

CARE AND WARRANTY GUIDE

CARPET



CARPET

CARE AND WARRANTY GUIDE

Congratulations on your purchase of a Signature Floors *Carpet*! This is a significant and valuable investment for your property and this guide has been created to assist you in the care of your *Carpet* to provide you continued performance and extended life of your *Carpet*.

This guide also presents valuable information on your rights under Australian Consumer Law / NZ Consumer Guarantee 1993, also outlining important warranty information for the purchase of your *Carpet*.

It is important to make sure you know what type of *Carpet* and fibre type you have installed as this will affect both the care and cleaning instructions together with your warranty. This guide is available with the purchase of your Signature Floors *Carpet* from your retailer at the time of purchase and is also available on the Signature Floors website www.signaturefloors.com.au.

CARPET INSTALLATION

All *Carpets* should be laid in accordance with AS/NZS 2455.1 "Textile Floor coverings – Installation practice – General" and any other additional installation recommendations as prescribed by Signature Floors. For further information refer to *Carpets* Installation Guidelines which is also available on the Signature Floors website www.signaturefloors.com.au

CARPET CHARACTERISTICS

Carpet has characteristics that are inherent features of the product which are unique to the manufacturing process, but not considered to be manufacturing faults or defects. We have listed below the main characteristics to assist your understanding of manufacturing processes and standards.

Appearance Retention

All *Carpets* will change in appearance over time, primarily due to foot traffic.

Carpet Seams

Seam peaking is normal when the joined *Carpet* is stretched into place. Stretch forces applied to the seamed area cause the pile to open slightly in a V configuration. Lighting conditions can accentuate a *Carpet* seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. *Carpet* seams are never invisible, but should be straight, aligned and as flat as possible. Seaming boards and professional expertise should be utilized.

Colour Variation

It is normal for installed *carpet* to show minor variation from the selling samples or minor variations between production runs and dye lots. We seek to minimize potential for variance and ensure any variation is within recognized textile industry standards. Colour appearance can vary, depending on the type of light under which a sample is viewed and the light sources where the *carpet* is installed. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts

Tufts may be damaged or identified as missing following stretching of the *Carpet* during installation, damaged caused by pets scratching or damaged by the moving of furniture. In the case of loop pile *carpets*, tufts can be pulled from the backing resulting in long, lengthwise pull out of the *Carpet*. Sprouts, or snagged tufts, can be easily trimmed without damaging the *Carpet* and missing or damaged tufts can be easily replaced by hand or by re-tufting. These can be readily fixed on site by a skilled installer. It is recommended a small piece of spare *carpet* be retained to provide a source of additional tufting yarn.

Design Characteristics

An effect known as phasing can occur where *Carpet* design includes the random use of contrasting colours when at times these colours can coincide in production. Similarly, in loop pile *Carpets*, shading effects of colour patterning can appear as paneling are an accepted part of the design and in no way affect the *carpets* performance.

Fading

Exposing your *carpet* to direct sunlight over a period of time, will increase the risk of fading. Upon initial exposure to light, some wool *carpets* will endure rapid lightening and/or brightening over the first few weeks – this is known as first fade and is an inherent quality of wool's natural fibre.

It is recommended to limit the amount of direct sunlight to cover windows by using window treatments such as curtains, blinds, shutters etc and awnings which are most effective as they cover the entire window. It is also recommended to move furniture around periodically to expose all areas of the *carpet* evenly.

Atmospheric and ozone conditions can also affect colour change in *Carpet*. This is not a manufacturing fault and is instead considered an unexplained and

CARPET

CARE AND WARRANTY GUIDE

random environmental effect. Ozone damage in *Carpet* is most prevalent in coastal areas where there is a high ultra violet content. Some *Carpet* colours are also more susceptible to change than other colours. If you believe there maybe a risk of Ozone damage, please discuss your choice of *Carpet* with your retailer.

Fuzzing or Blooming

Is caused due to the tips of the fibres in a cut pile *Carpet* losing a degree of yarn twist over time. Most apparent in traffic areas or in front of chairs, this is normal and should be expected. Generally fuzzing can be corrected by shearing away the cobweb of fibres on the installed *Carpet*, with use of a special machine.

