



**TUFTMASTER**  
carpets

## WARRANTY AND CARE GUIDE





## CARING FOR YOUR CARPET & WARRANTIES

No carpet lasts forever or is 100% stain proof, however with regular vacuuming and care, years can be extended to the performance and appearance of your new carpet.

Here are some simple guidelines to ensure you protect your investment.

### VACUUMING

This should be done on a regular basis and most importantly vacuum thoroughly, particularly in heavy traffic areas.

Initially when your carpet is laid, vacuum lightly and frequently to remove all surface material; i.e. fluff and dust. Thereafter once a week should be sufficient to ensure that the appearance of the carpet is prolonged. Vacuuming is recommended more frequently in high traffic areas.

To effectively clean your carpet purchase, discuss this with your carpet supplier. As a general rule, consider a vacuum cleaner that has a rotating brush which agitates the pile and loosens soil particles trapped in the fibre as well as a vacuum fitted with micro filters which effectively collects all residues in a disposal bag.

Regular maintenance of your vacuum cleaner is just as important as your carpet.

### STEAM CLEANING

Depending on usage, carpet should be professionally steam cleaned every 18 months to remove any sticky soil that has lodged itself into the carpet fibre.

Shampooing and do it yourself steam cleaning are not recommended. Seek the advice of a professional cleaning company (members with Australian / New Zealand Standard AS/NZS 3733:1995).

### SPOT CLEANING

Most carpets have a stain protector applied at manufacturing stage. Carpet is not 100% stain proof and initial procedure should be followed to avoid disappointment on your carpet appearance.

Refer page 3 for Cleaning Guide.

## WAYS TO PROTECT YOUR CARPET

**Mats** – These should be placed in all exterior doorways and entrances. Clean them regularly.

**Furniture** – Occasional rearrangement of furniture alleviates pressure marks, also use furniture cups to distribute the weight.

When moving furniture, care should be taken by putting a protective barrier between the wheels and the carpet.

**Rugs** – Ideally rugs should be placed in high traffic areas; i.e. couches, chairs. Rugs should be cleaned regularly and attention particularly paid to the carpet underneath the rugs, ensuring that the fibre is brushed up and restored to its original appearance.

Check rugs for colourfastness before placing them on carpet, as the colour in some rugs may bleed through to your carpet and cause a permanent stain. After cleaning, allow carpet to completely dry before replacement of rugs.

## DIRECT SUNLIGHT

Curtains and outside blind awnings will protect your carpet.

## HOUSEHOLD CLEANERS

Extreme caution should be exercised in this area as bleaches, tile and oven cleaners, mildew removers and general plant food can permanently discolour and possibly dissolve carpet fibre.





## TUFTMASTER CLEANING GUIDE

Act immediately to any spillages or stains. Avoid penetration of stain into the carpet fibre. Liquids (particularly hot liquid) must be attended to immediately. Failure to do so could result in permanent stain setting, pile distortion and possible loss of colour.

## BASIC CLEANING STEPS

Remove as much of the spill as quickly as possible.

1. DO NOT Scrub – Gently blot affected area. Never rub or scrub. Continue blotting residue with clean white cloth or paper towels, always working from the outer edge towards the centre, thus avoiding the spill spreading.
2. Cold Water – Determine the appropriate method of stain removal as set up on Table 1 or 2. Most spillages can be removed with water and following Step 1.

For other treatments, pre-test the treatment on a small area of the carpet to ensure that there is no damage and possible colour change.

3. Press Dry – Ensure carpet is pressed dry between any step in the treatment process to remove excess moisture.
4. Apply Water – Once treated, apply water on a cloth until the carpet no longer feels sticky. Blot up thoroughly with sponge or paper towel.
5. Dry – Place a few layers of paper towels over the cleaned area to absorb any remaining moisture. If need be, use a flat weight till area is touch dry. A hairdryer may be used to speed up the process. Do not overheat the area and do not walk on carpet till dry.
6. If stains fail to respond adequately to treatment, call immediately a professional carpet cleaner.



