

Warranty

FilaSorb™

Acoufelt provides a limited warranty from the date of installation against undue loss of condition due specifically to faulty materials and workmanship in manufacturing. Our warranty covers the following:

Acoufelt warrants that products conform to specifications established for the product and subject to normal use under general contract category for the period of 20 years after installation date. The product will maintain its physical characteristics and acoustic properties throughout the warranty period.

Installation Environment

All FilaSorb™ products are designed for indoor use in typical commercial, residential and institutional type environments. Use in areas that significantly vary from this type of environmental condition may result in a performance that falls outside of this warranty.

This warranty excludes any consequence of faulty or improper installation or faulty maintenance and is subject to the following conditions:

1. Installation must be in accordance with the most current and relevant "Acoufelt Installation Guide".
2. A full maintenance program is agreed and carried out throughout the life of the product. Please refer to the relevant "Care and Maintenance Guide".
3. If a product fails to perform as warranted, Acoufelt will correct the affected area either by repair or (at its option) replacing the defective part of the product with an Acoufelt product of equal quality, or (at its option) pay for the cost of replacement of the defective part.
4. Should replacement of any Acoufelt products be required, Acoufelt will not be responsible for the movement of electrical wiring or outlets or costs and expenses associated with construction or removal of furniture, partitions, temporary walls or any other fixtures, fittings, plant or equipment whatsoever which are located on, above or around the area in which the product is installed.
5. Acoufelt requires the original sale receipt or other documentation as proof of warranty coverage.

The warranty does not cover:

1. Moisture, dust, stains or other contaminants from daily use.
2. Any condition resulting from a use for which the product was not designed.
3. Differential shading from direct sun light exposure.
4. Tear, burns, pulls, cut and other damage resulting from improper maintenance and installation.

DISCLAIMER: Acoufelt strives to fulfil the needs of its customers by producing the highest quality felt products. However due to the fine, fibrous and textural nature of the product, slight visual imperfections may be seen when viewing the product from less than 1 to 1.5 meters. These slight visual imperfections however, are within normal industry manufacturing tolerances.



Warranty

Carpet Tiles

Acoufelt provides a limited warranty from the date of installation against undue loss of condition due specifically to faulty materials and workmanship in manufacturing. Our warranty covers the following:

Acoufelt warrants that products conform to specifications established for the product and subject to normal use under general contract category for the period of 20 years after installation date. The product will maintain its physical characteristics and acoustic properties throughout the warranty period.

Acoufelt products come with guarantees that cannot be excluded under the Australian Consumer Law. The benefits under this warranty are in addition to your other rights and remedies under a law in relation to the goods to which this warranty relates (the Australian Consumer Law).

Installation Environment

All Acoufelt carpet tiles are designed for indoor use in typical commercial, residential and institutional type environments. Use in areas that significantly vary from this type of environmental condition may result in a performance that falls outside of this warranty. Installation must be in accordance with the most current and relevant "Acoufelt Installation Guide". It is imperative that all internal carpets are well protected from outside soiling and moisture by the use of barrier matting.

Wear Warranty

The product is subjected to normal wear and tear. The product is warranted against excessive surface wear and backing tear under normal use. Excessive surface wear means loss of more than 10% by weight of face fiber within 20 years after installation.

Cleaning and maintenance

A full maintenance program must be agreed on and carried out throughout the life of the product. Please refer to the most current and relevant "Acoufelt Care and Maintenance Guide". Local spillage must be attended to as and when it occurs.

De-lamination

The product will not delaminate for its carpet life. Acoufelt recommends chair pads for optimum surface appearance retention performance.

Shading

Shading is the result of pile reversal where areas of the carpet may appear to have changed color. This is a feature of fine carpets. It is not a manufacturing fault nor does it have an effect on durability.

Dimensional Stability

The product will retain its stability, and any dimensional changes due to normal atmospheric conditions will be within international tolerance as measured under test method BS EN986:20 for the life of the carpet.

Static Control

The product will, for the life of the carpet, remain shock-proof and will generate static ≤ 1.0 KV when tested under AATCC 134 standard.

Resistance Against Water/Liquid

The product will not lose its usability with effect from liquids, excluding corrosive liquids for usual activities. Mould, fungal or bacterial growth resulting from moisture being retained for any reason within the carpet system or structure is excluded.

Zippering

The product will not zipper or create yarn running effects for the life of the carpet.

Wet (Green) Concrete Slabs

Building practices may result in the need to install Acoufelt carpet tiles over a so-called 'wet slab'. Due to the ability of moisture to evaporate through carpet tiles at normal room conditions (60% RH and 20 degrees C), high pH or moisture levels are unlikely to exist for extended periods at the concrete surface.

Provided the approved alkaline resistant adhesive is used as per the adhesive manufacturers' instructions, and the carpet tile is installed as per our installation instructions within our installation guide, odours (2-ethylhexanol) resulting from the interaction of high pH and Acoufelt carpet tiles will not occur.

Warranty conditions

1. If a product fails to perform as warranted, Acoufelt will correct the affected area either by repair or (at its option) replacing the defective part of the carpet tile/s with an Acoufelt product of equal quality, or (at its option) pay for the cost of replacement of the defective part of the product.
2. Should replacement of any Acoufelt products be required, Acoufelt will not be responsible for the movement of electrical wiring or outlets or costs and expenses associated with construction or removal of furniture, partitions, temporary walls or any other fixtures, fittings, plant or equipment whatsoever which are located on, above or around the area in which the product is installed.
3. Acoufelt requires the original sale receipt or other documentation as proof of warranty coverage.

