

Feltex Carpets Warranty, Care and Cleaning Guide



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Feltex Carpets - The Definition of Quality

Congratulations on your purchase of a Feltex carpet¹ - the ultimate in quality, luxury and design. An incredible amount of care and expertise goes into every Feltex carpet. Feltex wool carpets are manufactured to the highest possible standard from premium wool and wool-rich fibres. It's the reason why Feltex Carpets have become the benchmark for quality, long lasting flooring solutions.

To ensure that your investment stands the test of time, your purchase is covered by the Feltex 5, 7 or 10 year wear warranty.²

Maintaining the quality of your carpet is important, so please read this guide carefully and keep it in a safe place for future reference. With regular wear and proper care, your Feltex carpet will continue to perform for years to come.

¹ All mentions of "Feltex carpet" in this guide refer to "Feltex Carpets" and/or "Feltex Classic" and/or "Feltex Reserve" and/or "Invicta" carpet only.

² Conditions apply - Full details are provided on pages 9-12 of this guide.

The Sign of Comfort & Health

Feltex wool carpets improve comfort, resistance to slipping, humidity control, indoor air quality, thermal insulation and noise reduction.

Safety and Comfort

Because Feltex carpets are resilient, they absorb energy or shock when compressed. This means they reduce impact, muscle fatigue and joint pain, particularly in the lower back. Also, absorption of energy reduces the risk of injury in the event of a fall.

Resistance to Slipping

Compared to other flooring, such as vinyl and timber, Feltex carpets offer improved resistance to slipping. This is especially effective in making your home a safer place by reducing falls and injuries.

Humidity Control

Feltex carpets dissipate unwanted dampness by absorbing excess moisture from the air. This humidity absorption does not affect the carpet. A drier room is not only more comfortable, but is better for your family's health, visibly reducing the presence of moulds and mildews.

Indoor Air Quality

The number of air pollutants found in today's living and working environments can reach into the thousands. A well maintained Feltex

carpet helps to clean the air by diffusing these pollutants, and thereby reducing their presence in the interior environment of your home.

Thermal Insulation

Feltex carpets prevent heat loss through the floor of your home. With underlay, thermal insulation is even more pronounced and also increases thermal comfort by reducing the loss of body heat, reducing drafts and buffering humidity.

Noise Reduction

No other flooring material reduces noise as well as carpets. Feltex carpets absorb noise travelling through walls, ceilings and floors in a way that timber, vinyl and other hard surfaces simply cannot match. With underlay, sound reduction is further enhanced.

Purchase with Confidence

Buying a Feltex carpet is a sound investment - not only for its long lasting good looks and health and safety attributes, but for its range of quality assurances as well.

ISO 14001 Environmental Certification



Feltex carpets are manufactured under an environmental quality system certified and complying with ISO 14001 by an accredited certification body.

Carpet Care

Getting the Most From Your Carpet

Your new carpet is a substantial investment and like your other furnishings, requires proper care to keep it looking 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.

Carpet usually does not wear out in terms of fibre wearing away, rather its appearance simply deteriorates 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 the appearance of a carpet changes.

The Carpet Care Program

A comprehensive carpet care program consists of four elements:

- Preventative measures
- Regular vacuuming
- Removal of spots and spills
- Overall steam cleaning on a regular basis

Preventative Measures

Walk off 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 inclement weather. Try to keep your entranceways free of excessive dirt and substances which can be tracked into the home. Protective mats are very useful in front of chairs, as the continual grinding of shoes and sneakers 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. Put coasters intended for use with carpet under the legs

of tables, chairs and other furniture, to help distribute the weight and prevent crushing of the pile. Do not use chairs or appliances with rollers or castors on carpet without a chair pad designed for carpet. Continued use without a chair pad can cause 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.

Use scatter rugs or carpet protectors in high traffic areas and in front of chairs to protect carpet from localised and uneven wearing. Rugs should be removed and cleaned regularly at which time you should clean and restore the pile of the carpet underneath. Be certain to check 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 carpets can fade to some degree if exposed to sunlight over a period of time. Protect your carpet from prolonged periods of sunlight with blinds, shades or awnings.