TABLE 1 – STAIN REMOVAL GUIDE FOR WOOL CARPETS

Origin of stain	Removal step 1	Step 2	Step 3	Step 4
Beverages (tea, coffee)	Clean warm water	Fabric detergent*	-	-
Red cordial / soft drink	Consult specialist	-	-	-
Bleach	Carpet shampoo solution	-	-	-
Blood	Clean cold water	Fabric detergent*	-	-
Butter	Dry-cleaning fluid	Carpet shampoo solution	-	-
Chewing gum	Chewing gum remover	-	-	-
Chocolate	Clean warm water	Carpet shampoo solution	-	-
Cooking oil	Dry-cleaning fluid	Carpet shampoo solution	-	-
Cream	Carpet shampoo solution	Dry-cleaning fluid	-	-
Egg	Carpet shampoo solution	-	-	-
Fruit juice	Clean warm water	Fabric detergent*	-	-
Furniture polish	Dry-cleaning fluid	Carpet shampoo solution	Consult specialist	-
Gravy and sauce	Clean warm water	Carpet shampoo solution	-	-
Ink (fountain pen)	Clean warm water	Fabric detergent*	-	-
Lipstick	Dry-cleaning fluid	Fabric detergent*	Water	-
Metal polish	Brush off when dry	Fabric detergent*	Methylated spirits	-
Milk	Clean warm water	Fabric detergent*	Dry-cleaning fluid	-
Mustard	Carpet shampoo solution	Fabric detergent*	-	-
Nail polish	Nail polish remover#	Dry-cleaning fluid	-	-

Origin of stain	Removal step 1	Step 2	Step 3	Step 4
Oil and grease	Dry-cleaning fluid	Carpet shampoo solution	-	-
Paint (emulsion)	Clean warm water	Warm carpet shampoo solution	-	-
Paint (oil)	Turpentine or white spirit	Dry-cleaning fluid	Carpet shampoo solution	Consult specialist
Rust	Dry-cleaning fluid	Rust remover+	Consult specialist	-
Salad dressing	Carpet shampoo solution	Dry-cleaning fluid	-	-
Shoe polish	Dry-cleaning fluid	Carpet shampoo solution	-	-
Soot	Vacuum clean	Carpet shampoo solution	Consult specialist	-
Tar	Dry-cleaning fluid	Carpet shampoo solution	-	-
Urine (fresh stain)	Carpet shampoo solution	-	-	-
Urine (old stain)	Consult specialist	-	-	-
Vomit	Consult specialist	-	-	-
Wax (candle)	Absorbent paper and hot iron	Dry-cleaning fluid	-	-
Wine	Clean warm water	Fabric detergent*	-	-

It should be noted that commercial cleaning firms have additional chemicals for use.

\* Fabric detergent – solution of one teaspoon (5ml) of approved wool detergent with one teaspoon of white vinegar and one litre of warm water.

# Nail polish remover – should not include lanolin or be of a greasy nature.

+ WARNING RUST REMOVER IS A STRONG ACID : AVOID SKIN CONTACT. READ SAFETY PRECAUTIONS.

There are also a number of commercially available stain remover products. Liquid and powder, which may be used to remove many of the stains / spills.



TABLE 2 – STAIN REMOVAL GUIDE FOR NYLON CARPETS

Origin of stain	Removal step 1	Step 2	Step 3	Step 4	Step 5
Asphalt / tar	Dry-cleaning solvent	Detergent	Water	-	-
Beverages (tea, coffee, mixed drinks, beer)	Detergent	Vinegar*	Detergent	Water	Water
Red cordial / soft drink	Consult specialist	Vinegar*	-	-	-
Blood	Detergent	Ammonia	Detergent	Cold water	-
Butter	Dry-cleaning solvent	Detergent	Water	-	-
Candy / sweets	Detergent	Vinegar*	Detergent	Water	-
Chewing gum	Freeze with ice cubes, shatter with blunt object	Dry-cleaning solvent for 3-5 minutes	Repeat prior steps as necessary	-	-
Chocolate	Detergent	Ammonia	Detergent	Water	-
Cooking oil	Dry-cleaning solvent	Detergent	Water	-	-
Cough syrup	Detergent	Ammonia	Vinegar*	Detergent	Water
Dirt / mud	Detergent	Ammonia	Detergent	Water	-
Dye (blue, green, red, black)	Detergent for 3 - 5 minutes	Hydrogen peroxide (20 - 30 minutes repeat until removed)	Vinegar*	Consult specialist	-
Egg	Detergent	Ammonia	Detergent	Water	-
Excrement	Detergent	Ammonia	Detergent	Water	-
Fruit juices / berries	Detergent	Vinegar*	Detergent	Water	-
Furniture polish	Dry-cleaning solvent	Detergent	Water	-	-
Glue (hobby)	Dry-cleaning solvent	Detergent	Water	-	-
Glue (white)	Detergent	Ammonia	Detergent	Water	-

