



CARE & MAINTENANCE GUIDE and RESIDENTIAL WEAR WARRANTY

Congratulations on the purchase of your new Pegulan floor. Like any flooring a little care and maintenance will keep it looking great and performing at its best for longer. This brochure explains the basic care procedures and offers helpful hints so you will get the best from your new floor

Products from our ULTRA TX, LIFE TX, ARGO TX, and APOLLO PLUS ranges have a factory applied surface coating called EXTREME® PUR. TOPAZ and the PEGULAN LUXURY VINYL PLANK range come with TOPCLEAN® PUR coating. This gives these products either a 15 or 20 year Residential Wear Warranty. EXTREME® and TOPCLEAN® are advanced surface protection coatings designed to provide the ultimate in vinyl flooring protection. They give superior scratch and stain resistance as well as being incredibly easy to maintain. Pegulan STYLE TX and REGAL range has a 10 year Residential Wear Warranty and has the SUPREME® surface protection.

General Care and Maintenance

Sweep or vacuum the floor regularly to remove any grit or dirt that may scratch or mark the surface. Use good quality external door mats to limit the amount of dirt, grit and debris carried into the house.

Pegulan offers a range of cleaning products that have been specifically developed to perform on our luxury vinyl floors. Pegulan brand maintenance products are manufactured by Jasol.

Cleaning

Wash floor using **Pegulan "CLEAN MOP"** solution and a clean mop as per the directions, to leave a streak free finish.

Polish Application

Firstly wash floor as per above, then apply one or two thin coats of **Pegulan "ULTRA-FILM"** as per the directions. Pegulan luxury vinyl flooring with EXTREME®/SUPREME®/TOPCLEAN® protection requires no initial or ongoing treatment of polish, so the use of "ULTRA-FILM" is for aesthetic purposes only, i.e. to increase the gloss appearance.

Polish Removal

Over a period of time, the build-up of numerous coats of polish will need to be removed. Wash the floor with **Pegulan "SURFACE STRIPPER"** as per the directions.

NOTE: Use of other products in an attempt to maintain your floor may damage the floor, rendering the Residential Wear Warranty null and void.

Pegulan Maintenance products are available through your local Pegulan Flooring retailer.

CARE AND MAINTENANCE SUGGESTIONS

Pegulan is extremely hard wearing, however it is not indestructible. Please note the following suggestions to ensure the longevity and performance of your new Pegulan floor.

- Avoid gouging or scratching the floor when moving heavy objects, such as refrigerators. Lift, walk or slide them into position on sheets of hardboard or plywood. Alternatively use a trolley, taking care not to twist the wheels on the vinyl.
- Avoid heavy point loading by ensuring all furniture is fitted with suitable protective caps/feet (not roller-casters) with a large enough bearing surface to distribute the weight and prevent indentation. **Pegulan residential luxury vinyl floor coverings are not suitable for caster chairs. Pegulan luxury vinyl plank is suitable for caster chairs provided soft neoprene style casters are used.**
- Avoid stiletto heels as they will mark and cut vinyl.
- Do not use caustic or ammonia based cleaners. Do not use wax polish.
- Fading of vinyl can be caused by ultraviolet light and heat from the sun. Extreme exposure to sunlight through glass doors and windows must be avoided. Draw your drapes or shades during periods of peak sun exposure.
- Vinyl flooring can be damaged or scarred by cigarette burns, irons, matches or other very hot items. Particular care should be taken with the use of heating appliances.
- All products without EXTREME® and TOPCLEAN® can display discolouration caused by contact with rubber products (eg. Furniture feet, rugs/mats, cheap shoes/slippers) which are likely to leave permanent marks. Place rigid cups under furniture feet. Discolouration caused by the feet of waxed or stained pieces of furniture will likely leave permanent marks. Be aware that some paving paints or bitumen carried onto vinyl may stain. Protect any sensitive items with felt pads or rigid PVC style cups.

NOTE: Pegulan will not assume responsibility for failure of material caused by any of the above, or for incorrect installation or misuse of material. When in doubt, contact your place of purchase.

