acouflor
making quiet

Acouflor Carpet Tiles
Warranty

Acouflor provides a limited warranty from the date of installation against undue loss of condition due specifically to faulty materials and workmanship in manufacturing.

Acouflor warrants that products conform to specifications established for the product and subject to normal use under general contract category for the period of 20 years for QuietBack™ and 15 years for LaidBack™ & SoftStep™ after installation date.

Acouflor offers an additional guarantee that cannot be excluded under the Australian Consumer Law. The benefits under this warranty are in addition to your other rights and remedies under a law in relation to the goods to which this warranty relates (the Australian Consumer Law).

Warranty conditions

1. If a product fails to perform as warranted, Acouflor will correct the affected area either by repair or (at its option) replacing the defective part of the carpet tile/s with an Acouflor product of equal quality, or (at its option) pay for the cost of replacement of the defective part of the product.
2. Should replacement of any Acouflor products be required, Acouflor will not be responsible for the movement of electrical wiring or outlets or costs and expenses associated with construction or removal of furniture, partitions, temporary walls or any other fixtures, fittings, plant or equipment whatsoever which are located on, above or around the area in which the product is installed.
3. Acouflor requires the original sale receipt or other documentation as proof of warranty coverage.

All additional guarantees warranted for all Acouflor carpet tiles

1. Installation Environment

All Acouflor carpet tiles are designed for indoor use in typical commercial, residential and institutional type environments.

Use in areas that significantly vary from this type of environmental condition may result in a performance that falls outside of this warranty. Installation must be in accordance with the most current and relevant "Acouflor Installation Guide".

It is imperative that all internal carpets are well protected from outside soiling and moisture by the use of barrier matting.

2. Wear Warranty

All Acouflor products are subjected to normal wear and tear, warranted against excessive surface wear and backing tear.

Excessive surface wear means the loss of more than 10% by weight of face fiber within 15 years after installation of LaidBack™ and SoftStep™ and 20 years after installation for QuietBack™.

3. Cleaning and Maintenance

A full maintenance program must be agreed on and carried out throughout the life of the product. Please refer to the most current and relevant "Acouflor Care and Maintenance Guide". Local spillage must be attended too as and when it occurs.

4. De-lamination

All Acouflor carpet tiles will not delaminate for its carpet life. Acouflor recommends chair pads for optimum surface appearance and retention performance.

5. Shading

Shading is the result of pile reversal where areas of the carpet may appear to have changed color.

This is a feature of fine carpets. It is not a manufacturing fault nor does it have an effect on durability.

6. Dimensional Stability

All Acouflor carpet tiles will retain its stability and any dimensional changes due to normal atmospheric conditions within international tolerance as measured under test method BS EN986:20 for the life of the carpet.

7. Static Control

All Acouflor carpet tiles for the life of the carpet, remain shock–proof and will generate static ≤ 1.0 KV when tested under AATCC 134 standard.

8. Zippering

The product will not zipper or create yarn running effects for the life of the carpet.

All additional guarantees warranted for all QuietBack™ carpet tiles only

1. Resistance Against Water/Liquid

QuietBack™ carpet tiles will not lose its usability with effect from liquids, excluding corrosive liquids for usual activities. Mould, fungal or bacterial growth resulting from moisture being retained for any reason within the carpet system or structure is excluded.

2. Wet (Green) Concrete Slabs

Building practices may result in the need to install carpet tiles over a so-called 'wet slab'. Acouflor's QuietBack™ carpet tiles can be used over a green slab due to it's breathable construction.

Due to the ability of moisture to evaporate through carpet tiles at normal room conditions (60% RH and 20 degrees C), high pH or moisture levels are unlikely to exist for extended periods at the concrete surface.

Provided the approved alkaline resistant adhesive is used as outlined by the adhesive manufacturers' instructions, and the carpet tile is installed as per our installation instructions within our installation guide, odours (2-ethylhexanol) resulting from the interaction of high pH and Acouflor QuietBack™ carpet tiles will not occur.

Please refer to the adhesive and subfloor manufacturer's recommendations for RH and pH readings of the slab before undertaking any work.

Customer Care Australia

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