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Quest

FOR THE BEST IN CARPET

# ProTile

## Commercial Carpet Tile Warranty

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## ProTile 10 Year Commercial Warranty

**ProTile's Business Class, Economy Class and Basic Tile Ranges are sold with a 10 Year Commercial Warranty from the date of purchase. It is essential to ensure that your ProTile Tiles are installed and maintained in strict accordance with ProTile Installation Instructions, ProTile Cleaning and Maintenance Guidelines and relevant Australian Standards.**

### What is Covered?

The ProTile 10 Year Commercial Warranty covers:

### Manufacturing Defects

ProTile Carpet Tiles will remain free from manufacturing defects for a period of 10 years from the date of installation. Manufacturing defects covered under this warranty include;

- **Separation of the primary backing from the backing system.** 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.** When tested in accordance with specification **AS2111–15**, the product will withstand relevant Newton forces for the removal of an individual fibre and/or removal of an individual loop pile from the backing.
- **Colour change**
  – that the product will meet prescribed specifications for colourfastness to light, water shampoo, rubbing dry and rubbing wet, as prescribed by the relevant standard.
- **Dimensional Stability**
  – that the product meets specification **ISO 2551**.

### Commercial Wear

ProTile Carpet Tiles will not require replacement due to normal wear and tear within the stated limited warranty.

This wear warranty covers loss of more than 10% by weight of surface fibre.

### What's not Covered?

**The ProTile 10 Year Commercial Warranty specifically excludes:**

- Pilling, shedding, matting, pulls, cuts, tears, burns, or any other damage caused by abuse, neglect, misuse, chemicals or improper maintenance products, floods and excessive sub-floor moisture or alkalinity
- Installation of ProTile carpet tiles on stairs not fitted with a commercial grade stair nosing
- Improper installation, cleaning or maintenance
- Damage caused by heavy items, dragged objects or castor chairs.
- Costs associated with a warranty claim other than replacement of the affected tiles and reasonable installation costs.

### How to Make a Warranty Claim...

To make a claim under this warranty, simply contact your place of purchase to commence the process with a detailed description of the issue or defect, and proof of purchase. It is important that you report the issue or defect within 90 days of it first being noticed. Alternatively, you can take a sample of the affected product to your place of purchase with images detailing the issue. Your place of purchase will arrange an inspection of the flooring to be undertaken as soon as possible, after which a determination will be made and an inspection report may be provided.

Upon acceptance of a claim, the affected area(s) will be repaired or replaced. Repair or replacement will be at the sole discretion of Quest Carpets and is limited to the costs involved with supplying and delivering new tiles and reasonable removal and installation costs. Additional or supplementary or consequential costs including, but not limited to, displacement costs, loss of trade, liquidated damages, furniture removal and downtime, are excluded from this warranty or any warranty claims.

The rights afforded under this warranty are in addition to other rights or remedies you may have under law. In some cases, consumer guarantees (prescribed by Australian Consumer Law) may apply to this warranty.

In such instances the following statement applies.

*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.*

### For enquires please contact:


## Quest Carpets

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