

GARANTIE  
**5**  
ANS / YEARS

## **BALSAN five years guarantee**

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### **General terms and conditions**



## FRAMEWORK AND OBJECT OF THE CONTRACTUAL GUARANTEE

BALSAN textile floor coverings, carpet tiles and broadloom carpets for indoor use are under warranty. The warranty applies to visible defects on the product and to abnormal and premature wear of the textile flooring.

## DURATION

Notwithstanding the application of BALSAN's general terms and conditions (**cf. Appendix 3**), the warranty applies for a period of five years, from the date on which the product is invoiced to the BALSAN customer.

## CONDITIONS

The warranty only applies insofar as the following conditions are respected:

- BALSAN's After-Sales Service must be immediately informed in the event of visible defects on the product before it is installed, prior to cutting and sealing.
- The product chosen on the date of purchase must be suitable for the type of premises for which it is destined (**cf. Appendix 1**).
- Any complaint regarding a defect or presumption of abnormal and premature wear must be communicated to BALSAN by registered letter with acknowledgement of receipt within the warranty's timeframe.  
The purchase invoice for the textile floor covering must be attached to the client's letter of complaint.  
The head of the BALSAN Complaints Department will carry out an examination in the place where the textile floor covering is to be fitted to evaluate the damage done to the material.
- Compliance with the laying and upkeep conditions of our products is essential to the preservation of the proper appearance of our flooring and the processing of complaints. Thus, the installation of the flooring must comply with the applicable regulations and BALSAN's recommendations for laying and upkeep (**cf. Appendix 2**).

## COMPENSATION

If the warranty is granted, BALSAN will replace the product with an equivalent product, excluding fitting and removal costs. The replaced product will be invoiced to the customer according to the current rates subtracted from a sum corresponding to the residual value of the faulty product, calculated according to a staggered payment over 5 years.

The replacements made under the BALSAN warranty cannot prolong the duration of said warranty, even partially.

## EXCEPTIONS

No complaint will be admissible in the following circumstances:






























- Damage resulting from inappropriate use with respect to the product usage classification (especially outdoor use, use on heated flooring of temperature greater than 28°C...).
- Damage resulting from non-compliance with fitting recommendations, or poor fitting, or poor preparation of the base (especially with respect DTU53.1 specifications).
- Damage resulting from inappropriate upkeep or upkeep which is non-compliant with our recommendations.
- Problems with dirt, especially for light colours, cannot be equated to premature wear of the product.
- Damage linked to abrasive, sharp or cutting materials or objects.
- Damage resulting from intentional or unintentional spraying on the surface of the covering with a chemical product whose action causes colour loss (such as bleach, an oxidizing upkeep product, scent spray, etc.).
- Damage resulting from burns.
- Shading inherent to all cut pile carpets (direction of the pile).
- Damage incurred during transport with no reservation on the delivery slip.
- Damage caused by the stocking or handling of the product.
- Damage linked to moving furniture without suitable protection.
- Deterioration due to atmospheric pollution (ozone, nitrogen oxide, etc.)

**Appendix 1:** Suitability of product to premises.

**Appendix 2:** BALSAN recommendations for laying and upkeep.

**Appendix 3:** BALSAN General terms and conditions.

# Appendix 1 Suitability of product to premises

Field of application / Type of premises	Classification UPEC min.	Classification European min.	Additional requirements	
<b>Residential buildings - Private areas</b>				
Living room	U3P3E1C0	22/32		
Bedroom without outdoor access	U2SP2E1C0	22		
Stairs	U3P3E1C0	23/32		
Interior passageways in housing unit	U3P3E1C0	23/32		
Private Office	U3P3E1C0	23/32		
<b>Residential areas - Communal areas</b>				
Entrance hall with fewer than 25 housing units away from outdoor access area	U3SP3E1C0	33		
Corridors, stairs and landing with fewer than 25 housing units	U3P2E1C0	23/32		
Corridors, stairs and landing with more than 25 housing units	U3SP2E1C0	33		
<b>Public &amp; administrative buildings - Business premises</b>				
Open space with floor covering before partitioning, open-plan office without partitions, collective office	U3P3E1C0	23/32		
Individual office	U2SP3E1C0	22		
Conference room, meeting room	U3P2E1C0	23/32		
Museum, exhibition room (excluding public reception hall)	U3SP3E1C0	33		
Place of worship (excluding direct outdoor access and main path)	U3P2E1C0	23/32		
Computing rooms	U3P3E1C0	23/32		
<b>Public &amp; administrative buildings - Communal areas</b>				
Corridors, clearance, circulation areas	U3SP3E1C0	33		
Stairs - landings	U3SP3E1C0	33		
Cafeteria, dining room (excluding service counter area)	U3SP3E1C0	33		
<b>Hotel industry - Holidays</b>				
Entrance hall, including reception	U3SP3E1C0	33		
Stairs, including landings and lift landings	U3P2E1C0	23/32		
Circulation areas	U3P2E1C0	23/32		
Lounge, waiting room, TV room, meeting room	U3P2E1C0	23/32		
Bedroom, suite	U3P2E1C0	23/32		
<b>Casino - Theatre - Cinema</b>				
Access to rooms, including stairs and rooms	U3P2E1C0	23/32		
Foyer	U3SP3E1C0	33		
Boxes	U3P2E1C0	23/32		
<b>Commercial buildings</b>				
Department store on ground floor (excluding hairdressing salon, food court, restaurants, cafe, bar and tobacconist, etc.)	U3SP3E1C0	33		
Specialist hypermarkets (textiles, beauty, health, culture, sport, leisure, household) <b>Without</b> direct access from outside	U3SP3E1C0	33		
Specialist hypermarkets (textiles, beauty, health, culture, sport, leisure, household) <b>With</b> direct access from outside	U3SP3E1C0	33		