Matting

Generally occurs as a result of a pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted *Carpets* to some degree, but is more likely to occur in high traffic areas. This may result in the loss of sharpness of the *Carpet* pattern. Though induced by wear, it may be caused by the use of inferior *Carpet* cushions, improper maintenance, including inadequate vacuuming, or inappropriate or ineffective treatment of spots and spills.

Pattern Matching/Bowing & Skewing

Signature Floors ensures the world's best practices are utilized to minimise pattern distortion during the manufacturing process. However, some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of *carpet* or from one production run to another.

Installation methods and site and storage conditions can also contribute to instability in the pattern, such that the perfect pattern match cannot be guaranteed. Installation of patterned *carpet* requires more time and effort which should be considered in the original labour quotation. A competent installer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible. If concerned, please discuss further with your retailer and / or installer. All *carpets* are subject to some degree of bowing and / or skewing. Bowing of up to 40mm over any single width of *carpet* is generally acceptable.

Pile Reversal Shading Permanent

Permanent pile reversal shading also referred to as watermarking, pooling or puddling, is irregular shaped light and dark patches in a cut pile *carpet*. The cause is unknown and it generally appears after some use. The phenomenon may be caused by pile yarns changing

their original direct of lay and thereby changing the way light is reflected or absorbed from their surface.

Apart from affecting appearance, it has no detrimental effect of *carpet* performance. *Carpet* prone to permanent pile reversal shading will bear a sample label which point out the phenomenon. As this characteristic can affect the appearance of a *carpet*, you are advised to discuss this with your retailer when considering your purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia.

Shift Lines

Are parallel lines appearing on the surface of patterned loop pile *carpets* at regular intervals due to the nature of the *carpet* construction. Lines may be more apparent with "large" designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain lights sources shining across the *carpet* may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the *Carpet* wear or durability.

Sprouting

Is a condition that can occasionally occur with twist pile *Carpets*. This condition, which results in the protrusion of individual tufts above the *carpets* specified pile height, is not considered to be a manufacturing defect. Damage resulting from loops from improper use of knee kickers during installation can resemble sprouting, however this condition is generally isolated along the walls of the *Carpet* installation. Although sprouting loops are usually detected and removed during the manufacturing process they can also be removed by clipping these loops after the *Carpet* has been laid. Sharp objects – such as pets claws – can also cause sprouting.

Do NOT pull a sprouting yarn out, this may cause a run in the *carpet*.

Stairs

Carpets laid on stairs will lose their appearance and flatten due to the normal pressure applied by foot traffic. This will happen to all residential *Carpets*. It is recommended when laying *Carpet* on stairs to have additional *Carpet* supplied at the time of the original purchase. This can be used after a period to re-invigorate your stairs. It will be even more apparent where the rows of *carpet* tufts open when wrapped around the stair nosing.

NOTE: that the warranty on *Carpet* excludes stair installers.

CARPET

CARE AND WARRANTY GUIDE

Wrinkling & Rucking

This may occur after installation due to a number of reasons, including but not limited to, fluctuation in relative humidity, excessive humidity, sub-floor variations, inadequate carpet cushion, or not using the recommended installation procedures, especially relative to *Carpet* tensioning.

PROTECTING YOUR CARPET

Door Mats

It is highly recommended to place mats at all exterior doorways and entrances to carpeted areas to trap dirt and moisture from shoes. It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. If you place a clean off entrance mat at the front and backdoor, both inside and outside, you keep most of the dirt out of your home.

Clean mats regularly. Good quality indoor clean off mats are preferably made of synthetic fibre. For outdoor clean off mats polyamide is recommended. This material is very moisture absorbent and takes up a lot of dirt as well.

TIP: flush this clean off entrance mat every half year with pure water using a high pressure hose. Leave the mat to dry for at least one day before replacing. The mat will keep its function if maintained.

Furniture

Use furniture cups and occasionally rearrange furniture to alleviate pressure marks. Chair pads should be used under desk chairs with castors. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.

Household Cleaners

Caution should be exercised when using certain household cleaners such as bleach, tile and oven cleaners, mildew removers and general plant food as they can permanently discolour and possibly dissolve the carpet fibres.

Rugs

Use rugs or *Carpets* protectors in high traffic areas and in front of chairs to protect from localized and uneven wearing. Rugs should be cleaned regularly, at which time you should clean and restore the pile of the carpet underneath. Check rugs for colourfastness before placing them on carpet as the colour in some tugs may bleed through. After cleaning, allow carpet to dry completely before replacement of rugs.

