

Warranty

12 Year Wear

If Milliken modular carpet is properly installed indoors in a commercial installation and the surface pile in any given area wears more than 10% within 12 years of the time of installation, the end user may arrange to replace the worn area with Milliken commercial carpet of equal quality in accordance with accepted carpet replacement techniques and bill Milliken for the replacement costs.

On stairs, this warranty applies for 5 years, except in the case of Modular Carpet installed with a nosing when the carpet warranty applies for 12 years.

This warranty does not cover tears, burns, pulls, cuts or any damage caused by improper cleaning agents or methods. Furthermore, this warranty does not cover incidental or consequential damages which may be claimed as a result of the necessity for replacement.

This warranty does not apply to residential installations and shall be valid only when published Milliken installation procedures are followed.

Milliken does not warrant carpet placed in areas where extreme point loads are sustained for prolonged periods of time, such as damage in bank teller work stations caused by “stiletto” type heeled shoes.

Should it be necessary to replace the carpet, Milliken will not be responsible for the movement of electrical wiring or outlets nor the expense of removal of furniture, partitions, temporary walls and the like which are located on, above, or around the carpet installation; these expenses shall be borne by the owner.

Contact:-

t. +44 (0)1942 612777

e. carpetenquiries@milliken.com

This warranty applies to products backed with:-
Recycled Cushion Backed Product

The Milliken logo is written in a blue, cursive script font.

Warranty

Lifetime Anti-Static

Milliken guarantees that Milliken modular carpet, when properly installed and maintained indoors in a commercial installation, will control static shock below 2.0kv, when the relative humidity is no less than 25% and the room temperature is 23 degrees C (measured by BS ISO 6356:2000 (2005) Assessment of Static Electrical Propensity).

Milliken further warrants that when properly installed and maintained, Milliken modular carpet will not disturb electronic office equipment to cause malfunction by induced static charges. This warranty does not apply, of course, to carpet installed in mainframe computer rooms.

Should a problem be caused by static related to carpet performance, or the stated level of carpet performance is not met, Milliken will replace the affected carpet with carpet of equal quality.

Should it be necessary to replace the carpet, Milliken will not be responsible for the expense of removal of furniture, partitions, temporary walls, and the like which are located on, above, or around the carpet installation; these expenses shall be borne by the owner.

This warranty does not extend to any other damages: direct, indirect, or consequential, including equipment replacement. Except as set forth herein, Milliken makes no other warranties of fitness for a particular purpose or any other express or implied warranties.

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Warranty

Latent Defects

Milliken guarantees modular and broadloom carpet against visible and latent defects for a period of 2 years from the date of seller's invoice. Service properties such as pile shading, pile crushing, wear or abrasion, soiling and/or staining are not manufacturing defects and are not guaranteed. The free-lay tiles are further guaranteed to be free of edge and corner curling or doming to exhibit excellent dimensional stability. This warranty shall apply only when published Milliken installation procedures are followed.

The backing is guaranteed against degradation of disintegration if the following conditions are met:-

1. Room conditions of 13 - 30 degrees C and 20 - 80% relative humidity.
2. Proper preparation of new and/or old floors according to published Milliken procedures.
3. The use of specially formulated adhesives, which are commercially available, as recommended by Milliken.

With the exception of the backing guarantee, these guarantees shall not apply to carpet tile that has been in storage for extended periods, exposed to temperature extremes, has been bent or deformed, and which, by the virtue of any of the foregoing, does not fully respond to reconditioning. Milliken does not warrant carpet placed in areas where extreme point loads are sustained for prolonged periods of time, such as damage in bank teller work stations caused by "stiletto" type heeled shoes.

Should it be necessary to replace the carpet, Milliken will not be responsible for the expense of removal of furniture, partitions, temporary walls, and the like which are located on, above, or around the carpet installation; these expenses shall be borne by the owner.

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