



# Pro *tile*

by



## WARRANTY

QEP Australia Pty Ltd warrants our Pro Tile products to be free from material and manufacturing defects for a minimum period of 10 years from the date of installation.

QEP Australia Pty Ltd further warrants that the product will not require replacement due to normal wear and tear within the stated limited warranty.

### CONDITIONS

The Pro Tile products are affected with any of the following manufacturing defects:

- Separation of the primary backing from the backing system – that when tested in accordance with specification AS2111-16 the bond strength does not meet the specifications published in the Carpet Institute of Australia's Technical Bulletin No.1
- Failure of the surface fibre bind – in accordance with specification AS2111-15, the Pro Tile product will withstand relevant Newton forces for the removal of an individual fibre and/or removal of an individual loop pile.
- Colour change – that the Pro Tile product shall meet specifications for colourfastness to light, water shampoo, rubbing dry and rubbing wet.
- Dimensional Stability – that the nominated product meets specification ISO 2551.

In the event outlined above has resulted from a defect in the product and not from the conduct of the customer.

Within ten (10) years from the date of installation of new product, QEP Australia Pty Ltd will replace or repair (at QEP's option) each such defective tile at the company's expense and pay the costs of installation of replacement product or repair at market trade rates.

QEP will not be responsible for any additional costs whether directly or indirectly related (including the moving of partitioning, workstations, furniture or wiring).

A sample of the affected product must be furnished for testing to verify any complaint.

The warranty is on the condition that the sub-floor area is prepared and the product is installed in accordance with AS/NZ Carpet Tile Installation Standards, and is maintained in accordance with a suitable maintenance programme.

QEP Australia Pty Ltd will not be held responsible for product failure arising from circumstances beyond its control such as structural

- This warranty specifically includes the use of caster chairs directly onto Pro tiles

PRODUCT

NAME OF INSTALLATION

FLOOR AREAS INSTALLED

DATE OF INSTALLATION

FLOORING CONTRACTOR

movement, excessive moisture, vapour or alkali in a concrete sub-floor, abuse, accidents, the effect of chemical or aggressive solvents, the incorrect use of cleaning agents or incorrect maintenance procedures.

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