### ADVICE ON LAYING FITTED CARPET



#### Lay out plan

The first stage consists of elaborating the site lay out plan. This involves determining the quantities of material required in relation to the arrangement of the rooms, their surface areas and the direction of flows of people. It is necessary to make sure that the carpet is always laid in the direction of flows of people, in order to avoid numerous joins. Accordingly, in the case of corridors, carpets must be laid lengthwise.

#### Laying techniques

The quality of the laying has major importance for the carpet's overall appearance and the comfort that it provides. It also has an influence on the product's durability and acoustic and thermal properties. It is recommended to use adhesives for laying Balsan carpet strips.

We always advise using a professional. Fitted carpet should always be laid on a flat, sound and clean floor in accordance with the requirements of DTU 53-1 standard NF P 62-202 (see page 173). Balsan wool carpets should not be laid in premises fitted with under-floor heating.

#### Free-form laying

For exclusively residential use in small rooms (<20 m<sup>2</sup>), carpets can also be laid freely, by simply cutting them to the dimensions of the perimeter. However, it is absolutely necessary to take the precaution of storing the carpet at a temperature close to that of the room in which it will be placed, for at least 24 hours before cutting it. The carpet must be fixed along the perimeter of the room and on the diagonal with a double-sided adhesive tape.

#### Gluing

This procedure must be followed in order to have the benefit of P3 classification. This should be done by a specialist. Only action backed, felt-backed or foam-backed carpets can be glued. Before you start, check the conformity of the materials required for carrying out the work (screed, adhesive, covering). Balsan recommends using solvent-free acrylic emulsion adhesives for carpet laying. The receiving support must be prepared in accordance with the technical specifications (DTU 53.1). One or several strips of carpet must be laid taking into account that the fibre setting must be in the direction of the point of natural light (window) or in the direction of traffic (corridors). If several carpet strips are needed to cover the whole room, you must always make sure that the joint is done in the direction of the light. To identify the direction of a roll's carpet pile, place a piece of paper on the carpet and roll a pen along it. From how the carpet moves you will be able to see the direction of the fibres.

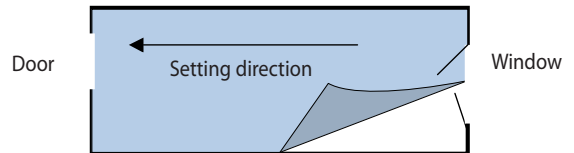
#### Steps for performing the work:

- 1 - Establishing the lay out plan.
- 2 - Spread the carpet.
- 3 - Checking the conformity of the material.  
In case of anomaly, contact the Balsan After Sales Service Department immediately.  
Never fit a defective carpet.
- 4 - Make relief cuts.
- 5 - Turn up the piece of carpet onto its half.
- 6 - Seal (respect the gumming time).

7 - Repeat for the other carpet half to be laid.

8 - Smooth the carpet from the centre of the room to the sides.

9 - Make adjustment cuts.



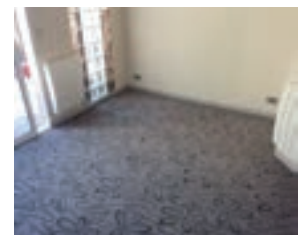
Laying the carpet



Sealing



Smoothing



Adjustment cuts

#### Different backings

##### Action back (jute or synthetic)

If required, carpets can be laid with stretching for surface areas of less than 20 sqm or freely for the purposes of exclusively residential use.

##### Feutre Confort +

Confort + affords:

- An even greater sense of well-being and comfort underfoot on an even thicker carpet.
- Excellent thermal insulation properties and more power savings.
- Excellent soundproofing of airborne noise (from 0,30 to 0,40).
- Replaces the underlay used for stretched carpets.

##### Latex foam backing

These comfortable and insulating carpets must be stuck down.

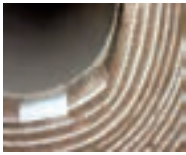
## Tips

The winding bars may cause marks on broadloom carpets that can be removed easily. How?

After setting up the carpet in the room and before sticking it down, get an iron and a terry towel. Place the towel between the carpet and the iron. Iron a few times using the iron's steam setting. The steam sprayed out onto the surface of the terry towel comes into contact with the upper part of the fibre. The winding mark disappears instantly.

**Make sure you never use the iron directly on the carpet.**

Mark caused by the first winding of the carpet, located 40 cm from the start of the strip and crosswise.



Equipment required

## Stretching

Action back tufted carpets can be stretched over areas of up to 20 sq. m. However, in such cases they can no longer be rated P3 or in many cases C<sub>fl</sub>-s1.

This technique, which should only be done by experienced professionals, consists in stretching the carpet by anchoring it to tackless strips fixed to the floor around the edge of the room.

