

iD
Comfort 19

Care & Warranty





Tarkett's iD Comfort 19 is designed to endure the challenging conditions of the Australian climate, remaining unaffected by extremes of heat, cold and UV light. iD Comfort 19 LVT is resistant to indentations, scratches and stains. To keep interiors hygienic and flawless, simply clean with pH neutral detergent suitable for Vinyl flooring.

GENERAL ADVICE

- Clean the floorcovering regularly as this is more cost effective and hygienic than occasional heavy duty cleaning.- Always follow dosage instructions carefully.
- Wipe up any grease and spilt oil immediately, as it may damage the surface.
- Resilient floors are damaged by solvents.
- Black rubber wheels, rubber feet and rubber mats can discolour the floorcovering. All chair and table legs should have good quality feet. Felt feet are not recommended in commercial interiors. Hard plastic is preferred.
- Remember that light colours need more frequent cleaning.



PREVENTIVE CARE

Entrance Matting

About 80% of surface soiling that has to be cleaned off is brought from outside. And 90% of that soiling can be avoided by an effective and correctly dimensioned entrance mat. The less dirt that comes in through the entrance, the lower the maintenance requirements.



DAILY AND REGULAR CLEANING

Dry Mopping

Remove dust and dirt with dry mop.

OR

Vacuum Cleaning

To remove dust and loose dirt. Recommended for large areas and initial site cleaning.

Damp Mopping

Use a mop dampened with water or pH neutral detergent solution. It is essential that water does not stay on the floor or leaves a film. The floor should be virtually dry after 15-20 seconds.

OR

Spray Cleaning

Mix water and neutral detergent in the container tank. Suitable speed 300-500rpm. A 3M red pad is recommended.

Manual Brush

Brush (with medium brushes) for stains and heavy soiling. Limit the amount of water.

Spot and Stain Removal

Treat stains immediately. Hand spot using a 3M white/red nylon pad with neutral detergent (solvents should not be used). Work from the outside of the mark towards its centre. Rinse and wipe afterwards with clean water.



PERIODICAL CLEANING

Light Soiling: Spray Cleaning

Mix water and neutral detergent in the container tank. Suitable speed 300-500rpm. A 3M red pad is recommended.

Heavy Soiling: Manual Brush and Spray Cleaning

Brush (with medium brushes) and Spray Cleaning: Mix water and neutral detergent in the container tank. Suitable speed 300-500rpm. A 3M red pad is recommended.

If needed:

Dry Buffing

When necessary, dry buff to recover gloss dry buff to recover gloss using a 3M White pad. Suitable speed is 500-1000rpm.

Initial Site Cleaning

Always protect the floor with thick paper or hard board during the construction period. After the installation, always clean the new floor: vacuum, sweep or damp mop the area to remove building dust and loose dirt. A combined scrubber/ dryer with cylindrical brushes is very effective to clean large areas. Use detergent with a low pH (3-5).

If any doubts or clarifications should be needed, please contact your local Tarkett representative for further information.

Warranty

20 Years Limited Commercial Warranty For use in Housing Premises

Scope

For a period of 20 years, depending on the Product, from the date of purchase as specified on the invoice, Tarkett makes the following limited Warranty, subject to the terms and conditions specified herein, for:

- iD Comfort 19 - 20 Years

(hereinafter the "Products").

This limited Warranty applies to Products purchased as from January 1st 2020.

Coverage

Tarkett warrants the Products against:

- apparent defects, indicated to Tarkett or to the retailer prior to laying, such as: defects of appearance, structural defects, indelible stains, defects on the backing, other than backing impressions.
- manufacturing defects, indicated to Tarkett or to the retailer during the Commercial Warranty period, causing after a time an abnormal change such as early wear.

Conditions of Applicability

This Commercial Warranty will apply provided that all the conditions hereinafter mentioned have been observed:

Installation

The Product must have been installed in accordance with the most recent installations instructions applicable to the Product, and with the state of art.

Maintenance

An adequate maintenance program must be put in place immediately after installation, and this must encompass an adequate dirt barrier at all entrance points where an entrance from the exterior or from heavily soiled areas is possible.

Use

The Product must be used in accordance with the recommended use specified by Tarkett technical documentation.

The accessories such as subfloor preparation, adhesives, welding rods etc. shall be used in accordance with the state of art and with the updated laying instructions applicable to the Product.

