VINYL FLOORING (VINYL PLANK)		
SOALAN / QUESTION	**BAHASA MELAYU**	**ENGLISH LANGUAGE**
Adakah vinyl flooring Aqsa ada masalah 'gaping'? ***Does Aqsa vinyl flooring have a 'gaping' problem?***	Ya. Masalah 'gaping' adalah perkara yang sukar untuk dielakkan bagi mana-mana produk vinyl flooring sekalipun. Namun ia boleh dikurangkan dengan melakukan langkah pencegahan serperti – ● Menggunakan gam waterproof untuk lekatan yang lebih kuat ● Memasang vinyl serapat yang mungkin ● Memasang semula vinyl selepas masalah gaping muncul	Yes. Gaping problem is a normal thing for any vinyl flooring brand. However, the problem chance of happening can be reduced by doing some prevention measures – ● Using waterproof glue for better adhesive strength ● Installing vinyl as close as possible to each other ● Re-Installing vinyl after discovering gaping problem
Apakah ketebalan dan saiz yang ada bagi vinyl flooring Al Aqsa Carpets? ***What is the thickness and size for vinyl flooring Al Aqsa Carpets?***	Vinyl Flooring Al Aqsa datang dengan pelbagai jenis ketebalan dan saiz, yang berbeza mengikut kod produk – ● RT & VNA Series – 2mm, 6inch x 36inch (sekeping) ● ST & AQST Series – 3mm, 7.2inch x 38inch (sekeping) ● UT & WT Series – 2.5mm, 8inch X 48inch (sekeping) ● VBT Series – 1.8mm, 12inch x 12inch (sekeping) ● VTA Series – 1.5mm, 12inch x 12inch (sekeping) ● VMF Series – 2.8mm, 18inch x 18inch (sekeping)	Vinyl Flooring Al Aqsa comes in a variety of thicknesses and sizes, which vary by product code – ● RT & VNA Series – 2mm, 6inch x 36inch (single plank) ● ST & AQST Series – 3mm, 7.2inch x 38inch (single plank) ● UT & WT Series – 2.5mm, 8inch X 48inch (single plank) ● VBT Series – 1.8mm, 12inch x 12inch (single plank) ● VTA Series – 1.5mm, 12inch x 12inch (single plank) ● VMF Series – 2.8mm, 18inch x 18inch (single plank)
Apakah cara memasang vinyl flooring Al Aqsa Carpets dan berapakah jangka hayat penggunaannya? ***What is the method to install vinyl flooring Al Aqsa Carpets and what is its life expectancy?***	Pemasangan vinyl flooring Al Aqsa adalah dengan menggunakan gam yang boleh didapatkan di Al Aqsa Carpets. Jenis gam yang digunakan adalah bergantung pada jenis/keadaan lantai. Cara pemasangan adalah seperti berikut – 1. Pastikan lantai adalah rata, bersih (bebas habuk/kotoran) dan tiada masalah moisture 2. Sapukan gam (greenbond) pada lantai, biarkan selama 6-7minit atau sehingga warnanya bertukar kepada lutsinar. 3. Tampal vinyl seperti biasa dan pastikan anda tampal serapat yang mungkin antara kepingan vinyl. 4. Biarkan selama 3-4 jam sebelum menggunakan ruangan tersebut. Jangka hayat penggunaan vinyl flooring adalah sehingga 10tahun penggunaan.	Installation of vinyl flooring Al Aqsa is by using glue that can be obtained from Al Aqsa Carpets. The types of glue used is different according to floor types/condition. The installation method is as follows – 1. Make sure the floor is even, clean (of dust/dirt), and free of moisture problems. 2. Apply glue (greenbond) onto the floor surface, and let it sit for 6-7 minutes or until it becomes translucent. 3. Paste vinyl as usual. Make sure to paste it as close as possible to each other. 4. Let the area sit for 3-4 hours before using them. The life expectancy for vinyl flooring is up to 10 years of usage.

Adakah vinyl flooring Al Aqsa akan rosak jika terkena air? ***Will Al Aqsa vinyl flooring gets damaged if exposed to water?***	Tidak. Vinyl flooring Aqsa diperbuat dari 100% fresh PVC. Ia kalis terhadap air dan tidak akan menyerap air. Malahan, vinyl flooring Al Aqsa boleh digunakan di kawasan berkelembapan tinggi atau sering basah seperti bilik air/tandas, dapur, atau bilik bawah tanah.	No. Aqsa Vinyl Flooring is made from 100% fresh PVC. It is waterproof and will not absorb any water. In addition, Aqsa Vinyl Flooring can be used in high moisture areas and areas that frequently gets wet such as bathroom/toilet, kitchen and basement.
