

Guarantees and Warrantees

The Vanguard Collection carpet is manufactured by Belgotex Floors who are manufacturers of high-quality carpets using the latest available technology. Our factory operates on a strict quality system, (SABS ISO 9002) where all raw materials and every step of the manufacturing process is carefully checked.

All our branded products are tested by the SABS and given a location grade according to the results of such testing (CMSA LOCATION GRADE). We therefore guarantee these products against any latent manufacturing defects for five (5) years. In the event of a consumer, all claims are handled in accordance with the CMSA standard claims policy.

All carpets are subject to wear and tear which is related to the quality and location grade of the product and the local conditions of traffic and maintenance to which the carpet is subjected.

Furthermore, Belgotex Floors warrants that for 15 years from date of original purchase, this Belgotex carpet, when installed and maintained as recommended by Belgotex Floors, will retain at least 90% of its pile fibre, subject to the following limitations:

This warranty does not cover tears, burns or cuts due to improper use of the application of improper cleaning agents or maintenance methods or lack of protection under roller castor chairs.

If dissatisfied with the wear performance, the owner must notify the installer of the product and permit Belgotex Floors to test the carpets subject to the foregoing. If the carpets are found to have lost more than 10% of its pile fibre, Belgotex Floors will replace the original carpet in the affected room or area, subject to the carpet manufacturer of South Africa (CMSA) claims policy, which is available at the offices of the installer or Belgotex Floors.

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INSTALLATION

Our floorcoverings must be installed by a professional installer, in accordance with the code of practice for the installation of textile floorcoverings (SANS 10186).

- ResinBac and NexBac tiles must be tessellated at installation unless otherwise stated.
- When ResinBac tiles are being installed, a fully bonded (stuck down) method must be used. Vanguard Collection recommends the use of an acrylic emulsion water-based adhesive, which should be applied to screed as per the adhesive manufacturer's recommendations.
- When EOS Bac and NexBac tiles are being installed, they must be laid into pressure sensitive/ permanent tac adhesive, which should be applied to the screed as per the adhesive manufacturer's recommendations.
- For tufted carpets, the best possible underlay is to be installed to provide extra comfort and acoustic benefits, and to enhance the appearance and durability of the carpet.
- Vanguard Collection accepts no responsibility for damage to tiles or broadloom that have not been installed in accordance with these guidelines.
- Installation must take place after construction is complete. Vanguard Collection will accept no responsibility nor honour any guarantee or warranty for installations made during construction work that are inadequately protected against damage.

For detailed information regarding installation contact your Vanguard Collection representative.

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