Origin of stain	Removal step 1	Step 2	Step 3	Step 4	Step 5
Gravy	Dry-cleaning solvent	Detergent	Water	-	-
Ink (ballpoint, felt pen)	Dry-cleaning solvent	Detergent	Water	-	-
Ink (fountain pen)	Detergent	Vinegar*	Ammonia	Water	-
Ink (permanent)	Dry-cleaning solvent	Detergent	Water	-	-
Lipstick	Dry-cleaning solvent	Detergent	Water	-	-
Make-up (mascara, foundation)	Dry-cleaning solvent	Detergent	Water	-	-
Mayonnaise	Detergent	Ammonia	Detergent	Water	-
Mercurochrome	Detergent	Ammonia	Vinegar*	Detergent	Water
Milk or ice cream	Detergent	Ammonia	Detergent	Water	-
Nail polish	Nail polish remover#	-	-	-	-
Oil and grease	Dry-cleaning solvent	Detergent	Water	-	-
Paint (Latex)	Detergent	Ammonia	Vinegar*	Water	-

\* Vinegar – undiluted white vinegar.

# Nail polish remover – should not include lanolin or be of a greasy nature.

It should be noted that commercial cleaning firms have additional chemicals for use. There are also a number of commercially available stain remover products. Liquid and powder, which may be used to remove many of the listed staining materials. Follow the manufacturer's instructions carefully.

+ Ammonia – undiluted household ammonia, foaming type containing detergent.

Hydrogen peroxide – 4 parts hydrogen 3% strength (10 vol.), 1 part household ammonia (foaming type). Use within 2 hours after mixing.

Detergent – 1 teaspoon clear dishwashing detergent with 1 cup warm water.



## CARPET INSTALLATION

All carpets should be laid in accordance with AS/NZS 2455.1:2007 “Textile Floor Coverings – Installation Practice – Part 1 General”. Further information is available via the Tuftmaster Carpets website [www.tuftmastercarpets.com.au](http://www.tuftmastercarpets.com.au)

**Installers** – Insist on trained professional tradesmen to install your carpet.

**Check First** – Before the installer cuts the roll, ensure that the carpet has been examined for any defects; i.e. length, quality, dyelot, pattern and colour. Once the roll has been cut, claims will generally not be accepted.

**Power Stretching** – To avoid bubbling and wrinkling, all carpet should be power stretched during installation.

**Seams** – Seam adhesive (sealer) must be used for all seams, lengthwise and widthwise in all installations. Use a solvent based seam sealer adhesive on direct glue down application. On conventional installations, use a latex base seam sealer adhesive. If the seams are not permanently bonded together the carpet may unravel and begin to break down on the edges, making it appear to be badly fitted and possibly cause premature wear.

Seams are NOT covered by manufacturer’s guarantees or warranties.

**Pile Direction** – Carpet pile should run in the same direction. Generally the same as most foot traffic flow. Seams and cross joins in the wrong place can spoil the appearance of your carpet. Seam joins should also be avoided in high traffic areas and kept as far away as possible from windows so that light does not make the seam more obvious.

Always check with your installer where the seams and cross joins will be placed.

**Stairs** – Always have the pile sweeping down. A little hidden extra carpet should be folded back at the top and bottom of the stairs so as the edges of the tread are worn down, the carpet can be removed to hide the wear point. It is always advisable at the initial purchase to have put aside some spare carpet for your stairs.

**Underlay** – These generally work hand in hand. Quality underlay will extend the life of your carpet as well as giving a resilient and comfortable feel underfoot. As in your choice of carpet, there is also a similar classification for the intended use/application as per AS4288-2003; i.e. light residential, general, luxury, commercial or heavy commercial. As with the purchase of your carpet, always invest as much money as possible into your underlay purchase. This will ensure long term performance from both.

