



-  Practicality
-  Comfort
-  Colour
-  Style
-  Stain protection
-  Warmth

Warranty & Care Guide



Congratulations on your choice of fine carpet manufactured by Redbook Carpets.

At Redbook Carpets, we market our carpet ranges under a number of brands throughout Australia and New Zealand and provide them with a range of warranties that cover your investment. To establish the warranties for a particular carpet, please check the warranty labels on the back of the carpet sample or ask your store salesperson. The warranties contained in this guide cover all Redbook brands, including retailer owner brands manufactured by Redbook Carpets.

Redbook Carpets Warranty and Care guides are freely available through your authorised Redbook retailer, our website www.feltex.com or by calling 1300 130 307.

The following index can be used as an easy reference guide for the various Redbook warranties including useful care and maintenance information that will enhance the comfort and life of your Redbook carpet for many years to come.

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> Getting the most from your carpet

Your new carpet represents a substantial investment and like your other fine furnishings, requires proper care to keep it attractive over the years to come. You can protect your investment, prolong the life of your carpet and enhance the quality of your indoor environment by establishing a regular maintenance schedule.

Synthetic carpet rarely wears out in terms of fibre wearing away. Rather, its appearance may simply deteriorate over time to a point at which it is no longer acceptable. Experience has shown that proper maintenance can help reduce the rate at which a carpet's appearance changes.

> The Carpet Care Program

A comprehensive carpet care program consists of four elements:

- > Preventative measures
- > Regular vacuuming
- > Steam cleaning
- > Removal of spots and spills

Preventative Measures

Use new, quality underlay under your carpet, particularly on stairs. Good underlay not only gives better resilience underfoot, but can also add to the life of your carpet. Installing carpet over carpet (i.e. using old carpet as underlay) is not recommended.

- Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during wet weather.
- Protective mats or rugs are very useful in front of chairs, as the continual grinding of footwear can accelerate wear in these areas. This wear is usually most prevalent in front of chairs used for TV viewing, computer use and under tables.
- Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters (see diagram right) under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing the pile. Use a protective chair pad under chairs or appliances with rollers or castors to prevent wear and damage to the carpet. When moving heavy wheeled furniture (pianos, buffets, etc), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.
- If you use rugs over your carpet, be sure to remove and clean regularly and clean and restore the pile of the carpet underneath. Check area rugs for colourfastness before replacement, as the dyes in some rugs may bleed through to the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.
- All Redbook carpets meet the Australian Carpet Classification scheme (ACCS) standards for lightfastness. However, carpets, like other dyed textiles will slowly lose colour over time when exposed to direct sunlight. Protect your carpet from prolonged periods of sunlight with blinds, shades or awnings and move furniture periodically to expose all areas evenly.
- Note of Caution: The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion) - insecticides - furniture polishes - plant foods - household bleaches - acids - strong alkali - athletic or muscular liniments or creams - chlorine, i.e. swimming pools - hair colourants - corn plasters. These types of products if spilt or sprayed inadvertently on to your carpet, may cause irreversible discolouration. You should carefully read the manufacturer's directions for the particular products use.

Regular Vacuuming

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

A good quality vacuum cleaner is vital to prolonging the beauty and life of your carpet. A base model machine can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile.

It is recommended to use either an upright or quality barrel vacuum cleaner (below left), fitted with a power driven rotating brush or combination beater/brush bar that moves around the carpet pile and mechanically loosens soil for removal by the vacuum. This is best suited for low cut pile carpet.

To prevent excess fuzzing turn the brush off or change the head when vacuuming loop pile, cut loop pile or berber carpet.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum is classed as three passes over an area. A thorough vacuum is five to seven passes over the area.



Steam Cleaning

Carpet should be steam cleaned regularly, approximately every twelve months to two years depending upon the usage and colour. A minimum of one cleaning every two years is required. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should always be performed by a reputable professional steam cleaner. Your carpet retailer can recommend one.

Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733. Reputable carpet cleaners are aware of and abide by this standard.

Shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended.

Removal of Spots and Spills

While Redbook carpets have stain and soil resistant treatments to improve your ability to clean up stains and reduce the rate of soiling, they cannot totally prevent all stains.

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of the stain into the carpet fibres and pile and avoid potential discolouration and unsightly markings. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. However, care must be taken as haphazard attempts at spot removal can cause permanent setting of stain, pile distortion and loss of colour.