The floor should be flat, dry and clean or rendered so with an appropriate technique before laying the underlay.

Stretching enhances all the qualities of carpet: comfort, resilience, elasticity, sound proofing and thermal insulation. What's more, it makes carpet laying easier.

## ADVICE FOR LAYING LOOP PILE CARPETS

Using the identification numbers written on the label attached to the piece, lay out the strips, following the chronological order indicated on each label. Using a hook blade knife, loosen a fibre loop from the back and pull on it until you can see the back of the floor covering. Once you've done this all along the edge of a strip, cut the backing using a pair of duckbill napping shears. Reinforce the base of the back fibres by applying clear synthetic adhesive (white wood adhesive) to the edge. Repeat these two steps on each edge. Join and seal together.



Duckbill napping shears

Curved blade craft knife

## ADVICE FOR LAYING PILE AND SAXONY CARPETS

Using a round head punch, separate two rows of tufts so as to find the precise location of the fibres on the backing. Once you've done this all along the edge of the strip, cut using a carpet cutter, using the visible space between the rows of fibres as a guide. Reinforce the base of the back fibres by applying clear synthetic adhesive (white wood adhesive) to the edge. Repeat this step on each edge. Join and seal together.



Carpet cutter



Round head punch

## ADVICE FOR LAYING PRINTED CARPETS

In the case of printed or joined carpets, it is absolutely essential not to make double cuts, since laying strips on top of each other does not make it possible to guarantee that the joints meet perfectly.

Using a round head punch, separate two rows of tufts so as to find the precise location of the fibres on the backing. Once you've done this all along the edge of the strip, cut using a carpet cutter, using the visible space between the rows of fibres as a guide. Reinforce the base of the back fibres by applying clear synthetic adhesive (white wood adhesive) to the edge. Repeat this step on each edge. Join and seal together.



Chalk line



2-metre metal stick

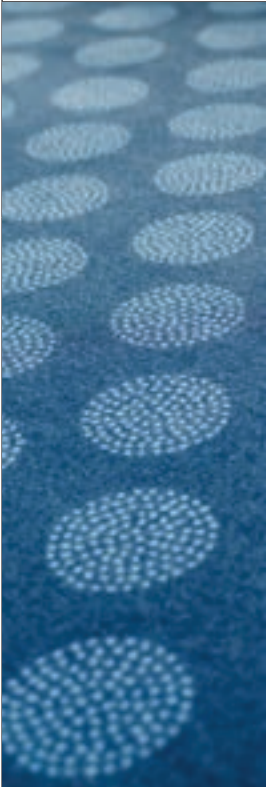


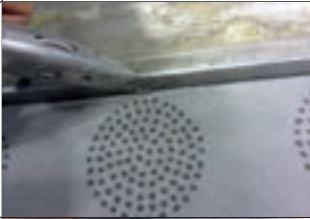









Double headed stretcher



Stretcher

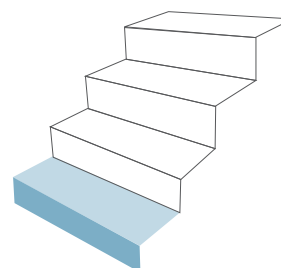
### Example of a carpet connected with a geometric print pattern

Type of floor covering	User instructions	Necessary material	Illustrations
	<ul style="list-style-type: none"> <li>Using a sheet of paper and a pen, mark the direction in which the rolls of floor covering are to be connected, and roll the pen back and forth over the paper.</li> <li>Mark the main patterns and sequences for connection.</li> <li>It is important to remain at a distance of around 2 mm from the connection pattern.</li> <li>Using a crooked-blade knife and a 2 m metal ruler, start cutting, following the patterns on the carpets to be connected.</li> <li>Proceed in the same way for each edge, following the sequence of the design.</li> <li>Assemble both rolls and check that the designs match up before starting the gluing operation to permanently attach the floor covering to the support.</li> <li>Apply the adhesive to the support and let it set slightly.</li> <li>Attach the rolls of floor covering.</li> <li>While the adhesive is setting, use the appropriate tools (knee kicker, stretcher, blocks and anchor points, double headed stretcher) to correct the alignment of the design.</li> </ul>	 Curved blade craft knife   Duckbill napping shears	
		 Chalk line   2-metre metal stick	
		 Knee kicker   Stretcher   Double headed stretcher	

### ADVICE FOR LAYING CARPETS ON STAIRS

- 1 - Start laying the carpet at the bottom.
- 2 - Cut a step and riser in one piece.
- 3 - Seal and leave to stick.

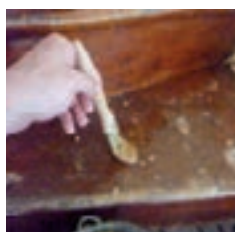
First apply the covering on the riser, adjusting the cut edge of the covering at the bottom. Then lay the top of the step. Smooth the carpet, allowing the off-cut to go back up. Smooth the off-cut.



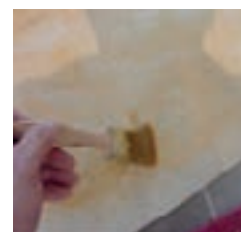
A - Remove all impurities from the support.



B - Seal the step and riser using an adhesive with high trapping power\*. Respect the gumming time.