Failure to have your carpet installed using the above guidelines can void your guarantees.





## TERMINOLOGY

### Pile Reversal (Shading/Watermarking)

Pile reversal may develop in any cut pile carpet and at times may become quite severe. Areas of the carpet appear to become lighter or darker than the surrounding areas. This is generally attributed to light coming in from different angles onto the carpet.

This is not a manufacturing fault, has no detrimental effect on the performance of the carpet.

For further information, discuss this matter with your retailer or the Carpet Institute of Australia.

### Colour Variation

As with any fibres, colour variation may become evident depending on the lighting that was used in viewing the colour sample.

### Fading (Colour Loss) affecting Wool Carpets

Most carpets can fade to some degree if exposed to sunlight (U.V.) over a period of time. The use of curtains/blinds will assist in preserving your carpet purchase.

Colour change may also occur from time to time in areas that are not exposed to direct sunlight. This is a random occurrence generally experienced around coastal areas where the U.V content is lighter than inland.

This is not considered to be a manufacturing defect.

### Shedding (Fluffing)

Most carpets will shed some fibre when they are new. Generally wool carpets are prone to shed more than synthetic fibre. This is not a manufacturing defect, merely a fibre residue left from the manufacturing process.

## Damage / Missing Tufts

Damage to carpet generally occurs by either pets scratching at the fibre or furniture being dragged over the carpet.

These areas can be fixed by calling your local carpet retailer whereby tufts can be re-sown back into your affected carpet areas.

To enable repair of the carpet, it is always wise to keep some spare carpet from your original as fibre to re-sew the damaged areas.

## Tracking (Flattening) Matting

High traffic areas, such as stairs, walk ways, in front of chairs and under tables, may cause flattening/matting of your carpet. Depending on the quality of the carpet chosen will be a direct representative to the severity of this situation.

Regular vacuuming and immediate clean up of spills will assist in prolonging the life of your carpet. Consider the use of mats in front of chairs, entry walk areas and other heavily used areas.

For further information, regarding choosing carpet to best suit your needs, discuss with your local carpet retailer or the Carpet Institute of Australia.

Flattening is not regarded as a manufacturing fault.

## Wrinkling (Rucking)

This may occur after installation due to excessive humidity, inadequate underlay or not using recommended installation procedures.

Please ensure that your carpet installation is carried out by a professional carpet installer and laid to the relevant Australian Standard AS/NZS-2455.1.2007.

## Sprouting Tufts

Pet's claws or sharp objects dragged over carpet may pull if caught. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors.

DO NOT pull a sprouting yarn out, as this may cause a run in the carpet.



### Pattern Matching / Bowing and Skewing

Every care is used in manufacturing to ensure that the above does not occur. However, some distortion due to shrinkage is unavoidable.

Pattern Matching should be considered when selecting your carpet. On site variations may determine the degree of matching.

Patterned carpet generally requires more time and care in the installation process. This should be discussed with your carpet retailer prior to purchasing.

All carpets are subject to bowing and skewing. A tolerance of 40mm over a single width of carpet is generally accepted.

### Shift Lines

These are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals. Certain light sources shining across the carpet may accentuate these lines, thus giving a shadow affect.

This is not a manufacturing defect and will not affect the carpets performance.

### Phasing / Panelling

This can occur where carpet design includes the random use of contrasting colours, when at times these colours can coincide in production.

In loop pile carpets, shading effects of colour patterning can appear as panelling down the length of the carpet.

These are not manufacturing defects and in no way affects the carpets performance.