1 Do Not Scrub ~ Always blot, never rub or scrub abrasively as a fuzzy area may result. Immediately scoop up or blot as much of the spill as possible, then continue to blot any residue with a clean white cloth or paper towel, always working from the outer edge toward the centre using a blotting or dabbing motion to avoid the spill spreading. Remember, do not scrub.



2 Cold Water ~ Determine the appropriate method of stain removal as set out on page 6. For most common household stains you only need apply cold water to the stained area with a sponge to flush out as much of the stain as possible and then blot up. Do not scrub. For other treatments, pre-test the treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change.



3 Press Dry Between Treatments ~ Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.



4 Apply Water ~ Once treated, apply water with a cloth until the carpet no longer feels sticky or soapy, then blot up thoroughly with a sponge or paper towel.



5 Dry ~ Place a few layers of paper towel or white cloth over the cleaned area to absorb remaining moisture and weigh them down with an object that will not transfer colour. A hairdryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.



6 Call a Professional ~ If the stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.

Staining Versus Soiling

It should be noted that there is often confusion about the difference between staining and soiling. The majority of stain complaints are actually soil-related. For example, many sugar-based spills, such as soft drinks and coffee can leave a sugar residue after removal if not rinsed out and dried properly. This sticky residue readily attracts soil from ordinary shoe traffic and the resulting discoloured area appears to be a stain. The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with plain water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing any spill.

> Getting the most from your carpet

Common Household Food & Beverages

Most common household food and beverage stains (other than those not covered by the Redbook Stain Resistance Warranties i.e StainGuard and Total Technology) need to be treated immediately solely with warm, not hot, water applied to the stained area, repeating treatment above until no stain is evident on the cloth or towels used to press dry the area.

For Other Substances

It is important to identify the source of the stain to ensure use of the appropriate method of removal. Australian Standard AS3773 (which can be purchased from Standards Australia offices in state capital cities) provides a comprehensive guide to cleaning practices and stain removal. Set out below are some general recommendations for removal of some common unguaranteed substances. However, while care has been taken in compiling the stain removal guide, removal of these stains cannot be guaranteed and no responsibility is accepted by the manufacturer for claims arising from any proposed treatments. Supermarket cleaning products are not recommended.

Stain Type	Order of Treatment				Cleansing Agent/Treatment
	Step 1	Step 2	Step 3	Step 4	
Blood	1	2	9		1 Cold water
Chewing gum	3	2	9		2 1 teaspoon mild detergent in 1 litre warm water
Coffee	2	7	2	9	3 Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum
Faeces	2	6	9		4 Clear nail polish remover without lanolin
Nail polish	4				5 Rust remover (to be applied by a professional carpet cleaner)
Paint (latex)	1	2			6 Clear household disinfectant
Rust	5				7 Undiluted white vinegar
Soot	8				8 Vacuum immediately. If any residue call a professional carpet cleaner
Urine (fresh)	1	2	9		9 Rinse with warm water
Urine (old)	2	9			
Vomit	2	6	9		
Wine (white)	2	7	2	9	

> Carpet Performance Characteristics

Damaged (or Missing) Tufts

Pets can damage tufts by scratching at the carpet pile, or alternatively, damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. To provide spare tufting yarn, it is a good idea to keep a small piece of spare carpet aside.

Shedding and Fluffing

Most carpets will shed some fibre when they are new. This is not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer periods than others, depending on the type of carpet.

Tracking (Flattening) Matting

Tracking and matting are conditions that tend to occur in high usage areas e.g. in walkways, on stairs, in front of chairs and under tables. These conditions are a greater risk with lighter weight carpets where the fibres can more easily lay over. Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. An additional aid is to place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object such as pets' claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors (see example right). Never try to pull a sprouting yarn out, as this may cause a run in the carpet.



Permanent Pile Reversal

(commonly known as shading or watermarking)

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

Permanent pile reversal is not a manufacturing fault and its existence has no effect on carpet performance. However as the development of this phenomenon can affect the appearance of a carpet, you are advised to discuss this characteristic with your retailer when considering carpet purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia on freecall 1800 188 822.

Fading (or Colour Loss)

To minimise the chance of fading, the most up to date dyes are used in the production of Redbook carpets. However, most carpets can fade to some degree if exposed to sunlight over a period of time. Window protection such as curtains or blinds is recommended for those areas where sunlight falls onto the carpet for extended periods.

The phenomenon of colour change can also be experienced whereby over time, the carpet appears to lose colour in areas not subjected to direct sunlight. The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high UV content and is thought to be influenced by atmospheric or ozone conditions. As the effect of this phenomenon is random and unexplained, it is not considered to be a manufacturing defect.