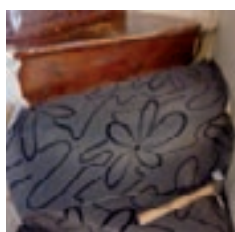
C - Also seal the back of the carpet. Respect the gumming time.



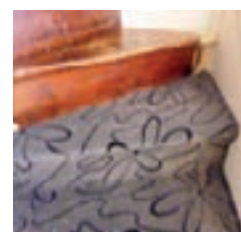
D - First apply the covering on the step, adjusting the cut edge of the covering at the bottom.



E - Smooth the whole carpet using a smoothing hammer.



F - Smooth.



\* Not recommended with carpets with Confort + backing.  
Refer to the DTU 53-1 standard for other methods for laying carpet on stairs.

# RECOMMENDATIONS FOR INSTALLING BALSAN MOVABLE LOOSE-LAY CARPET TILES



This document repeats the principal points of the NFP62-202 norm 'Technical specifications sheet for textile floor coverings' (DTU53.1).

## 1 - PREPARATION

### 1-1 Storing the material

Store the tiles on a flat surface and stack them in their original packaging. Do not stack more than 10 boxes. Before proceeding to lay them, allow the tiles to rest for 48 hours in a closed area with a temperature between 15 °C and 30 °C so that they can readjust.

### 1-2 Construction site conditioning

- The temperature in the premises must be at least 12 °C, and relative humidity must not exceed 65%. The premises must be closed and covered.
- Ensure that the heating installation is fully watertight.
- The concrete must be structurally sound and dry. The result must comply with national standards and regulations for construction. The moisture level in the floor screed must not exceed 5%.
- The sub floor must be smooth, clean and dry, and non-compressible. It must meet national standards and regulations for construction.

Removable weighted carpet tiles			
Type of support	Thickness < 7 mm	Thickness > 7 mm	Adhesive panels
Base added on	+	X	+
Base incorporated	+	X	+
Treated concrete surface	+	+	+
Positioning work	+	X	+
Asphalt base	+	+	+
Metallic supports	No smoothing coating		
Other supports	Use their technical recommendation		+
+ : smoothing coating always necessary			
X : smoothing coating possibly not necessary depending on actual surface of base			

- The resurfaced base must not risk exposing the laid floor covering to rising moisture.
- In the case of a sub floor of vinyl tiles, Terrazzo marble, etc.: remove surface chemicals. Correct the irregularities of the base-surface with an appropriate smoothing compound.
- In the case of a new support with a wooden base, no work is required if the support meets the following requirements: after smoothing the hardwood boards and flooring and sanding the joints between panels and sanding the location of the nails or screws, the general and local flatness of the floor wall must ensure a smooth support for the covering, free of hollow areas and bumps, and of suitable rigidity and hardness. In any case, there is a joint between the boards, floors and panels; however, if the floor is laid with glued edges, this tolerance is not allowed, any joints must be filled up and sanded by the contractor. Note that you do not have to use a classic smoothing coating on such a support.
- In the case of raised floors: they must comply with French DTU 57.1 norm. When laying the covering it is recommended

that the joints should not be aligned with those of the floor modules. Be sure not to allow the preparation product to penetrate between the floor, which would make subsequent disassembly more difficult.

- In the case of underfloor heating: the temperature of the floor must not exceed 28 °C. The heating must be turned off 48 hours before laying the tiles.

### 1-3 Fixing method

A special aqueous dispersion preparation product for loose-lay carpet tiles must be used. The tile layer must refer to the preparation product manufacturer's instructions to ensure that the solution is compatible with the backing of the tiles. Recommendations regarding the amount of product, gumming time and method of application must be strictly followed.

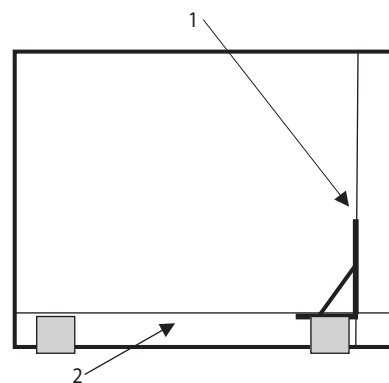
Respect the recommended proportions and apply an even layer of glue with the recommended tool. Before laying the tiles, respect the gumming time and make sure that no glue is transferred when you touch it.

It is strongly recommended that you regularly carry out un-sticking tests to check that the tiles are fully movable.

When renovating, the previous adhesive must be neutralised by an etch primer.

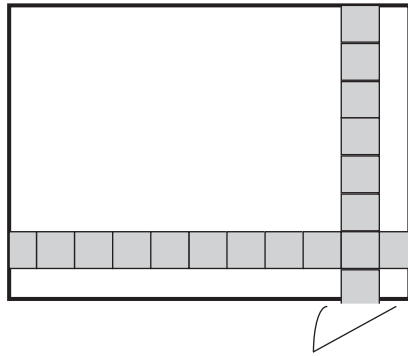
## 2 - LAYING THE TILES

Check the laying style required (checkerboard, monolithic, non directional, ashlar or brick) by referring to the specifications or checking with your Balsan customer service. The direction of the fibres is given by arrows on the back of the tiles. Tiles must always all be laid in the determined direction (see diagrams below).