RESIDENTIAL WEAR WARRANTY CERTIFICATE

• Scope

Covered by this Residential Wear Warranty are all floor coverings in the Pegulan range intended for laying in OWNER OCCUPIED DOMESTIC/RESIDENTIAL APPLICATIONS. The warranty applies to current ranges as stated in literature, brochures and samples or as printed on the material at the time of purchase.

• Validity Period

The Residential Wear Warranty's duration varies according to product, quality, and use, as described by Pegulan Floor Coverings.

The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice supplied by the Place of Purchase, clearly mentioning the reference code, range and the colour selection. **The warranty covers the original purchaser only and is not transferable.**

• Warranty

The Residential Wear Warranty applies only to products classified as perfects and installed, used and maintained according to Pegulan specifications for domestic/residential use.

The following is covered by the Pegulan Floor Coverings warranty:

- Apparent defects, indicated to Pegulan or to the Place of Purchase **prior to installing**, such as: appearance defects, structure defects, indelible stains, defects on the backing other than back printing. **If a defect is suspected product should not be installed.**
- Surface wear through (loss of decorative pattern), indicated to Pegulan or to the Place of Purchase during the specified Residential Wear Warranty period.

The following are excluded from this Pegulan warranty:

- Products sold in a quality other than perfect, this includes products sold as "seconds" or "as is".
- Defects caused by installation which is not in accordance with laying instructions given on the packaging or specified by the manufacturer.
- Unsuitably stored or mishandled product and product subjected to use other than for domestic/residential application. **Product is for internal application only.**
- Products damaged during transportation outside Pegulan's responsibility or in any other way outside Pegulan's responsibility.
- Products which are cut or laid with an obviously apparent defect.
- Products having been unsuitably maintained; in a way not complying with the maintenance instructions and recommendations of Pegulan as set out in this document.
- Product for which deterioration, leading to poor performance or failure, is caused by sub-floor/substrate unsuitability, such as but not limited to: unevenness, excessive moisture and installation over existing floor coverings. **Subfloor must comply with AS1884.2012**
- Minor variances in colour, gloss and embossing structure between the product sold and pictures or samples and variations in manufacturing, including colour variation between different production batches.
- Damage caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of colour caused by carpet backings, painted surfaces, subfloor bleed-through, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc).
- Damage caused by stiletto heels and unprotected furniture legs.
- Damage caused by caster chairs (Pegulan luxury vinyl), incorrect casters (Pegulan luxury vinyl plank), or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damage caused by circumstances beyond Pegulan's control.
- Loss of colour, fading or damage caused by external sources, including but not limited to: water leaks, flooding, heat, fire and sunlight.

Condition of Application

Any claim shall be indicated to your Place of Purchase or Pegulan in writing **immediately** after it is found. The claim shall be acknowledged after inspection/examination of the covering by a Pegulan Representative or a Duly Qualified Authorised Agent. Pegulan reserve their right to require a sample showing the defect found in order to analyse it to their satisfaction.

Conditions of Compensation

For any defect found on a product covered by the Pegulan Residential Wear Warranty and conforming to the criteria of cover and application, compensation shall be granted.

Such compensation covers the replacement of the Pegulan Floor Covering Material with either the same or comparable product or colour. Compensation takes into account actual reasonable usage over time and is broken down as follows:

Period after purchase that the defect was recognised. Years	Rate of reimbursement – Replacement Compensation		
	Residential Wear Warranty Period		
	20 Years <i>EXTREME® TOPCLEAN®</i>	15 Years <i>EXTREME® TOPCLEAN®</i>	10 Years® <i>SUPREME®</i>
	<i>LIFE TX ULTRA TX TOPAZ</i>	<i>ARGO TX APOLLO PLUS LUXURY VINYL PLANK</i>	<i>REGAL STYLE TX</i>
≤1	100%	100%	100%
≤3	100%	100%	75%
≤7	80%	75%	50%
≤10	60%	50%	25%
≤15	40%	25%	
≤20	20%		

Written and signed on 1st SEPTEMBER 2017

The information printed in this brochure has been published in good faith for the assistance of our customers. All recommendations and suggestions are made without accepting liability since conditions of use will vary and be beyond our control.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

To obtain services under these warranties, contact your place of purchase.

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