Stairs

Even though some carpets are deemed suitable for use on stairs, it is possible pile distortion (or flattening) will occur over time on the stair nosings and tread area. Stairs are subject to a singular concentrated foot pressure. It is recommended that you purchase a spare section of carpet to use for the replacement on stairs, if over time the carpet pile becomes not to your liking.



Carpet Installation

All carpets should be laid in accordance with AS/NZS 2455.1 "Textile floor coverings – Installation practice – General" and the Redbook Carpets Installation Recommendations (available at www.feltex.com or Freecall 1800 300 755).

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

Check First – Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot. Once a roll has been cut, claims will generally not be accepted for these issues.

Power Stretching – All carpets should be power stretched. Bubbling and wrinkling may occur if carpet is not adequately power stretched during installation.

Seams – Seam adhesive (sealer) must be used for all seams, widthwise and lengthwise in all installations. Use a solvent base seam seal adhesive on direct glue down applications. On conventional installations use a latex base seam seal adhesive. If the seams are not permanently bonded together the carpet may unravel and begin to break down at the edges, causing premature wear. Seams are NOT covered by manufacturer's guarantees or warranties.

Pile Direction – Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible, so light does not fall across the seam making it more obvious. Ask the installer where they will place seams and cross joins.

Stairs – On stairways the pile should sweep down. A little hidden extra carpet should be folded back at the top and bottom of stairs so as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to redo stairs subject to a lot of wear is recommended.

Underlay – Underlay and carpet is designed to work together as a complete flooring system. Generally quality underlay will extend the life of your carpet while giving better resilience and comfort. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

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



Warranties

Which Carpets are Covered?

Not all warranties listed below apply to all Redbook carpets. Carpets that are covered by Redbook brand warranties will have the appropriate warranty labels affixed to the back of the store samples. Your authorised Redbook retailer will be pleased to help you with any queries regarding these warranties.

You should establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples prior to purchase.

Who is Covered?

The warranties protect you, the original carpet purchaser, if you have purchased a Redbook branded carpet for your own residential use in an owner occupied residence.

Warranties are not transferable. All of the following warranties are subject to the general warranty exclusions and home owner obligations set out in the appropriate sections commencing on page 12.



Stain Resistance Warranties

Selected carpets have different stain resistance warranties. Where carpets have been treated with stain resistant treatments such as StainGuard or Redbook total technology, specific warranties apply.

What is Covered?

Redbook warrants that the surface pile of covered carpets will remain stain resistant to most household food and beverage substances for the applicable warranted period, set out in the label affixed to the sample.

This residential warranty, specifically excludes stains from non food and non beverage substances, food and beverages which contain strong dyes (eg. mustard, curry, soy sauce, tea, coffee), extremely hot liquids, substances which destroy or change the colour of carpets (eg. bleaches, acne/tinea medication, caustic chemicals, insecticides, paints, plant food), cosmetics, iodine, very strong dyes, acids, faeces, urine and vomit, soiling in high traffic areas such as stairs and staining which becomes permanent due to the failure to carry out the care and stain removal procedures contained in this guide.

Please Note: No carpet is absolutely stain proof. While stain resistant carpets are made with stain releasing agents, some staining may still occur especially over time and in high traffic areas. Stain resistant carpets are warranted to provide additional stain resistant properties to your carpet compared to conventional carpet. These carpets will increase your ability to clean up stains, but not prevent stains. Depending on the type of substance causing the stain, removal may require substantial repeated cleanings and some stains may not be removable. Treatment of the affected area should begin immediately once the spillage occurs. The more time that elapses before treatment, the more difficult a stain will be to remove.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning, contact the manufacturer. As a condition of this warranty you must provide to the manufacturer, proof of professional cleaning undertaken within the last 30 days.

> **Abrasive Wear Warranty**

The surface pile of Redbook Carpets is warranted, given normal domestic wear and proper maintenance, not to suffer abrasive wear of more than 10% of the original surface pile within the applicable warranty period, from the date of installation (the % wear being determined by the manufacturer after inspection and testing of the carpet). This warranty is applicable to both solution dyed and non solution dyed carpets.

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. Matting (being the loss of twist from the tips of pile and entanglement of the fibres), crushing (being the non-restorable loss of pile thickness due to foot traffic or pressure of furniture) or any other change in appearance retention, do not constitute abrasive wear and are excluded from this warranty.

Also specifically excluded from this warranty, in addition to exclusions set out in the general warranty conditions is damage caused by tears, pulls, piling, burns, furniture or wheels.