Sunlight

Protect your carpet from prolonged periods of direct sunlight with curtains, blinds or awnings. Awnings are the most effective as they cover the entire window.

GENERAL ADVISE FOR PROTECTING YOUR CARPET

The living room is often used intensely. A dirt trail from the door to the seating area may appear quickly, also the place where you sit regularly will become dirty quicker, and may require more maintenance.

Always peel and eat fruit away from carpet areas. Fruit spatters are transparent when they end up on your carpet, but once dried up they become sticky and attract dust, which results in black dots.

Whilst cleaning you furniture or windows, cleaning products often end up on your carpet or upholstery. There are also transparent and can also cause black dots once dried. Always spray cleaning products directly into the cloth and then use it to clean the piece of furniture or window.

The area alongside your bed, where you get up every morning on your bare feet, will become dirtier quicker than the rest of your carpet and may require more maintenance. The use of mats in this area is also recommended. Pay attention when buying slippers. Some slippers with soft rubber soles or coloured soles, are not colourfast and will cause stains which cannot be removed.

If you have small children in your home regularly, be aware that your *Carpet* will become dirtier quicker. You have stains of fruit juice or saliva more quickly, after a while these appear as black dots in your *Carpet*. Usually these stains can be removed using clean cold water.

If you have indoor pets, please be aware our pet leaves skin fat on your carpet or upholstery. This results in dark coloured areas on a light coloured carpet or piece of furniture. Conversely, on a dark coloured carpet or piece of furniture it results in light coloured areas. Your pet's favourite spot will therefore become dirtier than the rest of the carpet or piece of furniture, and thus requires more maintenance.

HINT: certain paints and felt tip pens may cause stains that can never be removed.

CARPET

CARE AND WARRANTY GUIDE

Vacuuming

It's easy to keep your carpet looking fresh during use. It is important for the lifespan of your carpet to vacuum your carpet from the day of purchase at least once per week, vacuuming thoroughly and frequently, particularly in high traffic areas. Vacuuming not only prolongs the life of the *Carpet*, but also enhances its appearance. Please note there are vital differences when vacuuming carpet depending on what type of *Carpet* and fibre type you have installed.

Vacuuming your Wool Carpet

There are two types of vacuum cleaners: plain suction and beater bar. For wool Carpets use a suction vacuum, or beater bar on the highest setting.

The use of rotating brush vacuums on loop pile carpet may cause damage to the pile if the setting is too low, the vacuums beater bar or brushes can damage the carpets surface, causing it to look worn and frayed. Only use manually adjustable beater bars at the **highest setting**.

Also, to ensure your vacuum does not lose suction you should empty the vacuum cleaner dust bag once it is half full. Check at least monthly whether the dust filter should be cleaned or the vacuum cleaner bag should be replaced. During the first few months you should preferably check this weekly.

The following vacuum cleaner features are recommended for luxuriously thick or heavy-duty soft pile carpets to help maintain your investment:

Adjustable Height - always use the highest setting where appropriate

Adjustable Suction - use a suction level which allows the vacuum head to glide while lifting foreign matter from the carpet.

Vacuuming new wool *Carpets* sometimes results in slight pilling. This is temporary and in no way detracts from your carpets quality and durability. A good vacuum removes any trace of pilling. With a new carpet, especially during the first few months, vacuum cleaning causes lint formation. This does not damage your carpet – only a fraction of the total pile weight is concerned.

PERIODIC MAINTENANCE

Periodic maintenance by a professional cleaner using water extraction every 12-18 months is necessary in maintaining your carpet, and is applicable to all carpet, including wool and non wool fibres.

Besides freshening up your carpet, the aim of this cleaning is the removal of dirt particles such as dust and sand deeply anchored in the fibre that can cause premature wear and tear. This cleaning should be solely performed by a professional cleaning company. The best results will be achieved using a truck mount machine.

NOTE: shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended.

First thoroughly vacuum clean the carpet using an electrically driven brush vacuum cleaner.

The legs of immovable furniture are to be placed on plastic. In case it is not possible to lift the furniture, do not clean within a range of 20cm of the furniture. The edges of these places are to be cleaned by hand using a dry white cotton cloth. To avoid brown stains in the *Carpet*, furniture should only ever be placed back on a dry *Carpet*. Placing back furniture too early will in addition cause and irreparable imprint in the *Carpet*.