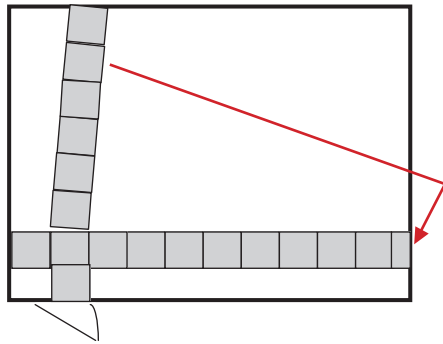
### Fixing method

- 1 - Draw a reference line using a chalk line. Using a tile positioned against the skirting board of the wall of the room to be carpeted, draw two marks, then, using a chalk line, connect the two marks.
- 2 - To ensure successful squaring, draw a second mark using a flat angle bracket.



### Laying out tiles

Laying out the tiles correctly will make the work look better. In general, balance must be achieved between the two ends of the piece to be laid. The tile cuts at the edges of the room must be greater or equal to half of a tile. Opposite is an example of how NOT to set up and lay out tiles.



### Example of how NOT to set up and lay out tiles.

### Method

Place the first tile at the intersection of the AB and AC axes and continuing laying in a staggered 'staircase' pattern, being careful to ensure each tile is square against its neighbours (See figure 1).

Frequently check that the tiles are properly aligned by running your finger along the edge of the tiles.

#### • Blocking:

Check that the edges of the tiles touch properly.

The contact pressure should however not be too great so as not to cause bumps and buckling.

#### • Cut the tiles (see figure 2):

Tile A is the last tile before cutting; Tile B is the tile to be cut which must be placed exactly on Tile A. Tile C is an extra tile used as a template. Position it against the wall and on top of Tile B.

Use its edge to trace a line on Tile B, then cut using a craft knife. Then place the cut part of Tile B it between the wall and Tile A.

### Finishing

Once each laying area is completed the flooring needs to be protected from the work of other tradesmen. Avoid placing heavy items on the covered areas until the surface is completed.

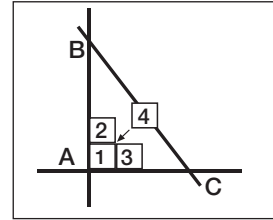


Figure 1

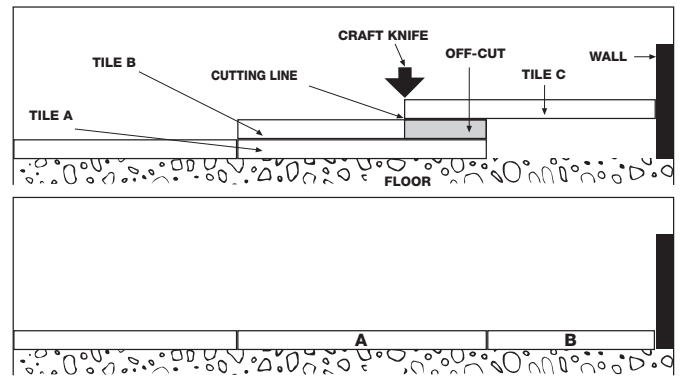


Figure 2

### Warning (Check list)

1. Store the tiles for 48 hours at a temperature above 15°C but not exceeding 30°C.
2. Check that the material to be used in the laying area comes from the same batch. Do not accept any mixing of batches. Batch numbers are given on the label of each box.
3. Ensure that the preparation product to be used is recommended for the backing of Balsan tiles. Respect the gumming time as well as the quantities the manufacturer recommends. Failure to respect these two rules can result in the tiles becoming stuck, and hence prevent them from being movable.
4. Never start laying from a full tile positioned against a wall. Failure to respect the staggered staircase method of laying can result in the tiles not being square to each other, causing the partial opening of joints. This is not due to poor calibration of the tiles. Make sure you follow these rules.
5. Expansion joints: tiles which are laid over a joint are recut along the joint and glued either side of it.
6. For cut velvet products. Be careful not to trap the fibres between the tiles (lift up the tile with a hooked blade to reposition the trapped fibres and ensure the joints look correct.).
7. Heating tests: after laying the tiles avoid thermal shocks due to any abrupt increase in temperature.
8. Responsibility. Balsan declines all responsibility for any defects resulting from divergence from the methods described here. In addition to reading these instructions it is essential to also read the general Terms and Conditions.



## CARPET CARE

Care of your new carpet is a major determining factor in how long it will last. This document provides all the recommendations required for care, stain removal and cleaning to enhance the beauty of your carpet throughout its lifetime.

Poor upkeep, more particularly the use of unsuitable stain removers or detergents, can rapidly cause lasting and virtually irreversible damage to the floor covering. In such situations, BALSAN cannot be held liable.

Proper carpet care involves four types of activity:

- Protecting entrances.
- Vacuuming.
- Removing stains.
- Regular care.

### 1. PROTECTING ENTRANCES

Dry soil and dust brought indoors is by far the most damaging type of contaminant for carpet. All entrances leading to carpeted areas should therefore be protected. In this way, it is possible to stop over 90% of dirt brought in by foot traffic by installing an effective and appropriately sized door mat.



Protecting exterior entrances - use "foot-scraper" grilles or rough, hard-wearing mats to remove dirt from shoes.

