

## FAQs Flotex Residential Sheet (HD & Classic)

### WHAT IS FLOTEX RESIDENTIAL HD & CLASSIC AND WHERE IS IT MADE?

Flotex Residential HD & Classic is a waterproof, rot-proof washable textile floor coverings for the wet and working areas of the home manufactured by Forbo Flooring Systems and fully imported and distributed in Australia and New Zealand by Karndean International.

### WHAT IS WALKATEX FLOOR COVERINGS?

This was the brand name previously used for the residential quality of commercial Flotex. All Walkatex was made using a traditional printing method that we call *Classic*. With the introduction of the ground breaking *High Definition* printing technique, the decision was made to re-brand Walkatex as Flotex Residential HD & Classic. However there may still be stocks of Walkatex for sale in some retail carpet stores for a time in patterns that you won't find in the new Flotex range. The wear and cleaning characteristics of Walkatex produced since May 2007 are the same as Flotex.

### WHAT IS FLOTEX MADE OF?

Flotex is made by a process called 'electrostatic flocking' which bonds millions of straight, upright impermeable short nylon fibres into an impervious vinyl base at a super density of 80 million fibres in every square metre! That's over 2 million fibres under each footstep! Traditional carpets are not waterproof and are made of loops and twists that trap dirt and stains.

### CAN FLOTEX RESIDENTIAL HD & CLASSIC BE USED COMMERCIALY?

YES. Its sister products – Flotex Commercial F200 and Flotex Commercial Tiles – are used worldwide in hospitals, aged care, schools, shops and even in the public mall areas of shopping centres. Flotex Residential HD & Classic is built to the same specification and its colour range can be substituted where suitable for commercial floors.

### WHAT IS THE GUARANTEE?

Flotex Residential HD & Classic has a lifetime wear guarantee when used in the home and a 10-year wear guarantee when used commercially.

### IS FLOTEX HD & CLASSIC EXPENSIVE?

No. You get what you pay for. When you buy Flotex you get the best. When you buy so-called 'kitchen carpets' you get less than the best. Quite simply Flotex is the best wet area home textile floor covering you can buy.

### WHY ARE SOME OF THE PATTERNS A DIFFERENT PRICE TO OTHERS?

Two different printing techniques are used to create Flotex's designs. *Classic* designs are the patterns made by traditional rotary screen printing, whereas the more costly *HD* or *High Definition* printing creates the ground breaking imagery of natural flooring such as granite, slate, cork and timber.

### IS IT JUST FOR KITCHENS?

No. Flotex has a domestic extra heavy duty rating making it the perfect choice for bathrooms, en-suites, laundries, rumpus rooms, family rooms and children's bedrooms where spillages may happen.

### WILL WATER SEEP THROUGH?

Absolutely not. Flotex is completely waterproof. Even a washing machine flood won't penetrate it. So you've no fears about your textile floor covering rotting and no danger of mould or dampness, making it equally ideal for tropical regions.

### CAN IT BE INSTALLED WITH A CUSHIONED UNDERLAY?

Flotex lays flat and needs no underlay because its backing is a built-in expanded PVC foam underlay. But you have the option of adding one of two approved additional 'double-bonded' cushioned underlays called Dunlop 'Modulay' or Bridgestone 'Suporta Pad'. Full details are available from your chosen retailer.

### HOW DO I CLEAN MY FLOTEX?

Vacuum regularly as you would with any other carpets and spot clean most types of everyday spills, even if they have dried on. Periodically steam clean Flotex yourself or call in a professional carpet cleaner. Vacuums or push sweepers incorporating a brush are the most efficient. The detergent level in a steam cleaner or when spotting must be kept very low: 100 parts water to 1 part shampoo. Often just using plain water will remove marks. Download the Floor Care Guide for full details or ask a Karndean dealer in your locality.

### IS IT HYGIENIC?

Yes, very hygienic! Flotex does not allow water absorption in the fibres or backing and incorporates a highly effective integral antimicrobial protection called *Sanitized*. This offers a lifetime protection against bacteria and stale odour development irrespective of how many times you water clean it. Flotex is used in hospitals, aged care homes, kindergartens and medical centres worldwide.