Apakah perbezaan antara Vinyl flooring, SPC Flooring dan Laminated Flooring? ***What is the difference between vinyl flooring, SPC Flooring, and Laminated Flooring?***	Perbezaan utama antara Vinyl flooring, SPC Flooring, dan Laminated flooring adalah seperti berikut – VINYL FLOORING • Dibuat dari 100% PVC • Lebih lembut, fleksible dan boleh dilentur • Pemasangan menggunakan gam • Kalis air dan anai-anai • Permukaan bertekstur urat kayu • Datang dengan pelbagai saiz kepingan SPC FLOORING • Dibuat dari SPC (campuran batu kapur dan pvc) • Agak keras, kukuh dan boleh dilentur sedikit • Pemasangan menggunakan klip / interlock dan menggunakan foam xpe dibawahnya • Kalis air dan anai-anai • Permukaan licin dan tidak bertekstur • Saiz satu kepingan biasanya besar LAMINATED FLOORING • Dibuat dari mampatan habuk kayu • Keras, tidak fleksible, tapi utuh • Pemasangan menggunakan klip / interlock dan menggunakan foam • Tidak Kalis air, terdedah kepada serangan anai-anai • Permukaan bertekstur, seperti urat kayu • Saiz satu kepingan sederhana	The main difference between Vinyl Flooring, SPC Flooring, and Laminated Flooring are as follows – VINYL FLOORING • Made from 100% PVC • Softer, Flexible and bendable • Installed using glue • Waterproof and anti-termite • Surface textured with wood engraving • Comes in multiple plank sizes SPC FLOORING • Made from SPC (mixture of limestone and pvc) • Quite hard, sturdy and can be bendable a bit • Installation using clip / interlock and uses xpe foam underneath it • Water and termite proof • Smooth surface and not textured • Sizes per plank are typically larger LAMINATED FLOORING • Made from compressed wood dust • Hard, not flexible but sturdy • Installation using clip / interlock and uses foam underneath • Not waterproof and exposed to termite attack • Surface textured with wood engraving • Medium sized plank

Adakah vinyl flooring Al Aqsa perlu menggunakan lapik/foam dibawahnya sebelum pemasangan? ***Do Aqsa vinyl flooring need to use layer/foam underneath it before installation?***	Tidak. Anda tidak perlu menambah sebarang foam/lapik dibawah vinyl flooring kerana ia menggunakan gam untuk melekat pada lantai.	No. You are not required to place any foam/layer underneath vinyl flooring since it uses glue to attach itself to the floor.
Adakah vinyl flooring Al Aqsa Carpets boleh di cuci atau di mop menggunakan air? ***Can Al Aqsa vinyl flooring be cleaned or mopped with water?***	Ya, boleh. Vinyl flooring Al Aqsa boleh dicuci menggunakan mop dan air kerana ia adalah kalis air. Namun, anda perlu berhati-hati dengan bahan pencuci yang anda campurkan dengan air kerana apabila menggunakan pencuci yang tidak sesuai, ia akan menyebabkan warna vinyl meluntur. Jadi tolong semak sama ada pencuci anda adalah sesuai atau tidak dengan vinyl flooring.	Yes, absolutely. Al Aqsa vinyl flooring can be cleaned with a mop and water since it is waterproof. But please bear in mind that certain detergents are not suitable with the vinyl flooring since it will make the vinyl lose its color over time. So please check your detergents, are they suitable for vinyl flooring or not?
Rumah saya terdedah dengan risiko banjir, adakah vinyl flooring ini dapat bertahan jika terendam dalam banjir? ***My house is exposed to the risk of flooding, does the vinyl flooring withstand if gets soaked in flood water?***	Ya. Vinyl flooring Aqsa adalah produk yang diperbuat dari 100% PVC segar yang kalis terhadap air. Walaupun begitu, pelekatan vinyl flooring pada lantai bergantung pada jenis gam yang anda gunakan. Jika anda menggunakan gam standard (greenbond), ada kemungkinan besar vinyl anda akan tertanggal. Jika anda menggunakan gam waterproof, kemungkinan untuk vinyl anda tertanggal adalah sangat rendah berbanding gam biasa. Bagi sesetengah kes, ada pelanggan kami yang menggunakan double sided tape Aqsa sahaja namun vinylnya masih tidak tertanggal walaupun terendam dalam air banjir. Bagi vinyl yang tertanggal, jangan risau. Ia tidak rosak, namun anda hanya perlu tambahkan gam baharu sahaja selepas lakukan pembersihan rumah.	Yes. Aqsa vinyl flooring is a product made from 100% fresh PVC that is waterproof. However, the adhesion of vinyl flooring to the floor depends on the type of glue you use. If you use standard glue (greenbond), there is a good chance that your vinyl will come off. If you use waterproof glue, the possibility of your vinyl coming off is very low compared to regular glue. For some cases, there are our customers who use Aqsa double-sided tape only, but the vinyl still does not come off even after being submerged in flood water. As for the vinyl coming off, don't worry. It is not damaged, but you only need to add new glue after cleaning the house.

