



Limited Lifetime Carpet Tile Warranty

Southwind Building Products warrants its nylon carpet tiles for commercial & residential application when professionally installed indoors, under CRI guidelines and properly maintained. This warranty belongs to the original end user and is not transferable.

By starting installation of this product, you are agreeing that you have read and understand all installer/owner's requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty. If you need additional assistance, please contact Southwind Technical Services at 1-800-272-2808

All Nylon Southwind Building Products are warranted against:

WEAR

Carpet tiles will retain 90% of their surface pile weight from abrasive wear. "Abrasive wear" means fiber loss from the carpet tiles through normal abrasion, not crushing or flattening of the carpet pile in any area, nor staining, soiling, fading, or change in carpet tile appearance, nor fiber loss due to abnormal usage of the carpet tiles.

COLORFASTNESS

Southwind Building Products warrants that nylon carpet tile will not show a significant color change during this time as tested by AATCC Test Method 16 Option E with rating of 5 on gray scale for color change due to normal exposure to sunlight and atmospheric contaminants. The warranty excludes color change due to direct or advanced exposure to sunlight.

EDGE RAVEL/ZIPPERING

Carpet tiles will not edge ravel or zipper; this warranty will not include edge ravel where carpet tiles are cut for access to floor outlets, around trench header ducts, or improper cuts that could cause unraveling or frayed ends.

DELAMINATION

Southwind Building Products warrants that the carpet tiles will not delaminate from secondary backing during the warranty period. Chair pads and mats are always recommended.

DIMENSIONAL STABILITY

Southwind Building Products guarantee that the dimensions of the backing of all SDN PA tiles will remain stable within the limit fixed by ISO 2551 (EN 986) and will not vary more than +/-0,20%. This guarantees that there will not be any elongation of the backing under the static loading of conventional office furniture. The initial values of the dimensions will be kept.

ANTI-STATIC

Southwind Building Products warrants that nylon carpet tiles, if correctly installed and regularly maintained as per our published recommendations, will not generate static greater than 3.5KV for Lifetime as tested by AATCC Test Method 134.

CASTOR CHAIR COMPATIBILITY

Chair mats are always recommended to ensure that the carpet tiles will perform under the stress of moving and loaded office chairs as tested by DIN standard 54328 after 25000 revolutions.



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PERFORMANCE FAILURE

As long as the carpet tiles has been installed in accordance with Southwind Building Products installation manual CRI 104 commercial and CRI 105 residential installation manual (installation practice current at the time of installation), we will offer to repair, offer an allowance, or offer a credit to cover the cost of repair or material only to the affected area. The credit will apply to new carpet tiles of the same or equivalent quality and will be passed to your retailer.

Southwind Building Products will not be liable for any incidental, indirect, special, or consequential damage in any case e.g., expense of removal of furniture, partitions, temporary walls, extra handling, and labor involved in bordering or sculpturing.

WARRANTY COVERAGE PERIOD

This warranty coverage runs for Lifetime from the date of your carpet tiles installation.

WARRANTY PRORATION

Proration means the warranty protection reduces over time

Year 1	100%	Year 11	65%
Year 2	100%	Year 12	60%
Year 3	100%	Year 13	55%
Year 4	100%	Year 14	50%
Year 5	100%	Year 15	45%
Year 6	90%	Year 16	40%
Year 7	85%	Year 17	35%
Year 8	80%	Year 18	30%
Year 9	75%	Year 19	20%
Year 10	70%	Year 20 +	10%

OWNER'S OBLIGATIONS

Keep the original invoice or receipt which shows the proof of purchase of the carpet tiles from the retailer with the installation charges.

The carpet tiles must be installed indoors, for commercial or residential use.

Have the carpet tiles installed in accordance with CRI104 commercial and CRI 105 residential installation manual.

Maintain and clean your carpet tiles by following the cleaning and maintenance guide of Southwind Building Products.

Install carpet tiles with the recommended adhesive, speak to your retailer for recommendation.

Any questions related to the product and its warranties should be directed to retailer.



Warranty Exclusions-

THIS WARRANTY DOES NOT INCLUDE:

- This warranty does not cover burns, cuts, pulls, tears, or any other damage caused by improper cleaning agents or installation methods.
- Carpet tiles damaged by any abnormal activity, sharp objects, or damaged chair casters.
- Non-food and non-beverage stains caused by substances, including but not limited to, cosmetics, bleaches, inks, vomit, blood, feces, etc.
- Carpet tiles placed in areas where extreme points load are sustained for prolonged periods of time.
- The warranty does not cover defects that may arise from flooding or the presence of excessive moisture, excessive alkalinity.
- This warranty shall be void if products are not handled, installed, and maintained as per Southwind Building Products installation guide, CRI 104 commercial, or CRI 105 residential installation manual (installation practice current at the time of installation).
- Warranty does not cover any problems or damages related to use of non-recommended adhesive. Please speak to your retailer for recommended adhesive.
- Color changes due to fading.
- Carpet tiles installed outdoors in direct sun exposure.
- Minor color variation in dye lots which may or may not be visibly apparent between the sample and the carpet tiles installed.
- If your new or replacement carpet tiles has been discontinued by Southwind Building Products.
- Carpet tiles installed on stairs or in bathrooms are not covered under this warranty.
- Spread the carpet tiles prior to installation for any visible manufacturing defects. Southwind Building Products or your retailer will not cover the labor cost, or any other cost involved if installed with visible defects.

HOW TO CLAIM

Warranty claims must be addressed with your retailer within sixty (60) days from the time the claimed defect is discovered along with a photograph and/or sample that clearly shows the warranty problem.

Note: Any manufacturing defects should be notified within the 15 days of installation.

You (the original purchaser) should notify the authorized retailer and submit in writing, the following:
A valid proof of purchase in the form of sales receipt or other documents, which establish proof of purchase.
A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Retailer will designate a representative to inspect the carpet, if there is any defect which is covered under this warranty, your retailer will then take the necessary steps to ensure the claim is acknowledged.

LIMITATIONS:

This warranty is applicable to the original purchaser and at the original installation site. This warranty is not transferable.

All instructions and recommendations are based on the most recent information available. If you receive a printed copy of these instructions, please refer to www.southwindbp.com to ensure you have the most up to date version of our installation instructions as well as viewing our videos in the installation guidelines section.