Warning - Chemicals.

The colour of your carpet may be affected by various commonly used chemical and household products. Examples include acne medications, oven cleaners, drain openers, tile cleaners, insecticides, furniture polishes, plant foods, bleaches, acids, strong alkalis, liniments or creams, chlorine (i.e. swimming pools), hair colourants etc. These types of products (and others), if spilt or sprayed inadvertently on to carpet, may cause irreversible discolouration and even dissolve carpet fibres. It is recommended that you carefully read the manufacturer's directions for the particular products used.

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 vacuum cleaner is vital to prolonging the beauty and life of your carpet. An inferior vacuum can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile. Feltex Carpets recommends the use of either upright vacuums or quality barrel vacuums fitted with a power driven, rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum. To prevent excess fuzzing turn the brush off, or change the head when vacuuming loop pile, cut loop pile or berber carpets.



Vacuums should preferably be fitted with micro filter systems which ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag (particularly important if you are dust sensitive).

Change or empty dust collection bags frequently and replace filters as recommended by the manufacturer to ensure your vacuum operates efficiently and effectively.

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.

Removal of Spots and Spills

All spillages should be treated promptly. To ensure best results from spot cleaning, follow the easy steps set out on pages 13 and 14 of this guide.

Steam Cleaning

Carpet should be professionally steam cleaned regularly, approximately every twelve months to eighteen months, depending upon the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should only be performed by a reputable professional steam cleaner in accordance with Australian/New Zealand Standard AS/NZS 3733. Ask your carpet retailer to recommend one. Feltex Carpets does not recommend shampooing, do-it-yourself steam cleaning or dry cleaning.

Moths and Carpet Beetles

All Feltex wool carpets have insect resist treatments applied during manufacture. However, moths/beetles in some areas have developed a tolerance to treatments. Good housekeeping is essential to control textile pests. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be a minor infestation thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15 cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended you contract a professional pest control operator.

Carpet Performance Characteristics

Colour Variation

Installed carpet may show minor colour variation from selling samples or minor variations between production runs and dyelots. Feltex Carpets quality assurance program (ISO 9000 accredited) seeks to minimise potential for variability and ensure any variation is within recognised textile industry standards.

Colour appearance can also vary depending upon type of light under which a sample is viewed and light sources where the carpet is installed. You should view any samples at your residence and under as many different light conditions as possible prior to making your final decision.

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 fibre when they are new, particularly wool carpets. It's not a carpet fault, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer than others, depending on the type of carpet. Regular cleaning with a vacuum cleaner fitted with a beater bar will remove most of the loose fibres during the first year.

Appearance Retention

All carpets will change in appearance over time, primarily due to foot traffic. Matting is the merging together of carpet tufts to where they may become less defined and in a patterned carpet, can result in the loss of

sharpness of pattern. Matting occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). Though induced by wear, it is often caused by failure of underlay, or improper maintenance, including inadequate vacuuming and/or inappropriate or ineffective treatment of spots and spills. Matting is not considered a manufacturing fault unless it happens rapidly or to an unacceptable degree. Fuzzing or blooming is caused as the tips of the tufts in a cut pile carpet over time and use, lose a degree of yarn twist. 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.

Permanent Pile Reversal (commonly known as shading or watermarking)

Light can play strange tricks with carpet, making it appear from certain angles, that particular areas are lighter or darker than others. This is caused by disturbed pile reflecting the light differently to the surrounding body of carpet. This is a feature characteristic of cut pile carpets (particularly solid colour). Sometimes the changes maybe temporary and able to be removed or lessened by vacuuming or brushing of the pile. However in fine cut pile carpets, permanent pile reversal shading (or watermarking or puddling) can also occur and at times may become quite severe. Years of research and inquiry have failed to find a reason to explain the underlying cause, such that it is considered a phenomenon related to the location of the carpet which cannot be predicted or prevented. It is not a manufacturing defect and apart from affecting appearance, has no detrimental effect on the performance of the carpet.