Protecting interior doorways - use damp-absorbing mats large enough to take 3 paces in the direction of entrance.

Safety mats should also be placed near car park entrances, lifts, goods lifts, kitchen doors, cafeterias and drinks vending machines, and in general near any place where smooth flooring meets textile flooring.

**IMPORTANT:** all such mats should be vacuumed every day if they are to perform their intended purpose.

### 2. VACUUM-BRUSH CLEANING

Regular use of a **vacuum-brushing cleaner** is the best way to care for carpets.

The intensity of foot traffic should be clearly identified in each area so that vacuuming activities can be properly planned (refer to the frequency table).

It is absolutely essential to use a vacuum cleaner with a **rotating brush** for best results; this type of vacuum cleaner removes dust efficiently through its mechanical action (for example models from the SEBO XP series). Vacuum cleaners with flat nozzles remove only a limited amount of dust and do not lift the pile. Brushing machines which use pressure to operate are not sufficiently effective for this task.

To prevent fine dust being discharged into the air, the vacuum brushing cleaner should be fitted with an additional efficient filter (HEPA filter).



## 3. REMOVING STAINS

### 3.1 Choosing cleaning products

Choosing products for cleaning your carpets requires great care and attention. The use of an unsuitable product could lead to irreparable discoloration to the carpet. Indeed, textile floor coverings are sensitive to chemical agents: the fibres of the usable side as well as the reverse could be damaged by aggressive agents, such as alkaline products and whitening agents (bleach, hydrogen peroxide, etc.).



As a general rule, only use treatments that are specifically recommended for use on carpet. To do this, carefully read the recommendations on the packaging as well as the technical factsheet. In any case, follow the recommendations for use carefully.

We recommend that before using a new product, you check it is harmless to colour by testing it on an offcut or on a small unseen area. Avoid all products with a bleach base and spray foams. The pH of the products used must not be higher than 8. Never directly or indirectly spray a product not designed for cleaning onto the carpet (air freshener, air sanitizer, essential oils, etc.). Furthermore, whatever the product used, it is necessary to take care not to leave any residue from the agents on the carpet. After using a cleaning product agent it is always necessary to rinse with clean water.

### 3.2 Methodology

Your fitted carpet is a textile item: as you would with any other fabric, act fast and sensibly to solve the problem. It is recommended that you deal with any stains as soon as they occur. Dirt is considerably more difficult to remove once it has settled in. Use a stain-removing product that is appropriate to the particular problem. We recommend that you check that the stain-remover is compatible with the carpet before use, by applying a small amount to a concealed part of the carpet.

Spills:

Blot spills as soon as possible using a clean, dry and absorbent white cotton pad. Do not scrub the stain, as this may damage the structure of the pile.

Solid stains:

- Remove as much of the substance as possible with a palette knife or a scraper.
- Then use a stain-removing product that is appropriate.
- Apply the stain remover to a white cotton cloth and dab the stain forcefully without rubbing it or over-loading it with stain remover.
- Start from the edge and work inwards to prevent the stain spreading.
- Continue doing as instructed as long as the stain is soaked up by the cloth.
- Then use the upturned glass method to shampoo the carpet: massage the stain by making circles with the upturned glass and removing any foam that forms. Repeat this step until the foam stops appearing.
- Rinse with water by dabbing it vigorously with a damp sponge. Dab with a dry cloth to absorb as much moisture as possible.
- Finally, cover with a white absorbent layer (cotton cloth or kitchen roll) about 1 centimetre thick, weighted down by a heavy object and covered with a plastic sheet to absorb any residual moisture and the remains of the stain.

- Finally, cover with a white absorbent layer (cotton cloth or kitchen roll) about 1 centimetre thick, weighted down by a heavy object and covered with a plastic sheet to absorb any residual moisture and the remains of the stain.

For the maintenance of carpets in professional locations, we recommend using a portable injection-extraction machine which is specifically designed for stain removal (see Bissel Spotbot or Vax equipment).



#### 4. REGULAR CLEANING

Regular cleaning done properly can put off more drastic cleaning operations such as "spring-cleaning" or "restorative cleaning" for a very long time.

##### 4.1 Cleaning with absorbent powder

- Spray 5 -10 sq. metre (max.) sections with stain remover pre-wash solution, paying particular attention to dirty and stained areas.
- Then spread as thin a layer as possible of the powder over the treated area.
- Work the powder into the carpet with a dusting brush or stiff broom.
- Leave the product to take effect.
- Remove by vacuuming it lengthwise and widthwise several times if necessary.

Recommendations:

- This method is not suitable for loop pile woollen products.
- The hardness of the brush should be adapted to the resistance of the pile.
- Take particular care not to brush Saxony-type pile carpet too hard.

##### 4.2 Rotocleaner

- 1 Using a vacuum brush, vacuum up large and visible particles.
- 2 Treat stains individually (see 4).
- 3 Spray a detergent solution before vacuuming with the Rotocleaner.
- 4 Check that the hardness of the brush is suitable for the carpet to be cleaned.
- 5 Fill the reservoir with water.
- 6 Continuously spray and brush the carpet at the same time: detergent solution and dirt are collected in the container.
- 7 To shorten drying time and avoid leaving marks, you can vacuum over sections again without spraying.
- 8 Clean the machine.

