V 2.1

Quest

FOR THE BEST IN CARPET

ProTile

Commercial Carpet Tile Cleaning and Maintenance

ProTile

Cleaning and Maintenance

ProTile Commercial Carpet Tiles offer excellent performance and durability. With routine care and regular maintenance, it is easy to look after your ProTile Commercial Carpet Tiles.

- Regularly vacuum to remove dirt, dust and grit.
- Immediately clean up any spots or spillages to ensure stains do not set into the carpet.
- Develop a detailed cleaning and maintenance plan appropriate to the environment the carpet tiles are installed in. See 'Cleaning and Maintenance Programme'
- Place properly sized entrance mats at all entrance points to your carpeted areas. Entrance mats reduce soiling becoming trodden into your carpet. Entrance mats should be cleaned regularly and thoroughly and replaced when they become visibly warn.

Other Ways to Protect Your ProTile Commercial Carpet Tiles

Follow these simple steps to maximize the longevity of your commercial carpet tiles:

- Place indoor protective mats around food stations, water coolers, elevators, and stair thresholds to prevent moisture and dirt from becoming ground into the carpet. Clean mats regularly.
- Place mats under desks to protect the carpet tiles from the chair rollers which can create damage due to the concentration of pressure and wear. Clean mats regularly.
- Use wide bearing, clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Fit office choirs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Never drag, slide or roll furniture or appliances across your floor.
- Protect your carpet tiles from extreme sunlight by the use of window tinting, blinds, curtains or awnings.
- Protect your carpeted area from the cleaning products/ tools used to clean adjoining hard-floor surface areas.

Installation

ProTile Commercial Carpet Tiles should be installed in accordance with Australian Standards AS 2455.2:2019 - Textile floor coverings - Installation practice, Part 2: Carpet Tiles.

Installation instructions are available on the ProTile website at www.pro-tile.com.au

If the floor is improperly installed this may void the ProTile Commercial Warranty.

Before installing a ProTile Commercial Carpet Tile floor, installers must check for:

- Any visible defects
- Dye lots
- Width and length
- Product, colour and pattern (if applicable)

If any tiles are visible faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to Quest or the retailer.

Care needs to be taken to properly inspect the flooring before it is installed as Quest may refuse a claim under the ProTile Commercial Carpet Tile Warranty where a reasonable inspection of the flooring before installation would have identified the fault.

Cleaning and Maintenance Programme

Quest Carpets recommends the following as a guide to cleaning and maintenance of your carpet tiles. The frequency required for the various cleaning methods depends on traffic volumes, carpet construction and health considerations. In high use or specialised installations, such as healthcare and nursing homes, it is recommended that your carpet tiles be cleaned by carpet cleaning professionals with specialised commercial equipment and cleaners. ProTile Commercial Carpet Tiles should be cleaned and maintained in accordance with Australian Standard AS/NZS 3733:2018 – Textile floor coverings – Cleaning maintenance of residential and commercial carpeting.

Location	Usual Traffic Volume	Suggested Maintenance Programme	Suggested Frequency	Minimum Frequency
Offices and Hotel Rooms	Medium Duty	Vacuum		
		Vacuum traffic areas	Twice weekly	Weekly
		Full vacuum	3 times weekly	Twice weekly
		Spot and stain removal	Daily (ASAP)	Daily (ASAP)
		Surface clean	Every 6 months	Annually
		Appropriate or restorative clean	Annually	Every 2 years
Corridors and Foyers, Hotel Lounges, Ground Floor Shops, Kindergartens, School Classrooms, Hospital Wards	Heavy Duty	Vacuum		
		Vacuum traffic areas	-	Twice daily
		Full vacuum	Daily	3 times weekly
		Spot and stain removal	Daily (ASAP)	Daily (ASAP)
		Surface clean	Every 3 months	Every 6 months
		Appropriate or restorative clean	Every 6 months	Annually
Restaurants, Healthcare Public Areas, Corridors, Passageways and Entry/Foyer areas	Very Heavy Duty	Full Vacuum	Daily	Daily
		Spot and Stain Removal	Daily (ASAP)	Daily (ASAP)
		Surface Clean	Monthly	Every 2 months
		Appropriate or restorative clean	Every 3 months	Every 6 months

ProTile

Cleaning and Maintenance

ProTile Commercial Carpet Tile Warranty

ProTile's Business Class Tiles, Economy Tiles, Economy Planks and Basis Tiles ranges all have a ten year commercial warranty from the date of purchase of the product. The warranty covers ProTile products to be free from material and manufacturing defects for the life of the previously specified warranty from the date of purchase. Quest Carpets. further warrants that the product will not require replacement due to normal wear and tear within the stated limited warranty.

Conditions

The ProTile 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 ProTile 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 ProTile product shall meet specifications for colour-fastness 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, Quest Carpets. will replace or repair (at Quest'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.

To make a claim under the warranty, take a sample of the affected product (with proof of purchase) to the store where you purchased the product or contact Quest Carpets.

Quest Carpets will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to Quest Carpets. for consideration.

This warranty is given by:
Quest Carpets ABN 61 606 397 273.
43-55 Mark Anthony Drive, Dandenong South, Vic. 3175;
p: 1800 337 404,
e: sales@questcarpet.com.au.

Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty is on the condition that the sub-floor area was prepared and the products installed in accordance with Australian Standards AS 2455.2:2019 - Textile floor coverings - Installation practice, Part 2: Carpet Tiles, and is maintained in accordance with a suitable cleaning maintenance programme as outlined in Australian Standard AS/NZS 3733:2018 – Textile floor coverings – Cleaning maintenance of residential and commercial carpeting.

Quest Carpets will not be held responsible for product failure arising from circumstances beyond its control such as structural movement, excessive moisture, vapour, 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.

For Enquires Please Contact

Quest Carpets
43-55 Mark Anthony Drive
Dandenong South, Vic. 3175

p: 1800 337 404
e: sales@questcarpet.com.au
w: questcarpet.com.au