GENERAL CLEANING ADVISE

No carpet is 100% stain proof. There is also no such thing as moth-proof or beetle-proof wool *Carpet*. Thougher vacuuming wall to wall and under furniture with wool *Carpet* is recommended to remove any potential beetle lava from the *Carpet*.

Susceptibility to dirt is also determined by the colour of your *Carpet*. If your carpet colour is susceptible to stains and dirt, these will be more visible than on darkest carpet colours.

In case the floor in your house is partly *Carpet*, partly hard floor, please pay attention to the following;

- When you have cleaned the hard floor using soap, rinse it carefully using clean water.
- Dried up soap residue off a hard floor can be transported to the carpet by foot traffic.

These sticky soap residues cause the *Carpet* to become soiled quicker.

It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. Please refer to "protecting your *Carpet*" for information on door mats.

CARPET

CARE AND WARRANTY GUIDE

BASIC CLEANING GUIDE

It is important to act immediately to any spillages or stains to avoid the spill or stain to penetrate into the *Carpet* fibre. This is particularly important for liquids – especially hot liquids, failure to do could result in permanent damage by stain setting, pile distortion and possible loss of colour.

BASIC CLEANING STEPS

Remove as much of the spill as quickly as possible.

1. Gently blot affected area – do not scrub. Continue blotting residue with clean white cloth or paper towels, working from the outer edge towards the centre – this will avoid the spill spreading.
2. Determine the most appropriate method of stain removal as set up on the Stain Removal Guide. Most spillages can be removed with water. Important: for treatments other than water, it is important to pre-test the treatment method on a small area of the carpet to ensure that there is no damage or that the colour is not affected.
3. Press dry the treated area between each step to remove excess moisture.
4. Water can be applied on a cloth and applied to the carpet until the *Carpet* no longer feels sticky. Ensure to blot thoroughly with a sponge or paper towel.
5. Dry the area with a few layers of paper towels to absorb any remaining moisture. Use a flat weight if required until the area is touch dry. In order to speed up the process, a hairdryer on a light cool setting can be used - ensure you do not overheat the area which could cause further damage. Do not walk on the *Carpet* until dry.
6. If stains fail to respond adequately to treatment, call a professional *Carpet* cleaner.

STAIN	WOOL			
	Step 1	Step 2	Step 3	Step 4
Origin of Spill or Stain	Step 1	Step 2	Step 3	Step 4
Beverages - tea / coffee	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Beverages - artificially coloured soft drink / cordial	Soak up with clean dry white cloth / towel	Consult specialist		
Bleach	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Blood	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Butter	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off			
Chocolate	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Cooking Oil	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Cream	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Dirt / mud	Allow to dry	Vacuum	Add clean cold water to stain and blot dry with clean white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel
Egg	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Fruit Juice	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Furniture Polish	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Gravy	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Ink (fountain pen)	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Lipstick	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Milk / Icecream	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Nail polish	Nail polish remover (should not include lanolin or be of a greasy nature)			Add clean cold water to stain and blot dry with clean white cloth / towel
Oil & grease	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Paint - water based	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Rust	Consult specialist			
Urine (new stain)	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Urine (old stain)	Consult specialist			
Vomit	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel
Wax (candle)	Absorbent paper and hot iron			
Wine	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel

NOTE - please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the abovementioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.

Wool Detergent Solution - 1 teaspoon (5ml) of approved wool washing detergent with 1 teaspoon of white vinegar and 1 litre of warm water

Non Wool Detergent Solution - 1 teaspoon (5ml) bicarbonate soda with 1 litre warm water

Amonia - undiluted household ammonia, foaming type containing detergent

NOTE: Detergent solutions to be used on wool and wool blends should have a neutral pH between 5.0 and 8.0.