However, 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

Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of construction of the carpet. Lines may be more apparent with "large" designs or patterns. Colour, directional pile lay and light sources are also contributing factors, as certain light 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 wear or durability of the carpet.

Fading (or Colour Loss)

To minimise the chance of fading, Feltex Carpets uses the most up to date dye stuffs in the production of carpets. However all carpets like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. It is recommended that you have some form of window protection, e.g. curtains or blinds for those areas where sunlight falls onto the carpet for extended periods.

Colour change can also occur as a result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high u.v. content. It is thought to be influenced by atmospheric or ozone conditions. Some colours are more susceptible than others. If you believe there maybe a risk of ozone damage, please discuss with your retailer. As the effect of this phenomenon is random and unexplained and does not affect the performance of the carpet, it is not considered to be a manufacturing defect.

Phasing/Panelling

Where carpet design includes the random use of contrasting colours, at times these colours can coincide in production, causing an effect known as phasing. Similarly in loop pile carpets, shading effects of colour patterning can appear as panelling down the length of the carpet. Both phasing and panelling are an accepted part of the design and in no way affect the performance of the carpet.

Pattern Matching/Bowing & Skewing

Though the best available techniques are used during manufacture to minimise pattern distortion, the extensible nature of textile products means that some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Accordingly, repeating patterns may not precisely match along the carpet length or width or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be guaranteed.

Installation of patterned carpet will require more time, effort and skill which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible in the horizontal, vertical and diagonal pattern or texture, especially when viewing across multiple width installations. If concerned, please discuss further with your retailer and/or carpet layer.

Further, all carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40 mm over any single width of carpet is generally acceptable. Full details of the tolerances of Feltex carpets are set out in the Feltex Carpets Installation Recommendations (available at www.feltex.com or ph 1300 130 239).

Sprouting Tufts

The loops or tufts of carpet may pull if caught by a sharp object e.g. pet claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors. Never try to pull a sprouting yarn out, as this may cause a run in the carpet.

Wrinkling (or Rucking)

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay or not using the recommended installation procedures especially relative to power stretching. A competent installer can usually correct this problem.

Carpet Installation

All carpets should be laid in accordance with AS/NZS 2455.1 "Textile floor coverings - Installation practice - General" and the Feltex Carpets Installation Recommendations (available at www.feltex.com or ph 1300 130 239).

Installers - Insist on trained professional installers to lay 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.

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, making it appear badly fitted and causing premature wear. Seams are NOT covered by manufacturer's guarantees or warranties.

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

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.

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. Feltex Carpets does not recommend installing carpet over carpet (i.e. using old carpet as underlay).

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

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. When installing, a little hidden extra carpet should be folded back at the top and bottom of stairs. The carpet can be moved to hide the wear point as the edges of the tread are worn down. Feltex Carpets suggests you purchase a spare section of carpet to use for the replacement of stairs, should over time the carpet pile become not to your liking.

Feltex 5, 7 or 10 Year Wear Warranty

Which carpets are covered?

Every Feltex carpet¹ is backed by a 5, 7 or 10 year wear warranty to guarantee it against excessive wear and tear in a domestic environment.

Carpets that are covered by a Feltex wear warranty will have the appropriate warranty labels affixed to the back of store samples. Your authorised retailer will be pleased to help you with any queries regarding these warranties.

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

Who is covered?

The warranty protects you the original purchaser, if you have purchased a Feltex carpet¹, for your own residential use in an owner-occupied residence.

The warranty is not transferable and is subject to the general warranty exclusions and home owner obligations set out in the appropriate sections commencing on page 10.

¹ All mentions of "Feltex carpet" in this guide refer to "Feltex Carpets" and/or "Feltex Classic" and/or "Feltex Reserve" and/or "Invicta" carpet only.

What is covered?

The surface pile of Feltex 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 original installation (the % wear being determined by Feltex Carpets after inspection and testing of the carpet).

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.

What Feltex Carpets will do if your carpet fails to perform

Should your Feltex carpet fail to perform in accordance with this warranty, Feltex Carpets 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 Feltex 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 10.