Claims under the commercial Warranty

Any defect shall be promptly notified to Tarkett or the retailer, in writing, in no event in more than 30 days, after it is discovered, to the following address:

CustomerService@tarkett.com

The claim must be accompanied by:

- a copy of the invoice,
- the manufacturing serial number shown on the reverse of the strips and/or packaging,

- one or more photographs and an accurate description of the defect detected.

Tarkett shall replace any defective

Product, at no charge, if the Product is proven to be defective prior to installation.

If the defect or fault is discovered during installation, installation must be stopped immediately; otherwise the Commercial Warranty shall not apply.

The client must allow a Tarkett representative to examine the facts of the claim on site. If deemed necessary, Tarkett reserves its right to require a sampling in order to analyse it in its laboratories.

For any defect found on a Product covered by the Tarkett Commercial Warranty, provided that the defect is found to be in the scope of the Commercial Warranty, and the conditions of applicability, have been met, compensation shall be granted.

The compensation covers the purchase price of the Product, but excludes the taking up cost, the installation dismantling cost (partitions, furniture...), the cost of laying and of material possibly used for laying (glue, skirting boards...).

The compensation shall be digressive relative to the elapsed time of the Commercial Warranty period, taking into account the depreciation of the Product:

For 20 years Warranty:

≤ 2	100%
≤ 5	80
≤ 10	60
≤ 15	40
≤ 20	20

Exclusions from Warranty

The Commercial Warranty does not apply to the following:

1. Products sold of "Seconds", "Off Goods" or other irregular, non first quality. "Seconds" or "Off goods" are sold "as is".
2. Defects caused by an improper installation, contravening the state of art and the updated laying instructions specified by Tarkett, applicable to the Product.
3. Mishandled Products or products subjected to a use other than domestic, or unsuitable stored.
4. This Commercial Warranty is null and void if damage is caused as a result of fire, accident, including aggressive chemical attack, explosion, pollution, flood, freezing conditions, lightning, carelessness, vandalism or lack of entrance barrier matting, or damage during transport, storage and handling before or during installation.
5. Products with visible defects that were cut or installed nonetheless.
6. Products that have been improperly maintained, not complying with the maintenance instructions and specifications made by Tarkett.
7. Products for which deterioration is due to an uneven subfloor.

8. Differences in colour, gloss and embossing structure between the products sold and pictures or samples. In case of purchasing contracts, variation in manufacturing, including colour change between different production batches.

9. Damages caused by stains, burns, cuts, grooves, friction, scratches, accidental indentations, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external product (asphalt, tar...).

10. Fading and/or discolouration.

11. Defects and damages caused by inappropriate castors of chairs, tables, or other furniture.

12. Colouring caused by feet of waxed pieces of furniture likely to leave indelible marks.

13. Indentation from high and spiked heels.

14. Failure to comply with the recommended hygrometry levels before, during and after installation.

15. Stains, discolouration or any damages caused by the migration of the adhesives.

Miscellaneous

This express limited Commercial Warranty constitutes the sole warranty provided by Tarkett. Tarkett makes no other warranty, either express or implied, of any kind.

This Commercial Warranty supersedes all prior discussions, negotiations, understandings and agreements between Tarkett and the customer concerning the subject matter hereof.

None of our installers, retailers, distributors or employees has been granted the right to modify the obligations, disclaimers, exclusions or limitations under this express Commercial Warranty.

To the extent allowed by local law, Tarkett shall not be liable for loss of profits, direct, indirect, incidental, special, consequential or other damages under this Commercial Warranty or from any cause whatsoever, whether based upon warranty, negligence, breach of contract, strict liability or any other legal theory.

This Commercial Warranty gives you specific rights, and you may also have rights which may vary from country to country.

This Commercial Warranty does not affect or limit the customer's statutory warranty rights according to the local applicable law.

If you are a consumer, meaning a natural person who, in relation to the purchase of Products, acted for purposes which are outside your trade, business, craft or profession, you are entitled by law to remedies from the seller free of charge in the event of a lack of conformity of the goods and those remedies are not affected by this Commercial Warranty.

To the extent that this Commercial Warranty is inconsistent with a local law, this limited Commercial Warranty shall be deemed modified to be consistent with such local law.. Nevertheless, the remainder provisions of this Commercial Warranty shall remain in full force and effect and shall not be affected thereby.

Tarkett Australia

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