



CARE & MAINTENANCE GUIDE | 10 YEAR COMMERCIAL WARRANTY

The following care and maintenance instructions apply to Pegulan flooring products with 10 year commercial warranties. These are **CONTRACT HO, CONTRACT SAFETY and TOPAZ.**

Cleaning and Maintenance – CONTRACT HO: PREMIUM FLOORING
 xr™ X-treme Reinforcement – No wax or polish for life*

ACTION	MANUAL CLEANING	MECHANICAL CLEANING
Preventative care	Good quality entrance matting	
Daily & regular cleaning	Dry mopping Remove dust and dirt with yarn or micro fibre mops.	Damp mopping Use a mop dampened with water or detergent solution.
		Machine cleaning For best results, clean the floor gently with a combined scrubber/dryer machine with red pads.
Cleaning chemicals	If wet cleaning is necessary, use a neutral floor cleaner. Wet rooms may necessitate occasional cleaning with acidic cleaning agents, pH 3 to 5, in order to remove residual lime and soap. Always follow dosage instructions carefully	
Spot & stain removal	Treat stains immediately Spot clean by hand with a white/red nylon pad and neutral detergent (solvents should not be used). Work from the outside of the mark towards its centre. Rinse and wipe afterwards with clean water.	
ACTION	MECHANICAL CLEANING	
Heavy soiling	Scrubbing + Wet vacuuming + Dry buffing Apply the cleaning solution (a fairly strong cleaning agent, pH 10-11, added to water) to the flooring and let it penetrate for 5-10 minutes. Clean the floor using a heavy scrubbing machine with a red pad. Vacuum away the dirty water immediately. Rinse with clear water. Allow the floor to dry and then dry buff. For best results, use 330rpm or more and a red pad to restore surface characteristics. The higher the speed, the higher the gloss.	

*no wax or polish for life: is for the warranted life of the floor, being 10 years.

Cleaning and Maintenance – CONTRACT SAFETY:
 SAFETY CLEAN™ SURFACE TREATMENT

ACTION	MANUAL CLEANING	MECHANICAL CLEANING
Preventative care	Good quality entrance matting	
Daily & regular cleaning	Manual brush Brush (medium brush) using a neutral floor cleaner (pH 7-10). Then wipe & rinse with clean water	Combined machine with brush (large areas) Use diluted neutral detergent. Speed low 150-250rpm.
Cleaning chemicals	If wet cleaning is necessary, use a neutral floor cleaner. Wet rooms may necessitate occasional cleaning with acidic cleaning agents, pH 3 to 5, in order to remove residual lime and soap. Always follow dosage instructions carefully	
Spot & stain removal	Treat stains immediately Spot clean by hand with a white/red nylon pad and neutral detergent (solvents should not be used). Work from the outside of the mark towards its centre. Rinse and wipe afterwards with clean water.	
ACTION	MECHANICAL CLEANING	
Heavy soiling	Machine scrubbing + Wet vacuuming Apply the cleaning solution (a fairly strong cleaning agent, pH 10-11, added to water) to the flooring and let it penetrate for 5-10 minutes. Scrub the floor using a cylindrical scrub machine or rotary scrubber with medium hard brushes. Vacuum away the dirty water immediately. Rinse with clear water.	

Cleaning and Maintenance – TOPAZ: HETEROGENEOUS PVC FLOORING
TOPCLEAN® PUR Reinforcement

ACTION	MANUAL CLEANING	MECHANICAL CLEANING
Preventative care	Good quality entrance matting	
Daily & regular cleaning	Dry mopping Remove dust and dirt with yarn or micro fibre mops.	Damp mopping Use a mop dampened with water or detergent solution.
		Machine cleaning For best results, clean the floor gently with a combined scrubber/dryer machine with red pads.
Cleaning chemicals	If wet cleaning is necessary, use a neutral floor cleaner. Wet rooms may necessitate occasional cleaning with acidic cleaning agents, pH 3 to 5, in order to remove residual lime and soap. Always follow dosage instructions carefully	
Spot & stain removal	Treat stains immediately Spot clean by hand with a white/red nylon pad and neutral detergent (solvents should not be used). Work from the outside of the mark towards its centre. Rinse and wipe afterwards with clean water.	
ACTION	MECHANICAL CLEANING	
Heavy soiling	Scrubbing + Wet vacuuming Apply the cleaning solution (a fairly strong cleaning agent, pH 10-11, added to water) to the flooring and let it penetrate for 5-10 minutes. Clean the floor using a heavy scrubbing machine with a red pad. Vacuum away the dirty water immediately. Rinse with clear water. Allow the floor to dry.	
Restore gloss - if needed	Dry buffing Then dry buff to restore the surface gloss. White/beige pad is recommended. Suitable speed: 500 – 1000rpm	

CARE AND MAINTENANCE SUGGESTIONS:

Pegulan commercial products are extremely hard wearing, however they are not indestructible. Please note the following suggestions to ensure the longevity and performance of your new Pegulan commercial 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 with a large enough bearing surface to distribute the weight and prevent indentation. **Pegulan commercial products are 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 may 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.

COMMERCIAL WEAR WARRANTY CERTIFICATE - 10 YEARS

- **Scope**

Covered by this Commercial Wear Warranty are all floor coverings in the Pegulan range intended for laying in commercial 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 Commercial Wear Warranty's duration is 10 years

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 Commercial Wear Warranty applies only to products classified as perfects and installed, used and maintained according to Pegulan specifications for commercial 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 (TOPAZ) or wearlayer (CONTRACT HO, CONTRACT SAFETY)), indicated to Pegulan or to the Place of Purchase during the Commercial 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 heavy/excessive 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 Commercial 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
	Commercial Wear Warranty Period
	10 years
	CONTRACT HO CONTRACT SAFETY TOPAZ
≤2	100%
≤4	80%
≤6	60%
≤8	40%
≤10	20%

Written and signed on 1st February 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.

Pegulan Floor Coverings Offices:

VICTORIA & TASMANIA (Head Office)
Address – 14-16 Lakewood Boulevard, Braeside 3195
Phone: 03 9586 8400
Fax: 03 9587 5700
Email: sales@pegulan.com.au

NSW Phone: 02 8811 4600
QLD Phone: 07 3897 0300

SA Phone: 08 8346 6700
WA Phone: 08 9434 4076



pegulan.com.au