

Tandus

TANDUS ASIA MODULAR TILE LIMITED WARRANTY INTEGRATED FLOORING SYSTEMS

Tandus Asia Modular Tile products with nylon face fiber are covered by a limited warranty issued by Tandus against excessive surface wear, edge ravel, zippering, resiliency loss of backing, and delamination of the secondary backing from the primary backing containing the face fiber for a non-prorated period of fifteen (15) years from the date of manufacturer's invoice only when properly installed on correctly prepared floors using Tandus approved procedures and adhesives and maintained in accordance with Tandus approved maintenance and cleaning procedures.

Chair pads are not required but are recommended for optimum textural performance. Absent the use of chair pads, more intensive maintenance will be required for areas in direct contact with chair caster traffic, and some degree of appearance change is to be expected. More intensive maintenance will also be required for product installed on stairs, and some degree of appearance change is to be expected.

Soiling visibility is affected by colors and patterns. Appearance retention is not covered by this limited warranty.

Modular tiles that have been uninstalled should be replaced with a new tile. Tiles that are uninstalled by anyone other than Tandus partners and associates will be void of warranty.

Excessive surface wear means more than fifteen percent (15%) loss of pile fiber weight measured before and after use.

Resiliency loss means more than ten percent (10%) loss of backing resiliency calculated using average thickness measurements of the backing of the carpet before and after use. Since resiliency recovery is not immediate and may be influenced by temperature and other conditions, thickness must be measured only after a 72-hour conditioning period.

Tandus Asia Modular Tile products also carry a limited warranty against excessive static electricity during this fifteen (15) year period only when installed and maintained in accordance with Tandus approved procedures. Excessive static electricity means more than 3.0 kilovolts at a relative humidity of 20% and a room temperature of 21 degrees Centigrade.

If these products fail to perform as described in this limited warranty, the affected area will be replaced or repaired at the discretion of Tandus.

This limited warranty does not cover pile shading, pile crushing, tears, burns, cuts, pilling, matting, damage due to improper installation, improper use, improper maintenance, installation over irregular surfaces, point loads in excess of 10 kg/cm² or any other damage not expressly covered above and is subject to the applicable Tandus product tolerances, which are available upon request. This limited warranty does not cover damage resulting from improper installation or maintenance. Liability of Tandus is limited to the actual repair or replacement of the affected area and does not cover incidental or consequential damages. Tandus is not responsible for any expenses incurred for removal of furniture, partitioning, temporary walls or other fixtures on or around the affected area of the carpet.

Tandus Installation information can be found at https://media.tarkett-image.com/docs/ID_ROA_TandusAsia.pdf
To communicate with a Tandus Customer Service Representative, please email saleshk@tarkett.com

The buyer and/or end user is solely responsible for the suitability of the merchandise selected for their particular application.

Tandus Flooring shall not be responsible for the repair or replacement of any products damaged as a result of force majeure, including but not limited to fire, flood, or other catastrophe, acts of god, or any cause beyond the control of Tandus Flooring.

All implied warranties which may arise by law, implication of law or application of course of dealing or usage of trade including, but not limited to, implied warranties of merchantability or fitness for a particular purpose are expressly disclaimed and excluded. Any oral statements about the merchandise described herein are not warranties, should not be relied upon by the buyer, do not form any part of the basis of the bargain, and are not part of this or any other limited warranty. No agent, distributor or representative of Tandus, except an officer of Tandus, shall have authority to agree to any term, condition or provision inconsistent herewith or not contained herein.