

PlusFloor®

# Warranty Guidelines



## Commercial Warranty

This Warranty commences once the carpet product has been installed by certified PlusFloor installation professionals, in accordance with PlusFloor's current installation guidelines, which include the appropriate use of adhesives. If the recommended care instructions are diligently adhered to, the warranty remains valid for a duration of 10 years from the date of the initial installation. This ten-year warranty specifically pertains to the period during which the carpet is under the ownership and care of the original end-user purchaser. Any claims related to warranty are contingent upon the presentation of the original PlusFloor invoice or the initial invoice from an authorized PlusFloor dealer. Failure to adhere to these specifications and procedures will result in the application of a standard two-year warranty covering manufacturing defects, in addition to any supplementary coverage provided by the fiber producer.

For detailed installation specifications and carpet care recommendations, please refer to your dealer or get in touch with a PlusFloor Representative.

## Items Covered by the Warranty

- **Tuft Bind Strength**  
PlusFloor guarantees that its standard-ASTM D1335 performance backing will exhibit tuft bind strengths in line with industry standards for the specified carpet tile products. In the event of unacceptable tuft bind performance, PlusFloor will conduct an independent evaluation and replace the product if a product defect is found to be the cause of the substandard performance. Specific product and performance criteria may be detailed and recorded as part of this specific warranty.
- **Backing Integrity and Delamination**  
Under normal use, PlusFloor warrants that the backing on its standard ASTM-D3936 performance carpet tile will not delaminate.
- **Static Protection**  
PlusFloor guarantees that its standard AATCC-134 performance carpet tile will prevent static buildup exceeding 3.5 KV when tested using AATCC Test Method 134 at 70 degrees F at 20% R.H.
- **Radiant Panel Classification**  
PlusFloor warrants that its standard performance carpet tile is appropriately classified under all relevant fire codes for the specified end-use, as tested under Test Method ASTM E-648.
- **Smoke Density**  
PlusFloor assures that its standard carpet tile will generate smoke with a specific optical density rating below the generally accepted maximum of 450 when tested in accordance with ASTM Test Method E-662 (NFPA 258).

## Obligations of the Warranty Provider

Upon receiving a claim, PlusFloor will, within ten working days, assign a representative to inspect the standard performance and assess the warranty claim.

### INSTALLATION AND WARRANTY

All PlusFloor floors should be installed by a skilled and competent installer who will consider the unique circumstances of each site. The PlusFloor warranty will be applicable only to floors that have been installed by a competent flooring installer conforming to the standards comparable to BS8201 in the UK or an equivalent standard worldwide.

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## Limitations

If any portion of PlusFloor's standard performance carpet tile does not meet the stated specifications, it will be repaired to adhere to the warranty. If repair is not feasible from a commercial perspective, PlusFloor may, at its discretion, replace the affected carpet for the affected area during the first two years. PlusFloor will cover the costs of the carpet, reasonable freight, and labor during this period. Afterward, PlusFloor will cover only the costs of the carpet and reasonable freight. Any expenses associated with moving equipment, furnishings, partitions, etc., that were installed over the PlusFloor standard performance product will be the responsibility of the consumer.

## Exclusions

This warranty does not apply to carpet installed on stairs or in areas subject to abnormal foot-traffic use, such as golf spikes, other spiked footwear, ski boots, and the like. It is imperative to use chair pads under roller caster chairs to fully activate this warranty. The warranty does not cover damage resulting from burns, cuts, fading, matting, pills, pulls, odors, soiling, staining, tears, or damage caused by improper installation or the use of improper cleaning agents or methods. Incidental and consequential damages are not the responsibility of PlusFloor and, to the extent permitted by law, are hereby excluded for both property damage and personal injury. Replacement carpet will be sourced from current running-line standard performance products comparable to the warranted product.

## Notification of Warranty Claims

All claims under this warranty must be submitted in writing to the Quality Control Department of PlusFloor at the following address:

Unit 11, Oakwood Way, Carnforth Business Park, Carnforth, Lancashire

Postcode: LA5 9FD

Please note that the warranty excludes certain conditions and damages as detailed above.

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