Adakah pihak Al Aqsa menyediakan servis pemasangan untuk vinyl flooring? ***Does Al Aqsa provides installation services for vinyl flooring product?***	Ya, kami menyediakan servis pemasangan untuk vinyl flooring yang bermula dengan kos RM1/kps, minima saiz pemasangan adalah 1000kps bagi di lembah Klang, manakala 1500kps bagi luar lembah klang. Bawah dari minima keluasan juga kami ambil, cuma ada terma dan syarat serta penambahan caj buruh.	Yes, we provide an installation service for vinyl flooring that starts at a cost of RM1/kps, the minimum installation size is 1000kps for in the Klang Valley, while 1500kps for outside the Klang Valley. Below the minimum area we also take, only there are terms and conditions and additional labor charges.
Apakah yang dimaksudkan dengan 'compress' pada vinyl flooring Aqsa? ***What does 'compress' mean on Aqsa vinyl flooring?***	'Compress' bermaksud kepingan vinyl adalah lebih mampat dari biasa. Ini memberikan kekuatan yang lebih tinggi dari kepingan biasa dari segi kebakaran, dan jangka hayatnya.	Compress means planks are much more dense than usual. It gives more durability from standard planks in terms of flammability and life expectancy.
Adakah vinyl flooring Al Aqsa boleh digunakan untuk kegunaan luaran (terdedah kepada matahari dan hujan)? ***Can Al Aqsa vinyl flooring be used outside (exposed to sun and rain area)?***	Tidak disarankan. Walaupun vinyl flooring Al Aqsa adalah kalis air dan berketahanan tinggi, ia dikilang khas untuk kegunaan dalaman sahaja. Tambahan pula, vinyl flooring Aqsa hanya mempunyai 1x ketahanan uv, jadi apabila terdedah di bawah cahaya matahari, warnanya akan menjadi pudar dan luntur.	Not recommended. Although Al Aqsa vinyl flooring is waterproof and high in durability, it is manufactured solely for indoor use only. In addition, Aqsa Vinyl Flooring only had 1x UV protection, so when it is exposed to sunlight for too long, its color will fade.
Bagaimanakah cara untuk mengesan jika lantai saya ada masalah kelembapan dan adakah lantai dengan masalah kelembapan boleh menggunakan vinyl flooring? ***How do I detect a floor with moisture problems and does a floor with moisture problem can use vinyl flooring?***	Ya! Walaupun ada masalah kelembapan pada lantai, anda masih boleh menggunakan vinyl flooring. Caranya adalah dengan menggunakan gam waterproof pada lantai sebelum memasang vinyl flooring. Cara untuk anda mengesan sama ada lantai anda ada masalah moisture adalah dengan menggunakan sekeping plastik dan tampalkan 'border' dengan tape. Biarkan plastik semalaman dan lihat jika ada air di bawah permukaan plastik.	Yes, even though moisture problems exist on the floor, you can still use vinyl on the floor. You can do so by using waterproof glue to attach the vinyl on to the floor. To detect whether your floor has a moisture problem, you can do so by using a piece of plastic, placing it on the floor, and attaching tape on the plastic border. Let it sit overnight and see if there's water underneath the plastic surface.

Adakah Al Aqsa Carpets menyediakan servis penghantaran untuk produk vinyl flooring? ***Does Al Aqsa Carpets provide delivery service for vinyl flooring product?***	Ya. Al Aqsa Carpets menyediakan 2 bentuk penghantaran yang boleh dipilih oleh pelanggan. 1. Postage – kami menggunakan servis kurier seperti citylink dan Skynet. Kosnya adalah percuma sahaja (tertakluk pada t&s) 2. Delivery – Kami menghantar produk anda sendiri menggunakan kurier peribadi kami, yang bermula dengan kos RM100 dan meningkat mengikut jarak kawasan.	Yes. Al Aqsa Carpets provides 2 forms of delivery that customers can choose from. 1. Postage - we use courier services such as CityLink and Skynet. The cost is free only (subject to t&s) 2. Delivery – We deliver your product yourself using our personal courier, which starts at a cost of RM100 and increases according to the distance of the area.
