



LIMEGREEN
S O U R C I N G S O L U T I O N S



WARRANTY

VINYL

Important Information for Vinyl Flooring

While vinyl flooring is durable, all floor coverings require some care to look their best, and to prevent problems before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed.

The usage of the floor as well as the colour thereof, will have some bearing on how much care would be necessary. For example, solid colours (little patterning or movement) and dark colours will show scuffing, scratches, dirt, and general wear to a greater degree

than floors that are multi-coloured or have pattern variation ; white or light colours will show staining to a greater degree than darker colours. Therefore, solid colours, very dark or very light floors should receive special attention with regard to preventative maintenance and the amount of care given.

When choosing the type and style of your floor, bear future care in mind in order to prevent potential maintenance problems, before the floor is even installed.

These are the proper steps for maintaining your Limegreen vinyl flooring

1. After installation, the floor must be left untouched for 24 hours to allow the adhesive to dry. No foot traffic must pass over it, and no furniture must be moved onto the new floor.
2. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from the surface using mineral spirits. Lightly damp-mop with a ready-to-use approved or recommended cleaning agent. Remove any scuff marks or excessive soiling with gentle scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
3. Do not wash a new installation for 5 days - the floor can then be washed with a general purpose vinyl cleaner and microfibre mop.
4. In order to prevent indentations and scratches from heavy furniture or appliances, provide glass, plastic, or other non-staining cups with flat under-surfaces not less than 5cm in width for beneath furniture legs. Equip swivel-type office chairs and other rolling furniture with broad surface non-staining casters at least 5cm in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces not less than 2.5cm in diameter. Also keep pets' nails clipped to avoid surface scratching.
5. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage vinyl floors. If heaters are used (especially gas heaters), cover the flooring area that is in contact with the focused direct heat as this could cause bubbling of the vinyl.
6. Do not flood the floor, subject it to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive.
7. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolour the vinyl. Avoid the use of stiletto heels on your floor, as they can cause permanent damage. Do not use vinegar, one-step cleaners/polishes, or oil-based soaps on vinyl.
8. All vinyl floors have a good resistance to stains. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently

staining the floor. Oil or petroleum based products left on a vinyl floor could result in surface staining. For information regarding the proper method or solution to use on a specific stain, please contact our offices.

9. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of drapes or blinds is recommended. Prolonged direct sun-

light can result in discolouration, and excessive temperatures may cause tile expansion, resulting in the planks pulling apart. UV window film is recommended in these areas of prolonged direct sunlight.

Remember, the most effective part of any floor maintenance program is the simplest: sweep, mop, or vacuum your vinyl flooring daily, or more frequently if needed.

General Care and Maintenance

Proper care will help protect and maintain the appearance and performance of your Limegreen Vinyl floor. A care program consists of these three key areas:

1. Preventive maintenance
2. Routine maintenance
3. Spot and spillage removal.

Preventative Maintenance

1. Always protect floors when moving heavy objects, so as to prevent permanent scratches and tears. The use of plywood or heavy cardboard are examples of protective barriers.
2. Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
3. Walk-off mats should be used at all entrances to wipe off soil and absorb moisture. If mats are placed directly on top of the vinyl, use mats without latex or rubber backings to avoid possible discolouration.

Routine Maintenance

1. Daily removal of dirt and dust is imperative in preventing particles from abrading the surface of resilient floors. Sweeping, dust mopping, or vacuuming are recommended to remove soil particles that can result in scratches and a worn appearance. Do not use vacuums with rotating beater bars on hard surfaces.
2. Periodic wet-cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before doing any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave a dull residue on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.
3. Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. Rinse with water if necessary and blot dry.
4. Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
5. Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove. Please note that some stain conditions may become permanent. Contact any of the Limegreen offices for additional assistance.
6. Safety precaution: The surface of vinyl floors will change during wet cleaning applications. Use appropriate safety measures.

Warranty Terms

VINYL PLANK LIMITED WARRANTIES: What this limited warranty covers.

