be fitted with suitable protective material. Chairs/easy chairs/settees or furniture on wheels must be fitted with soft wheels or must be placed on specially adapted protective carpet or plates.

## LVT Design Floors

The Lifestyle Floors LVT Design Floors will be free of manufacturing defects for the duration of the warranty.

### Warranty conditions

- \* The LVT must be professionally fitted to BS52325 standards
- \* The warranties cover domestic use in your single-family home in the UK or Channel Islands and you are unable to transfer this warranty without prior written authority from Lifestyle Floors
- \* You need to closely follow the LVT Design Floors cleaning and maintenance instructions.
- \* Manufacturing defects must be reported within three months from the date of purchase.

### Warranty exclusions

- \* Improper installation
- \* Installation with obvious manufacturing defects
- \* Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax
- \* Damage by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilisers, coal, tar, driveway sealers, oil drippings or other similar material; faded or discoloured by sunlight or heat generation

## Our warranties explained

- \* Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering are not covered
- \* Problems or damage due to moisture and/or alkalinity in the sub floor; discolouration or bond release from hydrostatic pressure or excessive moisture caused by flooring, plumbing and appliance leads and water leakage
- \* Flooring installed over unstable subfloors (particleboard, chipwood or pressboard) or improperly prepared subfloors, wet/cold floors and/or radiant-heated floors

## Engineered wood

Lifestyle Floors engineered wood flooring offers a **15 year** residential wear warranty providing it has been installed and maintained in accordance with the manufacturer's guidelines.

The warranty covers damage resulting from manufacturing related defects, which affect the appearance or performance of the floor.

### Conditions:

- Installer and consumer have installed and maintained the floor according to Lifestyle Floors recommended guidelines.
- Boards must be inspected for any visible defects prior to and on completion of the installation.
- Any boards found to be substandard before or during installation are to be reported to the supplier and not installed.

### The following points are excluded from this warranty:

- Damage through improper use, accidents, insects, animals
- Optical/visual impacts such as gaps, indentation, seasonal climate related change, wear to lacquer or oil finish and change in colour related to exposure to sunlight
- Damages caused by improper installation, poor or no maintenance or cleaning
- Damage through mechanical or chemical impact
- Damage through impact of moisture

## Making a claim

If you need to make a claim on your warranty, please contact the Lifestyle Floors retailer you originally purchased your floor from.

All claims must be reported within 10 days of identifying the complaint and an original receipt must be presented.

## Our warranties explained

If a claim under any of our warranties is approved, you will receive an equivalent replacement from the current Lifestyle Floors collection. The value of the replacement offered will be pro-rata proportional to the time elapsed on the warranty.

Any costs additional to the flooring e.g. labour or ancillary costs are excluded from the right to claim under this guarantee.

Our warranties do not affect your statutory rights.



QPSL

LEAN, GREEN,  
SAFE & CLEAN

Quantum Profile Systems Ltd  
Salmon Fields, Royton  
Oldham, OL2 6JG

tel: 0161 627 4222 fax: 0161 627 4333

info@quantum-ps.co.uk www.quantum-ps.co.uk

April 2014

## Quantum Flooring Solutions Stair Nosing Warranty

### To whom it may concern.

Quantum Flooring Solutions warrants that all stair nosings produced and despatched from its works in Oldham, Lancashire are free from material defects and are fit for purpose when fitted strictly in accordance with the manufacturer's instructions.

This warranty is applicable to Quantum stair nosings that have been correctly specified, installed and maintained. Company leaflets, brochures and data sheets (hard copy and online) are available, and these give details of all necessary and relevant requirements.

Generally it is expected that stair nosings will outlast the surrounding floorcovering used on the treads of steps. However, this warranty does not cover general wear and tear of the products that will be consistent with the foot traffic levels of the installation. Also the company will not be held liable for any damage caused by vandalism or misuse of the products arising from acts of omission, negligence or any failure by the end user.

Signed on behalf of Quantum Profile Systems Ltd.

April 2014

QPSL Group strives for continuous improvement in our environmental, health and safety management systems and in the environmental quality of our products, processes, and services.



**Zigazaga – Indoor/Outdoor heavy duty chevron herringbone ribbed  
polypropylene carpeting 1150g/m<sup>2</sup> yarn weight – waffle backed  
Limited 10 Years Warranty**

**Limited Warranty**

**Jaymart** warrants that its **Zigazaga** entrance matting when installed using **Jaymart's** recommended procedures, shall perform in accordance with their published specifications and shall be free from manufacturing defects under normal use for a period of 2 years from the date of its original installation.

**Zigazaga** is warranted to withstand the onset of premature wear, for the aforementioned duration. It is expected that the matting will show signs of wear before the warranty period is complete. Mere optical defects will not be considered as cases of warranty involving **Jaymart's** responsibility. This is the sole and exclusive warranty provided by **Jaymart** and **Jaymart** makes no other warranty, either express or implied, of any kind including, without limitation, any warranty of merchantability or fitness for particular purpose.

**Limitation of Remedies**

Replacement will be provided only after **Jaymart's** inspection of the products and its agreement to the defective condition. **Jaymart** and its representative must be permitted reasonable access to facilities for the inspection and testing of the product. All claims for defect shall be deemed waived unless made in writing delivered to **Jaymart** or **Jaymart's** Distributor during the warranty period and no later than thirty days after discovery of the defect. Purchaser and end-user have the sole responsibility to properly install and maintain the products. **Jaymart** shall have no obligation to replace any product which has been subject to misuse neglect, accident or abuse, or which has not been installed or maintained in accordance with **Jaymart's** written instructions, or which has been exposed to undue wear and tear. In addition to the foregoing limitations, **Jaymart's** limited replacement warranty shall not cover surface stains including asphalt, driveway sealer dye, dissatisfaction due to improper installation or maintenance, damage from improper maintenance or usage or general misuse, including, without limitation, burns, cuts, tears, scratches, scuffs, indentation damage from rolling loads, damage or discolouration from adhesives or floor care products not recommended by **Jaymart**.

**Limitation of Liability**

**Jaymart's** total, complete and exclusive liability hereunder shall be limited to replacement of defective products as provided herein and shall not exceed the value of the defective products furnished. Purchaser and end-user waive all other remedies, warranties and liabilities of any kind, express or implied, whether arising by operation of law or otherwise. **Jaymart** shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this limited warranty or from any cause whatsoever, whether based upon warranty, negligence, strict liability or otherwise.

If you experience any problem with **Jaymart** matting, please contact the contractor who installed the flooring to help identify whether the problem is related to manufacturing, installation or maintenance. Retain all information and documents until the problem is resolved.

If the problem is manufacturing related and you are not satisfied with the contractor's response, please notify **Jaymart** in writing and explain the problem thoroughly.

Jaymart Rubber & Plastics Ltd  
Roman Way  
Crusader Park  
Warminster  
Wiltshire  
BA12 8SP  
Tel: (01985) 218994  
Fax: (01985) 217417  
Email: sales@jaymart.co.uk

After **Jaymart** is so notified, **Jaymart** reserves the right to have an authorised **Jaymart** representative inspect and verify the defect to determine whether replacement will be provided under the terms of this limited warranty.