Dalam kes kebakaran, adakah vinyl flooring akan terbakar sekali? ***In case of fire, does vinyl flooring will catch the flame as well?***	Dalam kes kebakaran, vinyl flooring Aqsa tidak mudah untuk terbakar kerana material utama vinyl ini PVC. Ia terbukti sebagai bahan yang sangat baik untuk mencegah penyebaran marak api dan mengurangkan bahaya.	In case of fire, Aqsa vinyl flooring is not easily catch flame due to its material made of PVC. It is proven to be a very good material to prevent fire spread and thus preventing danger.
Adakah vinyl flooring Aqsa anti-calar? ***Does Aqsa vinyl flooring anti-scratch?***	Tidak. Vinyl flooring aqsa boleh calar jika ia terkena geseran dari perabot atau mana-mana benda tajam.	No, vinyl flooring Aqsa can get scratched from friction that comes from moving furniture or sharp objects.
Rumah saya ada lantai lama/kayu/parket, adakah saya boleh menggunakan vinyl flooring? **My house using old/wooden flooring, can I use vinyl flooring?**	Tidak. Vinyl flooring memerlukan sokongan dari subfloor untuk melekat dengan kuat dan tidak bergerak. Bagi subfloor yang mempunyai lapik seperti tikar getah dan karpet, anda disarankan untuk membuka kesemua lapik dan gam jika ada sebelum memasang vinyl flooring. Bagi lantai parket, anda disarankan membuka juga sebelum memasang vinyl flooring, namun jika parket anda masih elok dan tidak mereput, anda boleh menggunakan SPC Flooring sebagai ganti. Jika anda mempunyai lantai kayu, anda boleh gunakan juga SPC Flooring kerana ia tidak memerlukan gam, atau jika anda nak gunakan vinyl flooring, anda perlu gunakan gam kalis air. Pastikan lantai kayu dalam keadaan baik dan tidak mereput.	No. Vinyl flooring needs support from the subfloor to stick firmly and not move. For subfloors that have underlays such as rubber mats and carpets, you are advised to remove all underlays and glue if any before installing vinyl flooring. For parquet flooring, it is recommended that you open it before installing vinyl flooring, but if your parquet is still good and not rotting, you can use SPC Flooring instead. If you have a wooden floor, you can also use SPC Flooring because it does not require glue, or if you want to use vinyl flooring, you need to use waterproof glue. Make sure the wooden floor is in good condition and not rotting.

Adakah vinyl flooring Al Aqsa Carpets mempunyai warranti/jaminan? *Does Al Aqsa Carpets vinyl flooring have a warranty or guarantee?*	Ya, kami ada jaminan bagi pembelian walk-in dan pos. Anda hanya boleh bertukar produk jika – 1. Ia ada masalah dari kilang (kami akan kenalpasti terlebih dahulu) 2. Anda lakukan pembelian secara online dan tidak berpuas hati dengan produk yang diterima (mengikut terma & syarat)	No, we only have a walk-in and post purchase warranty. You can only exchange products if – 1. It has a problem from the factory (we will identify it first) 2. You make a purchase online and are not satisfied with the product received (according to terms & conditions)
VINYL SELF-ADHESIVE (VINYL STICKER)		
SOALAN / QUESTION	**BAHASA MELAYU**	**ENGLISH LANGUAGE**
Apakah perbezaan antara vinyl plank dan vinyl self-adhesive? ***What is the difference between vinyl plank and vinyl self-adhesive?***	Vinyl plank adalah kepingan vinyl yang menggunakan gam untuk pemasangannya manakala vinyl self-adhesive adalah kepingan vinyl yang telah datang dengan gam di setiap belakang kepingan.	Vinyl planks are vinyl sheets that use glue for their installation while self-adhesive vinyl is vinyl sheets that have come with glue on the back of each sheet.
Adakah lantai vinyl ini boleh dipasang dalam tandas atau bilik air? ***It is the vinyl flooring can be installing at toilet or bathroom?***	Tidak. Walaupun kepingan Vinyl flooring self-adhesive adalah kalis air, namun ia mempunyai gam tidak kalis terhadap air, menyebabkan kepingan vinyl akan tertanggal apabila terdedah dengan air pada jangka masa yang lama. Jika anda berkenan dengan vinyl self-adhesive dan ingin menggunakannya di bilik air atau kawasan sering basah, anda digalakkan menambahkan gam kalis air bagi memastikan kepingan vinyl tidak tertanggal.	No. Although self-adhesive vinyl flooring sheets are waterproof, they have glue that is not waterproof, causing the vinyl sheets to come off when exposed to water for a long time. If you like self-adhesive vinyl and want to use it in the bathroom or areas that are often wet, you are encouraged to add waterproof glue to ensure that the vinyl sheet does not come off.