## WARRANTIES FOR SDN TWIST PILE CARPETS - 10/15/20 YEARS WARRANTIES FOR SDN LOOP PILE CARPETS – 15 YEARS

### Tuftmaster Wear Warranty.

Carpet that is covered by your Tuftmaster wear warranty will have the appropriate warranty labels affixed to the back of instore samples. Check the applicable warranty in relation to the purchased carpet. Your Tuftmaster carpet is guaranteed against pile weight loss resulting from abrasive wear, where the carpet has been installed in doors in accordance with recommendations of the Australian Carpet Classification Scheme (ACCS), provided that the carpet manufacturer is satisfied that the carpet has been properly installed and maintained, and the surface pile has abrasively worn by more than 20%, within the time frame of the warranty from the date of installation. Tuftmaster carpets will replace at its cost the damaged area with the same or similar carpet inclusive of installation. This guarantee does not extend to carpet backings; any carpet that has been installed on stairways, areas damaged by tears, burns or cuts, nor areas affected by pilling, matting or any damage caused by householders accident or negligence including the use of improper cleaning agents or methods. Neither does this guarantee extend to carpets installed in industrial or commercial applications other than our carpets that have been recommended by the ACCS.

### Colour Fastness

Tuftmaster guarantees that for the period set out on the colourfast warranty label affixed to the sample following the original installation of your Tuftmaster Solution Dyed Nylon carpet will not exhibit noticeable colour loss as a result of light fading for the period of the warranty.

### Stain Resistance

Your Tuftmaster carpet is warranted to resist most common household food and beverage stains that occur during normal residential use. These spills and stains should be attended to promptly as per our care and maintenance section contained on this website under the heading of “Stain Removal Guide for Nylon Carpets”.



### Soil Resistance

Your Tufmaster carpet is warranted that your carpet will not have any noticeable change due to dry soil deposits from foot traffic which could be expected in any indoor use. We strongly recommend regular vacuuming with a good quality vacuum cleaner. We also recommend periodical professional dry or steam cleaning by a reputable cleaner. \*\* Please note there are excluded substances from the warranties i.e. grease, paint etc.

### Lifetime Manufacturing Defect

Your Tufmaster carpet is warranted against all manufacturing defects during the expected lifetime of your carpet. This is conditional upon the carpet being installed to Australian Standards AS/NZS 2455.1.2007 and maintained regularly to Australian Standard AS/NZS 3733:2018 in a residential environment.

### Lifetime Anti-Static

Your Tuftmaster carpet will not generate a static electric charge greater than 3.5 kilovolts.

### TUFTMASTER RESPONSIBILITY

In the event that the carpet fails to perform in accordance with the warranty, Tuftmaster will offer to repair, offer an allowance or accordingly offer a credit allowance against the cost of the carpet material in the affected area.

This would also be subject to the depreciation scale set out below.  
All credits are passed onto the retailer of your purchase.

Consequential or Incidental damages, such as time loss from work, mileage, delivery charges, repairs to skirting, painting, are all excluded and non-payable by Tuftmaster.





## WARRANTIES FOR WOOL CARPETS

Carpet that is covered by your Tuftmaster wear warranty will have the appropriate warranty labels affixed to the back of instore samples. Check to the appropriate applicable warranty in relationship to the purchased carpet. Your Tuftmaster carpet is guaranteed against pile weight loss resulting from abrasive wear where the carpet has been installed indoors in accordance with recommendations of the Australian Carpet Classification Scheme (ACCS) provided that the carpet manufacturer is satisfied that the carpet has been properly installed and maintained and the surface pile has abrasively worn by more than 20% within the time frame of the warranty from the date of installation. Tuftmaster carpets will replace at its cost the damaged area with the same or similar carpet inclusive of installation. This guaranteed does not extend to carpet backings; any carpet that has been installed on stairways areas damaged by tears burns or cuts nor areas affected by pilling matting or any damaged caused by householders accident or negligence including the use of improper cleaning agents or methods. Neither does this guarantee extend to carpets installed in industrial or commercial applications other than our carpets that have been recommended by the ACCS.

Depreciation Table

7 Year Warranty	Replacement %
First 3 Years	100%
4th Year	70%
5th Year	40%
6th Year	20%
7th Year	10%

15 Year Warranty	Replacement %
First 3 Years	100%
Years 4 - 7	70%
Years 8 - 11	40%
Years 13 - 14	20%
Year 15	10%

10 Year Warranty	Replacement %
First 3 Years	100%
Years 4 - 5	70%
Years 6 - 7	40%
Years 8 - 9	20%
Year 10	10%

20 Year Warranty	Replacement %
First 3 Years	100%
Years 4 - 9	70%
Years 10 - 13	40%
Years 14 - 18	20%
Years 19 - 20	10%

20 Year Warranties apply to any Tufmaster SDN carpet in excess of 40oz pile weight for residential use.





## EXCLUSIONS UNDER THE TUFTMASTER CARPETS WEAR WARRANTY.

These warranties apply only in Australia and New Zealand in respect to carpet purchased after January 1st 2012.