### IS IT SUITABLE FOR ASTHMA AND ALLERGY SUFFERERS?

Because of the unique construction and 100% synthetic materials used in Flotex, cleaning tests have convinced the National Asthma Council Australia and Asthma & Respiratory Foundation New Zealand to endorse Flotex. It has been accepted into their *Sensitive Choice* program – traditional carpets do not meet the program's stringent criteria. The *Sensitive Choice* program helps identify products that are better suited for people who suffer from asthma and allergies. With Flotex you are no longer restricted to smooth, cold, hard floor coverings in your home.

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### IS IT ENVIRONMENTALLY FRIENDLY?

Yes. Flotex's environmental attributes have been assessed by the internationally recognised Building Research Establishment: Environmental Assessment Method or BREEAM which sets the standard for best practice in sustainable building design. Flotex complies well within international criteria for volatile organic compounds (VOC's) and ISO 14001 Environmental Management. More information is available at [www.bre.co.uk](http://www.bre.co.uk) by following the link Approvals and Listings and searching for Flotex by brand name in the BREEAM GreenBook and RedBook links.

### IS THE ADHESIVE USED FOR FLOTEX ENVIRONMENTALLY FRIENDLY?

Yes. Karndean Mega-Bond is a water based acrylic adhesive that is solvent free and low odour endorsed for indoor use. The adhesive also complies with international standards for low volatile organic compounds (VOC's) and is used for installing Flotex into hospitals, schools and all other types of public buildings.

### WHAT ABOUT UNSIGHTLY JOINS?

No such thing with Flotex. Because of its exceptionally dense pile and non-fray fibres, the Flotex 2 metre widths join together to an exact pattern match with seams that are virtually invisible.

### DOES IT BURN?

Obviously all things burn at some point. However Flotex has an exceptionally high resistance to fire and heat. For instance, hot fat (200 degrees centigrade) melts or shrivels all other carpet types, yet leaves Flotex unscathed – and you cook chips in burning oil at 150 degrees centigrade! Should any permanent damage occur, Flotex can be invisibly patched, just like a sheet vinyl floor.

### WILL MY PET DOG OR CAT CATCH ITS CLAWS IN THE PILE?

No. Unlike other carpets that are tufted or woven with loops and twists, Flotex has only smooth upright fibres just like your toothbrush. There's really nothing for your pet's claws to catch on. By the way, your pet's little accidents can also be hygienically cleaned up without a trace!

### WHAT ABOUT NASTY FOOD AND DRINK SPILLS?

Just follow the scrape, scrub, rinse routine in the Flotex HD & Classic Floor Care Guide. Use a hard bristled scrubbing brush and a paint scraper or spatula for best results. Rinse with plenty of cold water to remove suds and sponge up. Some foodstuffs and drinks contain dyes or strong colourants and as with traditional carpets, these types of spills will need prompt attention.

### HOW DO I GET IT FITTED?

Your local retailer will provide you with a professional supply and fit service which will include advice on the suitability of your existing subfloor. They will also provide an obligation free measure and quotation.

### IS IT EASY TO FIT MYSELF?

Yes. For small rooms all you need is a curved 'lino knife' a straight edge for cutting, a measuring tape and double-sided adhesive tape. For larger rooms you should direct stick all over with Karndean Mega-Bond adhesive. You can ask for a free fitting guide direct from Karndean International, but you still need to purchase your Flotex from an approved carpet retailer.

### CAN IT BE LAID OVER UNDERFLOOR HEATING?

Yes. The installer will ask you to turn your heating off 24 hours prior to installation and not to put it back on again until 24 hours afterwards.

### CAN IT BE USED OUTSIDE?

No. Whilst Flotex is completely waterproof it is not designed to be used outdoors in direct sunlight.

### CAN IT BE USED ON STAIRS?

Yes, but because Flotex is not a floor covering that you can stretch you may need to use a stair nosing at the front edge of each step. Your retailer will be able to provide the advice you need once the type of staircase is sighted.

### WHERE CAN I PURCHASE FLOTEX HD & CLASSIC OR OBTAIN A FREE RANGE BROCHURE?

Flotex Residential HD & Classic and sales literature is available from a network of carpet retailers across New Zealand. Simply ask Karndean where your nearest suggested retailer is and we'll put you in contact with them.

#### Karndean International NZ

Unit A, 73 Greenmount Drive

East Tamaki, Auckland

P: 0800 44 21 01

E: [info@karndean.co.nz](mailto:info@karndean.co.nz)

W: [www.karndean.co.nz](http://www.karndean.co.nz)