Limegreen Sourcing Solutions warrants that its first-quality resilient flooring products are manufactured in accordance with ASTM F1700 standards and meet or exceed these requirements.

This vinyl product is manufactured to last a lifetime with proper care and maintenance.

All first-quality vinyl flooring from Limegreen is warranted to be free of defects in the quality of the product for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and colour due to fading or wear, when the flooring is subject to normal use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package.

This warranty only covers first-quality products and does not cover loose-lay installations.

What to do if you find a defect in the quality of the product and you need warranty service:

1. You (the original purchaser) must notify the authorised Limegreen dealer from which the original purchase was made, of any defect no later than 30 days after discovering the defect and within the time period of this limited warranty.
2. You (the original purchaser) must present to your authorised Limegreen dealer the following items for a warranty claim to be considered:

2.1 A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.

2.2 A detailed description of the problem and/or a photograph/sample that clearly shows the problem.

Within One Year: If a defect covered by this warranty is found and reported, in writing, to the merchant from whom the flooring was purchased, within one year of purchase, Limegreen will supply new flooring material of similar colour, pattern, and quality to replace the defective area. Limegreen will also pay reasonable labour costs if professional installation was paid for when the floor was originally installed.

Within Two Years: If a defect covered by this warranty is found and reported, in writing, to the merchant from whom the flooring was purchased after one year but within two years of purchase, Limegreen will supply new flooring material of similar colour, pattern, and quality to replace the defective area. Limegreen will also pay fifty percent of reasonable labour costs if professional installation was paid for when the floor was originally installed.

After Two Years: If a defect covered by this warranty is found and reported, in writing, to the merchant from whom the flooring was purchased after two years from date of purchase, Limegreen will supply new flooring material of similar colour, pattern, and quality to replace the defective area. Limegreen will not pay toward any of the labour costs.

Repairs or Replacements

This limited warranty applies only where the affected area of the Limegreen Vinyl Flooring is visible.

Limegreen Sourcing Solutions reserves the right to repair any flooring and/or to use its own resources to obtain an installer for the replacement flooring.

Should Limegreen repair or replace a floor as a result

of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation.

In the event that Limegreen repairs a floor, this warranty shall remain in effect with respect to such floor.

Exclusions: items not covered by this warranty

The following are not covered by this warranty:

1. Improper installation, or installation-related damage.
2. Improper maintenance, such as the use of harsh chemicals or scouring pads on the vinyl.
3. Darker, solid colours naturally show more scratches and dirt and requiring more maintenance. We cannot warrant the product against these normal occurrences.
4. Shading claims for an overall white floor with touching white planks.
5. Problems resulting from excessive moisture, alkali, or water pressure from sub floor.
6. Indentation from improper loading, including high heels, spiked shoes, rolling loads, chairs, and other furniture not using floor protectors.
7. Discolouration, including but not limited to U.V. light and heat sources.
8. Minor shading, colour, or texture differences between samples and delivered product.
9. Surface scratches, changes in shading, texture, and/or gloss.
10. Damage caused by chemically reactive materials, carpet creaking, dye, mould, stains, spillage, burns, gouges, floods, accidents, abuse.
11. This warranty does not include loss of time, inconvenience, incidental expenses (such as telephone calls, labour, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.
12. This warranty does not apply outside the borders of South Africa

Warranty Owner

This warranty applies only to the original purchaser of the Limegreen Vinyl products only, and not to any subsequent owner. For further details, please contact our offices.

Please keep your receipt. Limegreen requires the receipt in order to verify the date of purchase, so as to help resolve any problems.

Contact Us.

Our wide range of premium luxury vinyl tile flooring is available directly from our showroom and factory in Cape Town as well as from our satellite office in Johannesburg.



Cape Town +27 (0)21 447 2254 cpt@lgss.co.za

Johannesburg +27 (0)11 325 2893 jhb@lgss.co.za

www.limegreenss.co.za