CARPET

CARE AND WARRANTY GUIDE

STAIN	NON WOOL CARPET				
Origin of Spill or Stain	Step 1	Step 2	Step 3	Step 4	Step 5
Beverages - tea / coffee	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Beverages - artificially coloured soft drink / cordial	Soak up with clean dry white cloth / towel	Consult specialist			
Bleach	Soak up with clean dry white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth / towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Blood	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Butter	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off				
Chocolate	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Cooking Oil	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Cream	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Dirt / mud		Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Egg	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Fruit Juice	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Furniture Polish	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Gravy	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Ink (fountain pen)	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Undiluted white vinegar	Ammonia *	Add clean cold water to stain and blot dry with clean white cloth / towel
Lipstick	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Milk / Icecream	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel
Nail polish	Soak up with clean dry white cloth / towel	Nail polish remover (should not include lanolin or be of a greasy nature)			
Oil & grease	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Paint - water based	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Ammonia *	Undiluted white vinegar	Add clean cold water to stain and blot dry with clean white cloth / towel
Rust	Consult specialist				
Urine (new stain)	Soak up with clean dry white cloth / towel	Clean cold water	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel	
Urine (old stain)	Consult specialist				
Vomit	Soak up with clean dry white cloth / towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel		
Wax (candle)	Absorbent paper and hot iron				
Wine	Soak up with clean dry white cloth / towel	Apply absorbant powder, salt or talc	Add clean cold water to stain and blot dry with clean white cloth / towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth / towel

NOTE - please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the abovementioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.

Wool Detergent Solution - 1 teaspoon (5ml) of approved wool washing detergent with 1 teaspoon of white vinegar and 1 litre of warm water
Non Wool Detergent Solution - 1 teaspoon (5ml) bicarbonate soda with 1 litre warm water
Ammonia - undiluted household ammonia, foaming type containing detergent

WARRANTY

General Warranty Conditions

Consumer rights remain in effect in addition to this warranty. *Carpet* flooring warranties are extended to the original purchaser of the carpet and non transferable. The warranty is solely for the domestic use of the product. The warranty only applies to first quality products and is not applicable to products sold as seconds, irregulars, short lengths or used. Products must be properly installed in accordance with the current AS/NZS 2455.1. Products also require routine maintenance, and should be properly maintained in accordance to the recommendations outlined by Signature Floors *Carpet* Care and Warranty Guide. Failure to appropriately install the product and to provide such care could void all or part of the warranty coverage.

The manufacturer excludes and will not pay consequential or incidental damages under these warranties. This includes any loss, expense or damage other than to the product itself that may result from a defect in the product, including without limitation, mileage, movement of furniture, delivery delays, additional handling and labour as a consequence of modifications to the original product.

The Warranty does NOT Cover:

- Product installed outdoors or in garages
- Carpet layed on stairs
- Any defects due to improper installation including sub-floor imperfections
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse or furniture depressions
- Damage caused by stiletto heels or gouging from heavy sharp objects
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- Changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes or chemicals, other non food or non beverage substances, or atmospheric or chemical influences

- Damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of the product in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances
- Any product which has been treated after installation with any protective material or defects, or damage due to application of any topical treatments (including fungicides, bactericides, biocide, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the attributes of the product
- Normal or minor difference between colour and texture of samples and the installed product

What the Manufacturer will do if your Carpet Fails to Perform

This warranty is in addition to and does not affect your statutory rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law / NZ Consumer Guarantees Act 1993. The law states, pursuant to schedule 2 of the competition and consumer Act (CCA) that "our goods come with guarantees that cannot be excluded under the Australian Consumer Law / NZ Consumer Guarantees Act 1993. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are entitled to have the goods repaired, replaced, refunded or be offered an allowance or arrange a credit equal to the cost of the material only in the affected area if the goods fail to be of acceptable quality and the failure does not amount to a major failure." The credit will apply only to carpet of the same or comparable quality depreciated as set out right.

Consumer Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the *Carpet* flooring, together with proof of installation date
- Have your *Carpet* installed in accordance with Australian Standard AS/NZS 2455.1, and otherwise in accordance with the guidelines set out in this brochure

CARPET

CARE AND WARRANTY GUIDE

- Maintain your *Carpet* flooring with regular care and cleaning

Our wool *Carpets* are treated with an insect resistant chemical to deter carpet beetle / moth. It is not a in a high enough concentration to kill them or cause harm to those in your household including pets.

Wool *Carpet* must be kept clean, and regularly vacuumed. Vacuum right to the edge of the room, and periodical moving of furniture is recommended to ensure wall to wall cleaning.

If you would like to, you can spray domestic residual insecticide (surface spray) around the edges of the floor every year, under furniture, and at doorways.

If you find any evidence of insect attack or infestation call a pest control agency immediately. Spray with insecticide immediately and take all necessary precautions to prevent attack.

