

Carpet Tile Lifetime Commercial Limited Warranty For EcoLogix® With Solution-Dyed Yarn

Statutory Guarantees under the Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to buyers' rights and remedies under the Australian Consumer Law specific Shaw Contract products listed below are also covered by extended warranties with the following conditions:

1. The product must be installed in accordance with the Company's installation guidelines and specifications.
2. The product must be maintained in accordance with the Company's cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation.

Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines and product care recommendations are available through your dealer, www.shawcontract.com/en-au, or from a service representative at 1800 556 302.

EcoLogix® is a high-performance pre-coat with a fiberglass reinforcing thermoplastic laminated with a post-consumer fibre matrix secondary backing system. When EcoLogix® is paired with the right adhesives, it will perform in high moisture environments. Shaw Contract Group Australia Pty Ltd. ("Company") warrants EcoLogix® with 100% solution-dyed yarn carpet tile products when used in the proper fit-for-use indoor commercial applications.

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the carpet and extends for the limited warranty period stated above and for the original installation. The warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser for the original installation. The basis of any warranty-related claim is the original Company or authorised dealer invoice.

The carpet must be installed in accordance with the Company's installation guidelines and specifications. The product must be maintained in accordance with the Company's cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and carpet care guidelines are available through your dealer, the website, or from a service

Shaw Contract Group Australia Pty Ltd

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representative at the phone number below.

WHAT THE WARRANTY COVERS

Under normal use during the warranty period when installed and maintained as recommended, the Company warrants the following:

- Abrasive Wear- This carpet using our approved face fibre will lose no more than 10% of the pile face fibre, by weight. This warranty does not cover appearance retention, matting, crushing, and normal appearance changes.
- Static Protection- This carpet will not generate static build-up in excess of 3.5 kV as tested by AATCC Test Method 134.
- Stain- This carpet will resist permanent stains caused by acid-based spills.
- Colourfastness to Light and Atmospheric Contaminants- Carpet made exclusively with 100% solution-dyed yarn will not display a significant change in colour due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen).
- Edge Ravel- This carpet will not edge ravel.
- Tuftbind/Zippering- This backing system will provide superior tuft bind properties.
- Delamination- This backing will not delaminate from the face carpet.
- Dimensional Stability- This backing will provide dimensional stability, per the AACHEN Test.

WHAT CONDITIONS APPLY?

- You must comply with jobsite and floor preparation conditions. See product-specific installation guidelines. You must comply with applicable building codes and regulations and standard industry practices.
 - Installation of carpet tile should not be before 45 days on newly poured concrete. On grade new slab pours require the use of an ASTM E-1745 Class B minimum vapor retarder placed in accordance with ACI 302-2001 and directly in contact with concrete placement.
 - Purchasers are required to maintain written and photographic documentation of project specific bond testing.
 - All substrates must be dry and completely free of dust and dirt, paint, oil, curing or release agents, unapproved sealers or existing adhesives, or anything that would interfere with the adhesive making a good bond directly to the substrate. Refer to the substrate preparation guidelines per current CRI 104.
 - Use only mechanical means to remove existing adhesives, and then finish removal by sanding, grinding, or blasting until the bare concrete surface is exposed. Do not utilize solvents or chemical cleaners on the substrate
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- As long as no visible moisture or evidence of moisture are present, moisture testing is not required by this warranty. While the Company's carpet tile products are not a food source for microorganisms, untreated moisture can lead to the growth of mould and mildew. The Company cannot control the presence or introduction of food sources or mould spores in the environment, and therefore, does not warrant against

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these.

- For best results, ambient temperatures should remain above 10°C and the ambient humidity should not fall below 40% RH.
- Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet.
- Replacement carpet will come only from current running-line products comparable to the warranted product.

THIS WARRANTY DOES NOT COVER THE FOLLOWING:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic use (golf spikes, other spiked footwear, ski boots, and the like).
- Damage from flooding or excessive moisture from existing moisture or alkalinity-related issues.
- Burns, cuts, fading, matting, pills, pulls, odour, soiling, staining, tears or damage due to improper installation.
- General soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminants which degrade or destroy yarn or the colour of the carpet.
- Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.
- Failure to follow all pre-installation, layout, installation and application instructions.
- Subfloors on which liquid adhesive removers have been used
- Unapproved subfloor materials
- Improper substrate preparation

EcoLogix® is not a moisture remediation solution. While no moisture testing is required, the Company recommends that you follow industry standards according to CRI's carpet installation guidelines in regards to moisture testing. If visible moisture is present, contact your account manager for other moisture solutions.

WHAT IF YOU NEED WARRANTY SERVICES

To register installation, or to make an enquiry as to warranty, buyers should contact your authorised dealer, Shaw Contract sales representative, or Shaw Contract Customer Care Centre on 1800 556 302. In order to make a claim under warranty, buyers should contact the Shaw Contract Customer Care Centre without delay by telephone (1800 556 302) or email (warranties.au@shawcontract.com).

Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. A Shaw Contract claims representative will thoroughly evaluate your claim. Any costs incurred by a buyer in lodging a claim are not refundable under warranty.

CONTACT DETAILS:

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WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labour for claims filed within the first 15 years. After 15 years, the Company will pay only for product. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

NOTE: The warranty is not transferable. It extends only to the original end-use purchaser. Shaw Contract Group Australia Pty Ltd. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Contract Group Australia Pty Ltd. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

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