**Take care when choosing the hardness of the brushes according to the type of carpet and the frequency of cleaning. We recommend using soft brushes (white). Do not hesitate to contact us if you have any questions (tellmemore@balsan.com).**

##### 4.3 Injection extraction

This deep-cleaning method cleans the pile fibre from top to bottom. If done on a regular basis, only heavy traffic areas need to be gone over thoroughly, to lighten these areas.

It should not be used on carpets tile.

This method is also suitable as part of the so-called "restorative" treatment, in which case the entire surface of the carpet should be treated.



Start by thoroughly vacuuming the area to be treated. Put plastic sheets underneath the legs of pieces of furniture that cannot be easily moved.

This method works on the principle of injecting a highly diluted detergent solution in warm water (hot for very greasy stains) to remove dirt. Water and dirt can be removed by immediately by following this up with very vigorous wet vacuuming.

The detergent solution should be chosen carefully; its pH must be less than 8.

As a precaution, add an anti-foam agent in the machine's recuperation tank.

Proceed as follows:

- Vacuum in parallel lines, going against the direction of the pile where necessary in heavy traffic areas. Use just enough detergent solution to clean the carpet (see technical factsheet). Do not get the carpet excessively wet. Clean in straight lines wherever possible, overlapping each run by one third of the nozzle width to avoid any traces of passage.
- After each cleaning operation, go over the same area without detergent once more with just the vacuum cleaner.
- Extraction should be repeated in areas where visible dirt has not been removed with just one pass of the cleaning nozzle.
- Lastly, repeat the above, replacing the detergent with water, to remove all traces of detergent from the pile.
- If extraction has been properly performed, the ideal drying time should be from 6 to 12 hours, during which no one should be allowed to walk on the carpet. Drying time can be much shorter if special dryers are used.



#### Important general recommendations:

The use of unsuitable stain removers or cleaning products can cause irreversible damage.

Textile floor coverings are sensitive to chemical agents: the topside fibres and the backing can be damaged by aggressive agents such as alkali (ammonia etc), bleach and/or oxidizing agents (chloride bleach, hydrogen peroxide etc).

Avoid drowning the stain - prolonged or repeated humidity can discolour and soften the carpet or even detach the backing, cause shrinking, warp carpet tiles, turn the carpet yellow or encourage proliferation of mould and bacteria.

Do not hesitate to consult Balsan's After Sales department for advice on cleaning techniques and products (tellmemore@balsan.com).

#### 5. RESTORATION

This procedure should be planned in extreme cases (lack of maintenance, failure to respect maintenance plan, absence of protection of access areas etc). It involves the implementation of numerous cleaning techniques over the whole of the surface area and should be carried out under the supervision of a professional.

**FREQUENCY TABLE**

<b>Type of room</b>	<b>Intensity of traffic</b>	<b>Cleaning task</b>	<b>Suggested frequency</b>
Management offices	Light	Vacuum-brush cleaning	2 to 3 times a week
		Stain removal	Immediately
		Regular cleaning	Half-yearly
		Complete restorative treatment	Every 3 years
Corridors	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Monthly
		Complete restorative treatment	Annual
Restaurants, hotel bars	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Weekly
		Complete restorative treatment	Half-yearly
Hotel lounges	Moderate / intensive	Vacuum-brush cleaning	Once a day in heavy traffic areas
		Stain removal	Immediately
		Regular cleaning	Quarterly
		Complete restorative treatment	Annual
Ground floor Reception	Intensive	Vacuum-brush cleaning	Once a day
		Stain removal	Immediately
		Regular cleaning	Monthly
		Complete restorative treatment	Quarterly
Day room Living rooms	Moderate	Vacuum-brush cleaning	2 to 3 times a week
		Stain removal	Immediately
		Regular cleaning	Half-yearly
		Complete restorative treatment	Every 2 to 3 years

## Appendix 3 General terms and conditions

All purchasers are deemed to have read, to accept and to comply with the following general sales conditions:

### 1° - Orders

Orders received are only binding once we have accepted them.

Orders are governed by these "general sales conditions" and the general technical conditions, with no reservations or conditions, and they prevail over any other oral or written agreement, in the event of a dispute by the customer. By accepting the order, the sale becomes final and binding. In the event that the customer cancels an order, other than owing to a force majeure event, the entire order will be invoiced.

### 2° - Delivery – Passing of Risk

The terms and conditions of delivery of the goods are stated at the time the order is confirmed.

However, the goods are carried at the recipient's risk and the recipient is responsible for making the required reservations with the carrier on receipt, in the event of any damage to the goods or missing items. The recipient is also responsible for confirming the reservations to the carrier by extra-judicial instrument or registered post with acknowledgement of receipt within three (3) days following receipt of the goods.

The customer's acceptance of the delivery without any reservations entails a presumption that the delivery was conform and a waiver by the customer of any right to seek redress.

Goods may not be returned without our express consent.

Only full pallets and complete rolls may be taken back. A 20% reduction will be applied to the value exclusive of taxes of the goods and the carriage costs, both ways, will be payable by the customer.

### 3° - Delivery Dates

Delivery dates are provided to the customer as approximate dates only.

Customers are not in any way entitled to cancel the sale or refuse the goods in the event of late delivery.

No damages may be claimed on the ground of late delivery, unless intentional.