Jika saya sudah pasang vinyl sticker ini, boleh atau tak saya nak pasang semula di kawasan yang lain? ***If I have installed the vinyl self-adhesive, can I re-install them somewhere else?***	Ya, dengan syarat kepingan vinyl masih dalam keadaan baik. Kepingan vinyl yang ingin digunakan di kawasan lain perlulah ditambah dengan gam baharu seperti gam greenbond Aqsa atau double-sided tape Aqsa.	Yes, provided the vinyl sheet is still in good condition. Vinyl pieces that want to be used in other areas must be added with a new glue such as Aqsa greenbond glue or Aqsa double-sided tape.

Saya tersalah pasang vinyl self-adhesive ini, adakah ia masih boleh digunakan semula? ***I have wrongly installed the self-adhesive vinyl flooring, can it be re-used?***	Ya, vinyl flooring self-adhesive Aqsa mempunyai gam yang kuat, dan anda boleh memasangnya semula, dengan syarat ia masih dalam tempoh yang dekat dari waktu ia dipasang sebelumnya (kurang dari 10minit). Jika terlalu lama, ia telah melekat dengan kuat, jadi anda perlulah menambah gam yang baharu.	Yes, Aqsa self-adhesive vinyl flooring has strong glue, and you can re-install it, provided it is still close to the time it was installed previously (less than 10 minutes). If it's too long, it's stuck too hard, so you'll need to add new glue.
AKSESORI VINYL FLOORING / VINYL SELF-ADHESIVE		
SOALAN / QUESTION	**BAHASA MELAYU**	**ENGLISH LANGUAGE**
Apakah jenis-jenis aksesori yang ada untuk vinyl flooring yang pihak Al Aqsa Carpets jualkan? ***What types of accessories that is available for vinyl flooring that Al Aqsa Carpets sells?***	Untuk vinyl flooring, ada pelbagai jenis aksesori yang anda boleh dapatkan untuk memeriahkan dan mencantikkan ruangan anda seperti – ● Skirting 70mm & 95mm (digunakan pada dinding) ● Reducer – digunakan untuk menutup hujung vinyl yang terdedah bagi mengelakkan kaki dari tersadung. ● L-profile & Nosing – digunakan untuk menutup bucu seperti di tangga atau pada bucu di bilik air.	For vinyl flooring, there are various types of accessories that you can get to enliven and beautify your room such as – • Skirting 70mm & 95mm (used on the wall) • Reducer – used to cover the exposed end of the vinyl to prevent feet from tripping. • L-profile & Nosing – used to cover corners such as stairs or corners in the bathroom.
Apakah fungsi aksesori untuk lantai vinyl, perlu atau tidak yang saya menambahnya? ***What is the function of accessory for vinyl flooring?***	Tujuan aksesori adalah untuk mencantikkan dan memeriahkan ruangan anda. Ia tidak semestinya perlu bagi ruangan anda melainkan ada keadaan yang menjadikan ia perlu.	The purpose of accessories is to beautify and enliven your room. It is not entirely necessary for your area unless there are circumstances that make it necessary.
Apakah saiz bagi aksesori yang dijual oleh pihak Al Aqsa Carpets? ***What is the size for accessories sold by Al Aqsa Carpets?***	Perincian bagi aksesori adalah seperti berikut – 1. Skirting – 8kaki panjang, lebar 70mm / 95mm 2. Reducer – 9kaki panjang, lebar 30mm 3. L-profile – 9kaki panjang, lebar 28mm 4. Nosing – 9kaki panjang, lebar 15mm	The details for the accessories are as follows – 1. Skirting – 8 feet long, 70mm / 95mm wide 2. Reducer – 9 feet long, 30mm wide 3. L-profile – 9 feet long, 28mm wide 4. Nosing – 9 feet long, 15mm wide
Adakah boleh untuk saya beli aksesori mengikut saiz yang saya inginkan? ***Can I purchase accessories according to my wanted size?***	Tidak, kerana pembelian aksesori mestilah mengikut saiz satu kepingan yang tersedia.	No, because accessories purchase must follow the default size for single pieces.