> **Soil Protection Warranty**

The manufacturer warrants that provided the owner follows the recommended care and maintenance instructions set out in this guide, including professional cleaning, the surface pile of Redbook carpets carrying this warranty will resist soiling by most common household soil better than comparable untreated nylon carpet, for the warranty period from the date of original installation.

Proper maintenance and regular vacuuming will reduce soiling and less soil-attracting residue will remain in the carpet. Note that light-coloured carpets will show soiling more readily than darker colours and require more frequent maintenance to keep them looking their best. Soiling is defined for the purposes of this warranty as a noticeable colour change, due to deposits of soil, as a result of foot traffic from normal indoor domestic use which cannot be corrected.

To qualify for coverage under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning contact the manufacturer. As a condition of this warranty you must provide to the manufacturer, proof of professional cleaning undertaken within the last 30 days.

This warranty is limited to colour changes due to deposits of dry soil as a result of foot traffic and will not include colour changes due to any other causes, including any substances other than dry soil or depressions due to causes other than foot traffic.

> **Colourfastness Warranty**

The manufacturer warrants that for the applicable warranty period (from date of installation), Redbook Solution Dyed carpets will not change colour due to exposure to sunlight in excess of the level of Blue Scale 7 (after testing to I.S.O. standard 105/B02 [Method 1]).

> **15 Year SPF Colourfastness Warranty**

Sun Protected Fibre (SPF) technology protects against colour fading and helps to guard against atmospheric contaminants. The colour of your Redbook SPF carpet is guaranteed to achieve a rating greater than 3 on the International Grey Scale (after testing to AATCC 16E Colourfastness to Light for 200 Xenon Fadeometer hours) due to exposure to sunlight for 15 years from the original installation.

> Lifetime Anti-Static Warranty

The manufacturer warrants that for the life of the carpet, applicable carpets will not generate static greater than 3.5 kilovolts for the life of the carpet. The warranty applies to the original purchaser in owner occupied residential premises.

> Lifetime Insect Damage Warranty

The manufacturer warrants that for the life of the carpet, applicable carpets will not require any chemical treatment or applicant to guard against insect attacks, such as carpet beetles or moth larvae. This warranty applies to the original purchaser in owner occupied residential premises.

If Your Carpet Fails to Perform

Should your Redbook carpet fail to perform in accordance with a warranty applicable to that carpet, the manufacturer will offer to repair, offer an allowance or arrange a credit equal to the cost of the carpet material only in the affected area, depreciated as per the appropriate scale set out below. The credit will apply only to new Redbook carpet of the same or comparable quality. The credit will be passed to your retailer. For exclusions and home owner obligations refer to the appropriate sections commencing on page 12.

THE MANUFACTURER EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. This means any loss, expense or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering or sculpturing.

> Depreciation Table

5 YEAR	Replacement %	7 & 8 YEAR	Replacement %
Years 1 - 2	100	Years 1 - 3	100
Year 3	70	Year 4	70
Year 4	40	Year 5	40
Year 5	20	Year 6	20
		Years 7 & 8	10
10 & 12 YEAR	Replacement %	15 YEAR	Replacement %
Years 1 - 3	100	Years 1 - 3	100
Years 4 - 5	70	Years 4 - 6	70
Years 6 - 7	40	Years 7 - 9	40
Years 8 - 9	20	Years 10 - 12	20
Years 10 - 12	10	Years 13 - 15	10



Exclusions Under the Redbook Carpets Warranties

All Redbook Carpets warranties are provided by the manufacturer subject to these general exclusions. These warranties apply only in Australia and New Zealand in respect of carpet purchased after 1 June 2011. Consumer rights remain in effect in addition to these warranties. Warranties only cover the surface pile and not the carpet backing.

Your warranties exclude any carpet which has been treated after installation with any protective material, defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the soil resistance, stain resistance and/or other attributes of the carpet; any non-residential or commercial applications of the carpet or tenanting of the premises in which the carpet has been installed; any carpet installed on stairs (unless appropriately stair rated by the ACCS), outdoors or in utility areas such as bathrooms, kitchens etc; damage to the carpet caused by improper maintenance, application of improper cleaning agents, methods or mishaps or inadequate care, damage resulting from accidents; abuse (being any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (such as soiling, burning, flooding, cutting, pet damage, smoke etc) or exposure to very hot substances or abuse by any athletic equipment such as roller skates, golf shoes or gym equipment.

