

PRODUCT WARRANTY

Ecoutex™ change to Ecoutex™

Ecousta warrants that our PET Ecoutex™ sheets are free from any defects in manufacture, subject to the conditions and exclusions noted below. Ecousta warrants under normal conditions of wear and tear, that Ecoutex™ products shall meet our specification including; light fastness, flame retardant rating and durability for the period of 5 years. Providing the product is used and/or installed in accordance with our guidelines & care guide.

All Ecousta™ products are carefully inspected prior to onward shipping from our warehouse.

Customers should carefully inspect any items at the time of delivery/ collection as stated Ecousta™ Terms & Conditions of Trade.

Claims for damages will not be considered for products that have been cut or partially installed.

Confirmation of colour and design is the responsibility of the customer.

Claims must be made in writing to Ecousta™ with supporting evidence of any claim within 7 days of delivery.

Failure to claim within the 7 day period will constitute acceptance of the goods and waiver any claims.

Ecousta™ must be given an opportunity to inspect any alleged defects. Failure to do so will void this warranty.

THE WARRANTY LIMITATIONS

- 1) Acts of mistreatment which could be considered inappropriate for the intended use.
- 2) Unsuitable application or use on poorly designed installations of furniture that places undue wear on the product.
- 3) Limited for interior use.
- 4) Unusual atmospheric or environmental conditions.
- 5) Goods that have been further processed by the customer or others.
- 6) The warranty does not extend to colour fastness where the product has been exposed to sunlight.
- 7) This warranty is limited to the replacement cost of the product.

For technical support or further advice, contact:

hello@ecousta.com | +44 (0)1273 750 240

CARE & CLEANING GUIDE

DISINFECTING

All data has been compiled from various sources including manufacturing and government guidelines. The use of a disinfectant for which the manufacturer claims antiviral activity, such as commonly used chlorine-based disinfectants like household bleach with active ingredient Sodium Hypochlorite, or hospital grade disinfectants with active ingredient Benzalkonium Chloride. All household bleaches have a variety of different strengths. The concentration of active ingredients can be found on the back of the product labels. The Department of Health recommends using a 1000ppm bleach solution (0.1%)

Example: A bleach with a concentration of 2.0% would need 1 part bleach and 19 parts water. 250ml bleach to a 5L bucket of water.

The use of disinfectant wipes with the active ingredient Benzalkonium Chloride 0.47% w/w. Sufficient time is required to kill the virus which is recommended to be a minimum of 10 minutes.

Bleach solutions should be made up using the manufacturer's instructions for appropriate dilution and use. Using a disposable cloth, wipe the cleaned surface of the Ecoutex™ with bleach solution. Approved and appropriate personal protective equipment (PPE) is to be worn whilst cleaning. Protective eyewear and gloves are to be worn when handling and preparing disinfectants and bleach solutions.

CLEANING

For any cleaning process do not saturate the product with water or any other cleaning liquids. Ecoutex™ is mostly considered as wall and ceiling products therefore it is deemed to be touched minimally and all cleaning instructions provided above are considered reasonable cleaning instructions. All Ecoutex™ must be cleaned before disinfecting as disinfectants can in some cases become inactive if used before cleaning.

REGULAR CLEANING

When cleaning Ecoutex™ regularly you will need to:

- 1) Clean with a vacuum cleaner regularly with a soft attachment to make sure it does not damage or scratch the material. It will need to be on a low suction setting and be used in a smooth and slow motion.
- 2) Protect the Ecoutex™ from direct sunlight.
- 3) Use the correct and recommended cleaning products such as upholstery detergents, do not use any dishwashing detergents or laundry detergents.
- 4) Professional cleaning is always recommended.
- 5) Allow the material to completely dry before re-use, keep away from direct heat and sunlight. Let the material dry in a sensible environment.

SPOT CLEANING

- 1) Do not apply a constant rubbing motion or pressure to the surface, use minimal pressure.
- 2) Treat all spills and stains instantly with care.
- 3) Apply any cleaning agents according to the instructions directly to remove any spills or residue of spills.
- 4) Any dry cleaning solvents can be used if they are suitable according to the packaging.
- 5) For any liquids gently scrape off of any surface. Do not scrub any liquids as this will lead to a more permanent stain.
- 6) When cleaning ensure there is adequate ventilation so the product does not capture any moisture.

Ecousta are not responsible for any staining or discolouration due to the incorrect amount or incorrect cleaning solutions used.

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