

care & warranty card.



INITIAL HAND OVER:

- ✔ Depending on the brand/type of adhesive and atmospheric conditions of site, full adhesive cure can take up to 72 hours.
- ✔ Floors should only be swept or vacuumed and NOT WET cleaned until the adhesive has fully cured, normally 48 hours- refer adhesive manufacturers advice.
- ✔ Remove any adhesive from the surface of the plank while wet.
- ✔ Dry-sweep with a dry microfiber mop or a soft broom.
- ✔ Stubborn marks can be removed using water on a damp cloth.
- ✔ Do not place heavy items / furniture on the floor for 48 hours after the installation.

PREVENTIVE CARE:

- ✔ Use protective walk-off mats (non-rubber based) at all entrances. This will reduce transfer of sand, dirt and grit onto the floor.
- ✔ Sharp objects will damage your floor, example of high heel shoes with worn out tips.
- ✔ Rubber based mats or rugs will cause discoloration to your vinyl floor.
- ✔ Place floor protectors under all furniture feet. Ensure these floor protectors are brushed to free any ingrained dirt.
- ✔ Do not drag objects / furniture over the vinyl floor, it can scuff the protective PU coating.
- ✔ Pets with unclipped nails can cause scratching to vinyl flooring.
- ✔ Ensure castor wheel chairs are fitted with soft castor wheels, use chair mats or floor protectors if necessary.
- ✔ Ensure all sliding doors and windows have sun filtering elements to prevent direct sun exposure.
- ✔ Avoid exposure to direct sunlight, direct sun will cause colour fading and product deterioration.
- ✔ Rugs should be moved around from time to time to prevent fade patterns forming.
- ✔ When using room heaters, whether mobile or fixed need to be placed on a protective platform to prevent concentrated heat impacting the flooring material underneath and in front of the heat source, ensure the floor area directly in front of the heater is covered. This will prevent the risk of concentrated heat damaging the vinyl floor.

GENERAL MAINTENANCE:

- ✔ Sweep and clean regularly to remove surface dust and grit using a micro-fibre broom.
- ✔ Use a spray-mist water dispenser or damp cloth or micro-fibre broom to clean dirt and footprints.
- ✔ Always clean in the direction of the grain/embossed finish of the floor surface this will prevent/reduce any dirt/mud/discolouration of the floor surface due to dirt being trapped with in the surface finish.
- ✔ Do not use any harsh abrasive cleaners, chemicals, dish washing liquid and furniture dusting products.
- ✔ Do Not use excessive water when cleaning, as this will compromise the performance of the product/adhesive and could result in a floor failure.
- ✔ If underfloor heating is to be used, it is important that your supplier is advised, so that the correct system is installed, with the correct operating instructions.
- ✔ Do not wax or polish the floor.
- ✔ Spots, stains and food spills should be cleaned up immediately using a non-abrasive cleaner.
- ✔ You may remove adhesive, chewing gum or similar substances by applying an icepack until the substance becomes brittle enough to crumble off. The residue may be removed with mineral spirits.
- ✔ Keep spare planks from the same batch in case remedial work may be required.



WARRANTY:

deZIGN series 120.	10 years residential
deZIGN series 200.	15 years residential 5 year moderate commercial.
deZIGN series XL.	20 years residential 10 years commercial
deZIGN series Herringbone.	20 years residential 10 years commercial
deZIGN series 250.	25 years residential 15 years commercial

* For commercial warranty, please check on use and application with your supplier

deZIGN Vinyl Dry-Back Floor (LVT) must be installed according to manufacturer's specifications for the warranty to be valid

WARRANTY INCLUDES:

- ✓ The floor will be free from manufacturing defects.
- ✓ Wear, the floor will not wear through that affects or alters the printed décor pattern.
- ✓ Fade, the floor will not fade to the extent that the floor surface is permanently discoloured.
- ✓ Stain, will not stain from the use of normal household cleaning agents or routine care & maintenance, according to the instructions supplied in this document.

WARRANTY LIMITATIONS & CONDITIONS:

- ✓ The warranty does not cover damage due to improper installation, maintenance, burns, tears, indentations, stains, reduction in gloss level due to normal wear and tear or any exterior factors (like moisture, improper subfloor etc.)
- ✓ Does not warrant installers workmanship. Any workmanship errors should be addressed with the contractor who installed the floor.
- ✓ The product should be installed by a professional installer or installers who have demonstrated expertise in installing this type of product.
- ✓ Panels with visible defects must not be installed.
- ✓ Complaints must be reported within 15 days of the fault arising.
- ✓ The fault must be visible within a 1000mm radius in all lighting situations and from a normal standing position.
- ✓ The warranty covers the replacement of the affected panels only.
- ✓ The warranty does not include the replacement of a complete floor.
- ✓ The warranty does not cover labour costs, loss of time, incidental or consequential damages or expenses or any other damage caused from the faulty floor.
- ✓ If the product or décor is no longer available, a similar décor in an equivalent range will be made available. The factory does not guarantee the availability of a range or décor for the lifetime of the warranty.
- ✓ Warranties are instituted on a sliding scale ratio, depending on the time elapsed from the date of purchase.
- ✓ Problems experienced or caused by water, moisture or poor installation methods are excluded.
- ✓ Warranties are not transferrable and applies to the original purchaser of the floor only.
- ✓ The factory holds the right to inspect the floor and panels.
- ✓ Please retain a copy of your invoice from your place of purchase for warranty purposes.