

## Tecsom Warranty (For Standard Tecsom Products)



### 15 YEAR WARRANTY for standard Tecsom products

This warranty applies to all first quality commercial textile floor covering products branded Tecsom, manufactured by TECSOM SAS, installed by external qualified professional installers according to procedures outlined in the Tecsom's then-current edition of installation and maintenance manuals.

#### 1. USAGE

Tecosom products are guaranteed only for internal building, professional use.

#### 2. PERIOD

This guarantee is valid 15 years from the date of delivery.

#### 3. COVERAGE

The warranty covers most important performance properties: dimensional stability and wearing behaviour. Dimensional stability is defined by shrinkage, extension, bowling and rectangularity according EN 1307 and EN 1470. Wearing performance assures a pile mass of at least 90% of the origin pile surface weight.

#### 4. WARRANTY CONDITION

Any defect must be notified in writing, together with details of orders and invoicing within two weeks after it has been detected. Claims will only be accepted after examination. If necessary, Tecsom reserves the right to remove from site a quantity of the floor covering for laboratory analysis.

The warranty will be valid provided that the following conditions have been met:

- The specified floor covering must be suitable for the use intended, in accordance with recommended use specified in the technical manual.
- The subfloor is suitable for the application of any of the above mentioned commercial floor coverings (see the technical specification sheet) and all accessories, i.e. subfloor preparations, adhesives, must be approved by Tecsom.

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- An adequate maintenance programme must be put in place immediately after installation, and this must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible; the materials are to be maintained in accordance with Tecsom cleaning instructions.
- The warranty excludes all damage which has occurred to the commercial floor covering as a result of abrasions from external elements: sand, grit, bitumen, building material, etc.
- Furthermore, excluded from the warranty are coloration or discoloration phenomena on the surface, stains connected with external sources (paints, tar, bitumen, dye stuffs, regenerated rubber castors and chair legs, indentation marks caused by non-adapted pieces of furniture). It must also be ensured that the bottom supports of furniture and chair castors are such that they will not damage the surface of the commercial floor covering.

### 5. EXCLUSIONS

This warranty is invalid if damage is caused as a result of fire, accident, including aggressive chemical attack or increased abrasion due to being poorly maintained or lack of entrance barrier matting, explosion, pollution, flood, freezing conditions, lighting, careless, vandalism or damage during transport, storage and handling before or during installation. This warranty only applies to first choice goods and does not apply to goods sold as "B" grade or out of collection clearing lines, or products on special promotion.

The guarantee takes into account all production processes and common, tolerances relating to thickness, structure, colour, design and weight.

This warranty does not cover use in staircases, use in free-lay condition under traffic of small wheeled trolleys, damages caused by abnormal use, by stains, sharp objects, burns or others, or use of un-adapted cleaning agents. It does not cover either shading, pile reversal, pile crush, batch variations or soiling which are not manufactured defects.

This warranty does not cover damages resulting of installation modifications or tile removals, or possible movements from the subfloor – raised-access floors, partition-walls, furniture and cables or others immediately placed around, under or on the carpet-tiles.

This warranty does not cover the areas where stiletto heeled shoes are in use. The products are liable to suffer damage from intense point loading pressure. We therefore cannot be held responsible for any loss in appearance where such heels are in use.

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### 6. INDEMNIFYING CONDITIONS

The replacement will be carried out on damaged areas only and will not extend to the entire project or part of unless all material is agreed as faulty.

All costs for assembling or disassembling of furniture and partitioning, etc, are excluded. Should the product in question be out of collection and no longer available, Tecsom reserves the right to propose an alternative product.

Tecsom will not accept responsibility for any consequential damages nor for any costs other than those directly involved with the replacement of the floor covering, such as penalties or any similar charges.