Domestic Use/Non-Transferability

These Redbook Carpets warranties are extended only to the original purchaser of the carpet for domestic indoor use of the carpet in owner occupied single family private residence, in accordance with the recommendation/s made on the ACCS rating (if applicable) and are not transferable.

First Quality Products

Warranties only apply to first quality carpets and are not applicable to carpet sold as second quality, irregular, used, shorts or mill end.

Improper Installation

Improper installation can cause problems with your carpet. Carpets must be properly installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation". The manufacturer is not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming and seam peaking. Failure to properly install the carpet could void all or part of the warranty coverage.

Improper Maintenance or Inadequate Care

Your carpet requires routine maintenance and should be properly maintained in accordance with the recommendations described in this guide under "The Carpet Care Program" on page 2, including steam cleaning performed by a trained, qualified carpet care professional at least every 24 months. The manufacturer is not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

Accidents, Abuse or Abnormal Wear

Your Redbook Carpets warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets. Staining (subject to exclusions) is covered under the stain warranties on page 8 of this guide (if applicable to the particular carpet).

Stairs, Bathrooms, Kitchens etc.

Any carpet installed on stairs (unless appropriately stair rated by the ACCS scheme) outdoor or in utility areas such as bathrooms, kitchens etc. are excluded from these warranties.

Carpet on Stair Nosings

Your Redbook Carpets warranties do not cover damage or appearance problems resulting from the opening of rows of tufts, caused by wrapping the carpet around nosings of stairs.

Underlay

Carpet should be installed over new underlay. Deterioration of underlay can cause problems with your carpet. The manufacturer is not responsible for any defects caused by failure of the carpet underlay, failure to use underlay or the laying of carpet over carpet. Please see the underlay manufacturer's warranty for more information.

Problems With Moisture

Your Redbook Carpets warranties do not cover problems caused by wetting or the persistence of excessive moisture.

Changes in Carpet Colour

Your Redbook Carpet warranties do not cover changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences.

Differences From Samples

Your Redbook Carpets warranties do not cover the normal differences between the colour and texture of the retail store sample and the actual carpet.

Replacement of Discontinued Carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Redbook Carpets warranties, the manufacturer will substitute a carpet of comparable quality in the affected area.



Other Warranties

Redbook Carpets that display the ACCS mark will be warranted appropriate for use for the purposes described on the label. In the case of replacement of goods sold more than 12 months earlier, a usage factor of 20% per annum will be deducted.

In respect to transactions with consumers (as set out in s3 of the Australian Consumer Law): The guarantees in this booklet are provided by Redbook Carpets and these goods also come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

Otherwise, to the fullest extent permitted by law, any implied warranty or condition, whether statutory or otherwise, and whether as to quality, capability, condition or fitness for any particular purpose, is expressly excluded.



Homeowner Obligations Under the Manufacturer Warranties

What the Purchaser Must Do

In order to maintain and protect your coverage under the terms of these warranties you must do the following:

Keep proof of purchase in the form of a bill, invoice, or statement from your retailer showing the price you paid for the carpet, together with proof of installation date.

Have your carpet installed in accordance with AS/NZS-2455.1 and the guidelines set out in this Warranty & Care Guide.

Maintain your carpet with regular vacuuming and cleaning as per the recommendations also in this guide.

Be able to show proof of periodic steam cleaning by a reputable professional cleaning service at least every 2 years. A bill, invoice, or statement showing cleaning service with description of the cleaning service provided will serve as proof. Depending on the level of traffic, family size, soil conditions adjacent to the home and other circumstances, more frequent cleaning is advisable. Steam cleaning when carried out, should be in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733.

Warranties should also be validated by submission of the completed warranty form within 30 days of installation of your Redbook carpet.



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. Be sure to describe the specific problem and to include a copy of your invoice. The retailer will take appropriate action, including the notification of the manufacturer if necessary.

If you are unable to contact your retailer for some reason or if you do not get a satisfactory reply, please contact the manufacturer directly as set out on the back of this guide.



Redbook Purchase Record

Attach purchase
receipt here

Redbook Product Name:
Colour Number:
Colour Name:
Price per Lineal Metre:
No of Metres Purchased:
Date of Purchase:
Date of Installation:

Retailer:

Name:

Address:

Telephone:

Salesperson:

Signature:

Installer:

Name:

Address:

Telephone:

Signature:

For any information about your Redbook carpet
or to find your nearest authorised Redbook
Carpets retailer, contact:

Australia
1300 130 307
www.feltex.com

New Zealand
0800 100 008
www.feltexcarpets.co.nz

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