



QBond 65

Underlay

Limited 10 Year Commercial Warranty

QA warrant the installation of approved Commercial Carpet, as guaranteed by the carpet manufacturer and in full compliance with the relevant national standards, applied over QBond 65 for a period of ten years in relevant commercial installations as outlined in BS EN ISO 10874:2012.

This warranty applies in relation to any failure of the Commercial Carpet directly attributed to any manufacturing defect in the QBond 65, as follows:

- Premature wear defined as pile weight loss of more than 40% due to normal foot traffic
- Failure of the QA approved adhesive bond between the QBond 65 and the carpet
- Failure of the QA approved adhesive bond between the QBond 65 and the properly prepared subfloor

Defects in the carpet not related to its installation over QBond 65 are not covered under the terms of this 10-year Limited Commercial Warranty, such as, but not exclusively:

- General deterioration due to normal wear and tear (such as shading or crushed pile)
- Damage from tears, pulls, cuts, pilling, shedding or matting
- Crushing caused by unprotected castor wheels
- Permanent pile reversal
- Any other carpet related defects

Full original material value replacement or repair period

For the first 3 years from the date of the original installation, QA will cover 100% of the original value of materials involved in the installation of the carpet in the affected area found to have failed as a direct result of a defect in the QBond 65 supplied.

Pro Rata material value replacement or repair period

For years 4 through to 10 from the original installation date, QA will cover a pro rata value of the materials involved in the installation of the carpet in the affected area found to have failed as a direct result of a defect in the QBond 65 supplied in line with the following pro rata reimbursement schedule on an affected square meter basis:

- Year 4 at a rate of 70%
- Year 5 at a rate of 60%
- Year 6 at a rate of 50%
- Year 7 at a rate of 40%
- Year 8 at a rate of 30%
- Year 9 at a rate of 20%
- Year 10 at a rate of 10%

Requirements

The following basic requirements are essential for the warranty to apply:

- The carpet must comply with the referenced European or International Norm
- The QBond 65 must be installed strictly in accordance with QA's relevant installation instructions
- Adhesives used must be as recommended by QA
- The carpet must be installed strictly in accordance with the relevant Code of Practice and the instructions of the manufacturer, particularly in respect of adhesives, trowel sizes and product conditioning
- Full details of the installation must be supplied to QA on their Warranty Registration Form

Definitions, terms and conditions

Failure of the carpet installed over QBond 65 will be defined as follows:

Premature wear defined as pile weight loss of more than 40% due to normal foot traffic or normal trolley traffic.

Premature failure of the adhesive bond between the QBond 65 and the subfloor or between the QBond 65 and the carpet proven to be caused by a manufacturing defect in the QBond 65.

Exclusions

Installation of carpets not rated for commercial applications, or classified as seconds, rejects, B grade or any other less than first quality classification.

Shadow through or shading in the carpet caused by cracks, gaps and unevenness that occur in the subfloor after the carpet has been installed.

Bubbles or loss of adhesion in the carpet that develop because of excessive moisture in the subfloor, or excessive use of water in cleaning or maintenance operations.

Bubbles or loss of adhesion in the carpet that develop because of use of unsuitable cleaning chemicals in the cleaning or maintenance operations.

Bond failure between the finished floor and the QBond 65, and between the QBond 65 and the subfloor that develop because of the use of improper or non-approved adhesive products, the presence of excessive dust or dirt on either the subfloor, the QBond 65 or the carpet or the improper use or application of any adhesive product.

Any stretching, flattening, matting of the carpet that occurs as a result of impacts or other abuses considered outside the scope of "normal wear and tear" in commercial applications 31, 32, 33 & 34 as defined in BS EN ISO 10874:2012 and not directly related to any defect in the QBond 65, such as damage caused by vehicle traffic,

forklifts, pallet jacks, metal wheeled trolleys or carts, heavy machinery or equipment on rolls, improperly castored chairs and/or other heavy rolling loads that could result in extreme compression of the carpet and the QBond 65.

The cost of labour to install and/or remove or reinstall the underlayment and/or the finished floor.

Limitation of liability

QA's liability under this 10-year Limited Commercial Warranty shall be limited to the replacement of defective product as provided herein and shall not exceed the value of the defective QBond 65 supplied.

QA shall not be liable for the loss of profits, direct, indirect, incidental, special, consequential or other damages and costs incurred under this limited warranty.

This warranty operates alongside and in addition to statutory rights under UK law.

Contacts

If you experience any problem with QBond 65, please notify QA in writing and explain the problem as thoroughly as possible at:

QA Flooring Solutions Ltd

Unit 2 Hurricane Drive, Liverpool, L24 8RL
Tel: 0151 495 3434
Email: sales@qaflooringsolutions.com

Retain all information and documents until the problem is resolved.

After QA is notified, QA reserve the right to have an authorised QA representative inspect and verify the defect to determine whether replacement will be provided under the terms of this limited warranty. If QA disagrees with the claim, QA reserves the right to submit the matter to arbitration by a qualified disinterested third party.

This limited warranty may not be extended, altered or waived except in writing signed by an authorised officer of QA.

This limited warranty shall be construed and enforced in accordance with the laws of the United Kingdom.

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