NOTE: there is no such thing as a moth-proof or beetle proof wool *Carpet*. Warrantees are not given against insect attack.

Wear Warranty

Signature Floors depreciative warranty applies to wear. Signature Floors warrants that the surface pile of your *Carpet*, given normal domestic wear, will not abrasively wear more than 10% following on from the original installation. Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the *Carpet* pile in any area, or from staining, soiling, fading or other changes in *Carpet* appearance. Also specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

Stain Warranty

Signature Floors depreciate warranty applies to stain warranties. Provided that the cleaning instruction in this document is followed at the time stains occur.

Signature Floors warrants that it will repair and / or replace, at its expense, any affected portion of your *Carpet* if the surface pile in any area doesn't resist staining by spills of most household food and beverages after being treated accordingly. If identical carpet is not available, the consumer may choose from a selection of carpeting of comparable quality and colours.

Various stains are excluded from this warranty including

stains due to the following:

- Non food & beverage stains eg hair dyes, pet stains, cosmetics, shoe and furniture polish, paints
- Chemicals * eg: bleaches, drain cleaners, plant food, chlorine, acids, strong alkali & insecticides
- Strongly coloured natural disperse dyes eg mustard & tea
- Pollen or Flowers

* Chemicals – exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that permanently discolour or dissolve *Carpets*.

This warranty excludes discolouration due to general soiling and / or colour change. Also excluded is *Carpet* which has been put to commercial or non-owner occupied residential use. If it is determined that no significant staining has occurred, Signature Floors reserve the right to deny the claim. This warranty is issued only to the first retail purchaser and is non-transferable. This warranty covers stains only and not soiling. Specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

Fade Warranty

Signature Floors depreciative warranty is applied to fade warranties.

Signature Floors warrants that the colour of your *Carpet* is warranted to achieve a rating of not less than five (5) units of measure, due to exposure to sunlight from the date of the original installation, when tested by a NATA approved textile testing laboratory against International Organisation for Standardization ISO 105-B02-1994 Colour Fastness to Light Xenon Arc Method 1.

Wear Warranty

Signature Floors depreciative warranty applies to wear.

Signature Floors warrants that the surface pile of your *Carpet* given normal domestic wear, will not abrasively wear more than 10% following on from the original installation.

Abrasive wear means fibre-loss from the *Carpet* through normal abrasion, not from crushing or flattening of the *Carpet* pile in any area, or from staining, soiling, fading

CARPET

CARE AND WARRANTY GUIDE

or other changes in *Carpet* appearance. Also specifically excluded from this warranty, are exclusions as set out in the General Warranty Conditions.

Insect Resistance Warranty (for wool Carpets)

Signature Floors wool *Carpets* have been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home, the beetles live outside, but will come inside to lay their eggs on wool *Carpet* any time of the year. They prefer dark, damp areas under furniture and around the edges of the room.

Wool carpet must be kept clean, and regularly vacuumed. Vacuum right to the edge of the room, moving furniture to vacuum underneath is necessary to discourage insects and reveal any infestations at an early stage.

Signature Floors warrants that, provided your *Carpet* is maintained as outlined in this guide, your *Carpet* will not show visible damage due to insects within the period set out in the Insect Deterrent Warranty label affixed to the sample.

Making a Claim

If you consider that your *Carpet* is failing to perform in accordance with these warranties or your consumer rights, please notify your flooring retailer to arrange on an on-site inspection of the installation. It will be of assistance to describe the specific problem, the date of installation and where possible, include a copy of your invoice. The retailer will take appropriate action, including notifying the manufacturer if necessary.

Warranty Definition

This is a diminishing warranty, which means that – when a warranty claim is submitted – equal incremental annual reductions in line with the term of the warranty is applied.

Carpet - Care and Warranty Guide

Document ID: 100023

Revision No: 05

Date modified: 11/09/2020

Signature Floorcoverings Pty Ltd
ABN 45 007 172 938
PO Box 1122 Epping 3076 VIC
13 Wurundjeri Drive, Epping 3076 VIC Australia
Tel: 03 9401 0888 Fax: 03 9401 0866
www.signaturefloors.com.au

PO Box 12521, Penrose 1642, Auckland
Unit A, 698 Great South Road, Penrose 1060, Auckland
Tel: 0800 150 555
www.signaturefloors.co.nz

