



*“True quality never goes out of style.”*



## CARE & MAINTENANCE and 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 Supreme, Boutique, Life TX, Argo TX and Apollo ranges have an advanced factory applied surface coating called Extreme® Protection. This gives them either 10, 15 or 20 year surface wear warranties. Extreme® Protection is a revolutionary surface protection designed to provide the ultimate in vinyl flooring protection. It gives superior scratch and stain resistance as well as being incredibly easy to maintain. The Pegulan Regal range has a 7 year warranty and does not have the Extreme® 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. It's a good idea to use good quality door mats to limit the amount of dirt and grit material carried into the house.

Pegulan offers a range of cleaning products that have been specifically developed to perform on our vinyls. 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 Flooring with Extreme® 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. Products that don't have Extreme® Protection (Regal) require initial sealing with **“Ultra-Film”** to perform at their best.

## 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 warranty null and void.**

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

## Care and Maintenance Suggestions

Whilst Pegulan vinyls are rugged, they are 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. 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 castors) with a large enough bearing surface to distribute the weight and prevent indentation. Pegulan domestic vinyl floor coverings are not suitable for castor chairs.
- Avoid stiletto heels as they will mark and cut vinyl.
- Do not use caustic or ammonia based cleaners. Do not use wax polish.
- Certain rubber products can permanently stain vinyl turning it a yellow colour. Always avoid extended contact with rubber products, such as rubber backed mats, rubber tips on furniture and certain types of shoe soles (particularly black rubber soles). Be also aware that some paving paints or bitumen carried onto vinyl may stain; likewise furniture stains can lead to various shades of discolouration.
- 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.
- Remember that any vinyl flooring can be damaged or scarred by cigarette burns, matches or other very hot items. Particular care should be taken with the use of heating appliances.

**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.**

## WARRANTY CERTIFICATE

### Scope

Covered by this warranty are all the floor coverings in the Pegulan range intended for laying in domestic 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 warranty's duration varies according to product, quality, and use, as recommended 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 produced by the Retailer, clearly mentioning the reference code, range and the colour selection. **The warranty covers the original purchaser only.**

## Warranty

The warranty applies only to products classified as perfects and used according to Pegulan's specifications for domestic use.

### The following is covered by the Pegulan Floor Coverings warranty:

- ❑ Apparent defects, indicated to Pegulan or to the Retailer prior to installing, such as: appearance defects, structure defects, indelible stains, defects on the backing other than back printing.
- ❑ Manufacturing defects, indicated to Pegulan or to the Retailer during the warranty period, causing after a time an abnormal change such as early wear (beginning of the pattern legibility loss).

### The following are excluded from this Pegulan warranty:

- Products sold in a quality other than perfect, this includes discontinued and deleted lines.
- Defects caused by an installation which is not according to 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.
- Product for which deterioration, leading to its failure, is caused by sub-floor/substrate unevenness.
- Differences in colour, gloss and embossing structure between the product sold and pictures or samples and differences 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, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc).
- Damages caused by stiletto heels and unprotected furniture legs.
- Damage caused by castor chairs, or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damages caused by circumstances outside Pegulan's control.
- Loss of colour or damage caused by outside sources, including but not limited to: water leaks, flooding, heat, fire and very strong sunlight.
- **All products without Extreme® Protection can display discolouration caused by contact with rubber products (eg. Furniture feet, rugs/mats) which will likely 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. Protect any sensitive parts with felt pads or rigid PVC style cups.**

## Condition of Application

Any defect shall be indicated to Pegulan or the Retailer **immediately** after it is found. The defect shall be acknowledged after 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 warranty and conforming to the criteria of cover and application, and further to the file being accepted by the relevant Pegulan department, compensation shall be granted.

Such compensation covers the purchase price of the covering only, excluding any take up costs, installation dismantling costs (partition, furniture,...), cost of installation including materials and is broken down as follows:

Period after purchasing that the defect was discovered.	Rate of reimbursement – Product Purchase Price			
	Warranty Period – Domestic Application Only*			
	20 Years	15 Years	10 Years	7 Years
Years	<i>Life TX</i>	<i>Supreme Boutique Argo TX</i>	<i>Apollo</i>	<i>Regal</i>
≤1	100%	100%	100%	100%
≤3	100%	100%	75%	50%
≤6	80%	75%	50%	25%
≤10	60%	50%	25%	
≤15	40%	25%		
≤20	20%			

\*Commercial warranties where applicable are available upon application.

Written and signed on 1<sup>st</sup> July 2011

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. This warranty gives you specific legal rights and you may have other rights, which vary, from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional stress and punitive damages, and in such events, the exclusion or limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you. To obtain services under these warranties, start at the source where you have purchased your flooring.

### Pegulan Floor Coverings State Offices:

**VICTORIA (Head Office): 03 9587 9711    NSW: 02 9624 8800    SA: 08 8346 6700**  
**QLD: 07 3205 6000    WA: 08 9434 4076    TAS: 03 6334 3455**

[www.pegulan.com.au](http://www.pegulan.com.au)