

# LVT: Luxury Vinyl Planks.

## Important Information

In addition to instructions below, also refer to the SABS Installation of Resilient Thermoplastic and similar flexible floor covering materials STANDARD - SANS 10070. All Belgotex Luxury Vinyl Tile products are to be installed by a professional installer, also follow the Belgotex installation guidelines which is available on request from our technical department.

## CARING FOR YOUR BELGOTEX LVT

- Use protective walk-off mats in front of doors to remove excess soiling from shoes/feet. If mats are placed directly on top of your Belgotex vinyl floor, be sure the mats have a non-staining back as plasticizer migration will occur (no rubber mats to be used)!
- Use proper floor protectors on furniture legs, etc to prevent damage to your vinyl floor. It is recommended to use protector mats to protect the floor from damage where castor wheels are in use (soft wheels, non-rubber).
- Clean liquid spills immediately to prevent the possibility of stains, slips or falls. Use warm water/neutral cleaner appropriate for vinyl flooring. Also refer to maintenance guideline for Belgotex LVT's from our website or contact our technical department.
- Do not wax or use chemical treatment of any kind on your Belgotex luxury vinyl floor.
- Do not use excessive water to clean as this can start to re-emulsify the water-based adhesive (softening of glue line).
- Belgotex LVT's are scratch resistant but not scratch proof.
- Unclipped pet nails cause scratching.
- Flooring subjected to excessive heat and light exposure, is subject to thermal degradation/fading, and as such must be protected from direct sunlight by installing UV Film to the windows , drawing curtains or closing blinds when direct sun is present.

## **WARRANTY**

- As per specific products warranty indicated on documentation and sampling.
- The vinyl flooring must be installed by a professional installer.

### **1. Belgotex provides a warranty that:**

- Belgotex flooring will be free of manufacturing defects.
- If such defect occurs, upon a verification of the defect, Belgotex will authorize repair or replacement of the affected area.

### **2. This warranty does not include the following:**

- Improper installation - not professionally installed or improper adhesive/trowel used. Workmanship errors should be addressed to the contractor who installed the floor.
- Installed with obvious manufacturing defects.
- Improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation.
- Problems or damage due to moisture and/or alkalinity in subfloor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- Wood floor substrates are high risk to install vinyl on. However, refer to separate technical guideline for such installation. Contact the Belgotex technical team for further guidance/recommendations.
- Different from samples or printed material in shade, colour or embossing. We recommend full planks are referred to before final selection is made.
- When honoring a claim on defective material due to manufacturing and that has been installed longer than 1 (one) year, a pro-rata reduction in the claim amount shall be calculated on the date of purchase (this pro-rata reduction is also warranty dependent). For example, if material has a warranty for 10 years, a 10% per year devaluation etc. shall apply as you have had the benefit of use of the material.

### **3. Other limitations:**

- This warranty is not transferable.
- Manufacturing defect must be reported within a month from the date of purchase.
- This warranty covers only properly installed and maintained floors.
- Belgotex excludes and will not pay for any consequential or incidental expenses incurred during initial installation.
- Belgotex reserves the right of final judgement and may refuse claims in certain instances.
- No representative, employee, or agent of Belgotex is authorized to modify or change the limited warranty as stated herein.