

Maintenance and Warranty Guide

Deko Extreme



Deko flooring is sold with Residential Lifetime Limited warranty defined as 30 years warranty and Commercial 10 years Limited warranty effective from the date of purchase. The warranty applies to first quality products and is not applied to products sold as seconds, irregulars, short length used. Deko flooring warranties are extended to original purchaser only and non-transferable. In case of builder or developer purchases the flooring, the occupant of the residential home 12 months after the purchase of the flooring will be entitled to cover under this warranty effective from the date of the initial purchase.

Deko flooring installation instructions must be followed closely in accordance with Deko installation guidelines. Deko flooring Care & Maintenance guidelines should be followed at all times after the flooring is installed.

The following conditions are not included in the warranty coverage:

Product installed outdoor or in the garage.

Any defects due to improper installation including sub-floor imperfections.

Labour charges are not covered for any installation that has not been professionally installed by a suitable qualified floor installer in the first instance or on floors installed with obvious defects. That includes DIY installations.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expenses or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care. Damage caused by stiletto heels, vacuum cleaner beater bar or gouging from heavy sharp objects.

Abuse by any athletic equipment.

Expansion or contraction as a result of poor installation practices which may lead to peaking or gapping of the floor.

Damage caused by fire, burns, abuse, flooding, scratches, abrasive scouring pads, sliding heavy objects on the floor, scuffing, staining - in dyes or fertiliser, construction or installation.

Loss of gloss or build up dulling film due to improper or lack of maintenance.

Change in colour or sheen from the exposed to sunlight or due use of rubber backed mats.

Minor shading, colour or texture difference between samples or printed colour photographs or illustrations and delivered products.

Deko flooring is resistant to chips, scratches, stains and wear but no proof in any respect and reasonable care should be taken to avoid scratching chips & damage from occurring. Note that small gaps, gloss variation, scratches and chips are not considered as major failure. These definitions are not intended to reduce or diminish the statutory rights of any purchaser.

As these warranties deal only with the manufactured goods, installation warranties should be sought from the installation company or individual completing the installation.

Maintenance Program

The nature of the maintenance will depend on the amount and type of traffic, and also depends on the design. A typical maintenance program for a standard home would be as follows:

Daily Care

Sweep with a broom or vacuum the floor to remove any grit or dirt. Stubborn dirt can be removed by wiping the surface with a pH neutral cleaning product.

Monthly Care

Sweep with a broom or vacuum the floor. Mop the entire floor by using a pH neutral cleaning product. The minimum amount of water/liquid should be used to prevent moisture from penetrating into joints. Remove any marks using a damp cloth.

Removing Scuff Marks

Scuff marks on your *Abode* floor surface are usually caused by dragging heavy items like furniture or sliding shoes across the floor. Generally, these can be just wiped away. If you are having any difficulties in getting these off, we suggest the following:

Add eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.

NOTE: Do NOT use a solvent or ammonia-based cleaner, either in liquid or powder form. Do NOT use steam apparatus to clean your floor, as this may cause damage to the surface.

AVOID: Paints, bitumen, acids, chemicals, dyes and shoe polish. These can discolour your floor. Don't leave spills on your floor for extended periods of time. Remove stains quickly with a damp cloth.

Entrance Mats

A proper clean-off zone is strongly recommended. It will reduce the soiling of the flooring by as much as 70%. Entrance mats, when properly serviced, can effectively remove any abrasive and foreign materials from foot traffic and cut down on tracked in water. Where possible, prevent dirt from reaching the floor. A suitable barrier matting system will help prevent soiling and abrasive material from entering a building and make maintenance easier. Regularly clean the clean-off zone so that it functions optimally. Prevent fibres from the clean-off mat from running or adhering together with dirt. As far as possible, remove sand and adherent dirt such

as chewing gum using a spray or gum remover. Replace the clean-off mat in time to ensure an optimally functioning dirt entrapment zone. Avoid rubber or latex backed mats as these may leave stains.

Protection of Sliding Furniture

Use good protective caps that have a sufficiently large support surface and possibly a hinge to ensure a straight contact between the furniture item and the flooring, and are made of a non-absorbent material to prevent the ingress of moisture and dirt.

Plasticiser Migration

Rubber mats and rubber tips used on furniture and chairs can cause discolouration. Rubber backed mats and shoe polish can permanently stain your floor. Rubber soled shoes left for extended periods of time can also migrate into the surface.

Gouging or Scratching

Ensure furniture with sharp or small feet are fitted with suitable end caps or glides to distribute the weight evenly. Similarly, a protective material such as felt can be fitted to prevent marking from constantly moving furniture. To avoid damage when moving heavy objects such as refrigerators, lift or slide them into position on a sheet of particle board, Masonite or plywood.

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Deko* flooring warranties are extended to the original purchaser of the *Deko* and are non-transferable. The warranty is solely for the domestic and light commercial indoor use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, shorts lengths or used. Products must be properly installed in accordance with the *Deko* Installation Guidelines. Products also requires routine maintenance, and should be properly maintained in accordance with the recommendations outlined in these guidelines. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage. The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense, or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

How to claim

To evoke a claim under this warranty, please notify the retailer the flooring was purchased from must be made within 30 days of noticing the problem or your consumer rights to arrange an on-site inspection of the installation. Proof of purchase will most often be required when contact with the retailer is made. It will be of assistance to describe the specific problem, date of installation and where possible. The retailer will contact the authorised distributor to arrange an inspection for determination of the warranty claim.

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