Consumer rights remain in effect as addition to these warranties.

Warranties do not cover any carpet which has been treated after installation for any protective material i.e.: fungicides, bactericides, some cleaning agents etc. or any other attributes of the carpet.

Warranties do not apply to non-residential, commercial or tenanting of premises, outdoors, utility areas, kitchen and application of improper cleaning agents. Damage caused by abuse, accidents, burning, flooding, pet damage (i.e. vomit, urine) smoke and use of athletic equipment also are not covered by warranty.

### Domestic Use / Non-transferable

Tuftmaster carpet wear warranty is only applicable to the original purchase of the carpet for the domestic indoor use by its owner to occupied single family private residence. This is not transferable on sale of property and only applicable to 1st grade product.

### Improper Installation and Maintenance

Carpet must be properly installed over underlay in accordance with the installation recommendation. Carpet displaying rucking (wrinkles) due to insufficient stretch and loss of tufts due to improper seaming of edges and seam peaking could void all or part of the warranty coverage.

Improper maintenance is outlined in page 2, will also be void of warranty.

### Underlay

New carpet should be installed over new underlay. Deterioration of underlay can cause problems with the carpet. Tuftmaster is not responsible for any defects caused by failure of the underlay.

## Moisture

Warranties do not cover problems caused by flooding, wetting or the presence of excessive moisture.

## Insect Resist Warranty

All Tuftmaster wool carpets have been treated for moth/insect and beetle infestation. Should a problem be reported within 10 years of purchase we will repair, replace or treat the affected area, provided the carpet has been maintained as per conditions outlined in “Caring For Your Carpet” section.

## Fading (Wool & SDN Loop Pile Carpets)

This warranty excludes fading, discolouration effected by sunlight (U.V.), atmospheric, or, chemical influences (ozone effect).

## Changes to carpet colour

This warranty excludes carpet colour change resulting from external causes, household chemicals, spills and any other non-food and non-beverage substances.

Differences from Tuftmaster samples does not cover the normal production differences between the colour of the retail store sample and the colour of the actual carpet. Store samples should be used as a colour reference only as production will vary slightly from batch to batch.

## Implied warranties

Tuftmaster carpets that display the ACCS labels will accordingly warrant the appropriate products as described on the label. Any implied warranty statutory or otherwise is expressly excluded. Tuftmaster will be responsible for limited expenses associated with the warranty claim such as uplift and removal of existing affected carpet and removal and replacement of furniture. Tuftmaster will not be responsible for any fittings removed nor accept any liability or responsibility for any other consequential damages or expenses of any kind.



## Consumer's Responsibility

To maintain and protect any future warranty claims you must do the following:

- keep proof of purchase from the retailer showing price paid and installation date.
- have your carpet installed according to the Australian and New Zealand standard AS/NZS-2455.1.2007.
- show proof of periodic maintenance by a professional cleaning contractor, carpet should be cleaned in this way at least every 2 years.
- warranties should also be validated and registered within 30 days of installation.

## Making a Claim

Should you believe your carpet is failing to perform in accordance with these warranties or your consumer rights, please notify your retailer in writing, describing the specific problem and include a copy of invoice.

In the uneventful position should the retailer not respond please call directly to:

### Tuftmaster Carpets

5 - 7 Cope Street  
Preston VIC 3072

Phone : 03 8480 4000

Fax : 03 8480 4080

Email : [email@tuftmaster.com.au](mailto:email@tuftmaster.com.au)

Tuftmaster will be responsible for limited expenses associated with a warranty claim.

Limited is defined as:

- uplifts and disposal of existing carpets
- replacement of same quality carpet. (In the event of the customer choosing a different style this will be borne by the customer)
- removal and replacement of furniture if required.

Damage to the skirting re painting is not covered by Tuftmaster.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Laws. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits under our warranty are in addition to other rights and remedies available to the consumer under the law in relation to the goods and services to which the warranty relates.





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