### 4° - Force Majeure

In the event of non-delivery or late delivery owing to a force majeure event (strikes, fire, flooding, accidents etc.) preventing performance of delivery, the sale will be cancelled as of right with no entitlement to damages.

### 5° - Laying and Upkeep Conditions

Compliance with the laying and upkeep conditions for our products is essential to the preservation of the proper appearance of our flooring and the processing of complaints.

This information is available on request or on our website, and must be provided to the end user by Balsan's customer under its own responsibility.

Balsan disclaims all liability in the event of a failure to comply with the laying and upkeep conditions.

### 6° - Complaints

Some changes in the appearance of the pile may be noticed following a change in the pile's direction. These changes are inherent to the behaviour of this type of material. They do not constitute a defect in the product or a ground for the cancellation of the sale, unless they affect the useful life or the intrinsic or functional qualities of the carpets, rendering them, therefore, unfit for their intended purpose.

In the event of a defect in the product that is visible prior to its laying, Balsan's After-Sales Service must be immediately informed, prior to cutting and sealing. Failing this, the complaint will not be valid.

Moreover, no complaints will be valid in the following cases:

- damage caused by accidents, fire, explosions, flooding or negligence occurring during carriage, warehousing or handling before or after laying (any accident for which a third party is liable).
- improper conditions of use, in particular laying on floors equipped with underfloor heating reaching a temperature of more than 40°C and outdoor use.
- damage caused by abrasive or sharp objects, oxidizing chemicals, colouring agents or burns.
- shading inherent to all cut pile carpets.
- damage of any kind caused by uneven floors, defective laying, objects or agents external to the room, furniture or equipment that has not been protected or that is not suitable for the flooring, a lack of upkeep or unsuitable upkeep given the amount of traffic.
- damage caused by a failure to comply with our laying and upkeep conditions.
- damage arising from the fact that the use properties of the carpet do not match the requirements of the room in which it is fitted.

### 7° - Price

Our prices are final and non-negotiable for deliveries made within thirty (30) days.

However, our prices are subject to change in the event that the delivery period exceeds thirty (30) days, regardless of the cause thereof. Our prices are invoiced on the basis of the rate in force on the date of delivery.

### 8° - Terms of Payment

Our invoices are payable within no more than thirty (30) days from invoice date, with no discount, unless otherwise agreed and accepted in writing by Balsan. No discount is given in the event that the customer makes a down payment.

Payment in full at the time of the order is required for any customer that does not have credit insurance cover.

In the event of payment by drafts on agreed dates, the customer is responsible for their acceptance no later than on receipt of the goods.

### 9° - Sanctions - Penalty Clause - Event of Default

In the event of late payment, without our prior consent, we have the right to suspend or cancel pending orders, without prejudice to any other remedies. We also reserve the right to charge late payment interest at three (3) times the legal interest rate in force on the invoice date.

In addition to the late payment interest payable by the customer, we reserve the right to claim damages, equal to 15% of the overdue amount inclusive of taxes, with a minimum payment of EUR 38, without prejudice to any court awards and costs.

Any failure to pay a draft on its maturity date shall constitute an event of default and all credit granted will be revoked, without any prior formal notice. The same shall apply in the event of a refusal to accept a bill of exchange or any other type of bill or note.

### 10° - Decline in the Customer's Financial Position

In the event that the purchaser's creditworthiness declines, we reserve the right to require the purchaser to provide such guarantees as we deem fit, even after partial shipping of an order, with a view to proper performance of the undertakings given. In the event that the purchaser refuses to meet our requirements, we reserve the right to terminate, as of right, all or part of the contract.

### 11° - Cancellation Clause – Cancellation as of Right

In the event that the purchaser fails to pay the price by the agreed payment date, or within eight (8) days following initial formal notice that goes unheeded, the sale shall be cancelled as of right unless Balsan decides otherwise.

This provision applies whenever Balsan decides that it should apply, without prejudice to the effects of the retention of title clause or those of the foregoing provisions on events of default, the right to contractual damages and late payment interest. The foregoing is without prejudice to the legal and financial consequences of any legal proceedings.

### 12° - Industrial Property

Any and all design rights and trade marks held by Balsan are its exclusive property. Accordingly, the reproduction or use of all or part of our designs or trade marks is strictly prohibited without our prior consent. Non-standard productions will be covered by a specific agreement entered into between the seller and the purchaser.

### 13° - Jurisdiction

Any disputes arising in connection with this agreement or any matters or issues arising in connection herewith shall be subject to the jurisdiction of the Commercial Court of the place of our registered office, which shall have exclusive jurisdiction. This express jurisdiction clause also applies in the event of multiple defendants and to any and all applications, including interlocutory applications, for the joinder of third parties or for third party claims for indemnity.

### RETENTION OF TITLE CLAUSE

It is expressly agreed that title to the sold goods will only pass upon the payment in full of the price, notwithstanding the fact that the sales are concluded ex-works.

Accordingly, we reserve the right to apply, whenever necessary, the provisions of the laws on retention of title to the benefit of the seller.

Balsan general sales conditions and laying and upkeep information are also available in English and German at: [www.balsan.com](http://www.balsan.com).

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Allgemeine Balsan Geschäftsbedingungen sind auch auf Deutsch und English in [www.balsan.com](http://www.balsan.com) verfügbar.