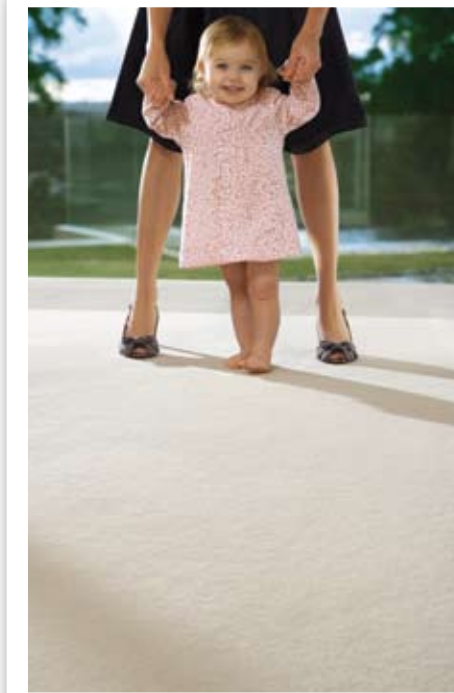
FELTEX CARPETS EXCLUDE AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. This means any loss, expense or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra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

Depreciation Table

5 Year Warranty	Replacement %
First 2 years	100%
3rd Year	70%
4th Year	40%
5th Year	20%

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

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



Exclusions under the Feltex Carpets Wear Warranty

The Feltex Carpets wear warranty is subject to these general exclusions. These warranties apply only in Australia and New Zealand in respect of carpet purchased after 1 July 2008. 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 tenancing of the premises in which the carpet has been installed; any carpet installed on stairs (unless appropriately stair rated by the ACCS Scheme), 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 (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

The Feltex Carpets wear warranty is 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 is 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 ends.

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" on page 8. Feltex Carpets is not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch and 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 regular routine maintenance and should be properly maintained in accordance with the recommendations described in this guide under "The Carpet Care Program" on pages 4 and 5, including steam cleaning performed by a qualified carpet care professional at least every 24 months. Feltex Carpets 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 Feltex warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.

Carpet on Stair Nosings

Your Feltex 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. Feltex Carpets is not responsible for any defects caused by failure of the carpet underlay, or the laying of carpet over carpet. Please see the appropriate underlay manufacturer's warranty for more information.

Problems with Moisture

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

Changes in Carpet Colour

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

Fading (or Colour Loss)

This warranty excludes fading, discolouration or alteration effected by atmospheric or chemical influences.

Differences from Samples

Your Feltex warranties do not cover the normal production differences between the colour of the retail store sample and the colour of the actual carpet.

Replacement of Discontinued Carpet

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

Implied Warranties

Feltex carpets that display the ACCS mark will be warranted appropriate for use for the purposes described on the label, but otherwise to the fullest extent permitted by law. Any implied warranty or condition,

statutory or otherwise and whether as to quality, capability, condition or fitness for any particular purpose is expressly excluded. In the case of replacement of goods sold more than 12 months earlier a usage factor of 20% per annum will be deducted.

To the fullest extent permitted by law, liability of Feltex Carpets for breach of any condition or warranty implied by any consumer legislation (other than a condition implied by section 69 of the Trade Practices Act) is limited to any one of the following as determined by Feltex Carpets:

- Replacement of the goods sold or the supply of equivalent goods.
- Repair or restoration of the goods sold.
- Payment of up to the value of the goods sold or of replacing, repairing or restoring the goods sold or of acquiring the equivalent goods.

Feltex Carpets will not unless otherwise required by consumer legislation, be liable or otherwise responsible for the cost of furniture and fittings removal, nor accept any liability or responsibility for any special, incidental or consequential damages or expenses of any kind, whether resulting from Feltex Carpets wilful negligence or not even if Feltex Carpets has been advised of the possibility of such potential loss or damage.

Homeowner Obligations Under the Feltex Carpets Warranty

In order to maintain and protect your coverage under the terms of this warranty, 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 according to the guidelines outlined in the Australian and

New Zealand Standard AS/NZS-2455 and otherwise in accordance with the guidelines set out in this guide and maintain your carpet with regular vacuuming and cleaning (also as per the recommendations in this guide).

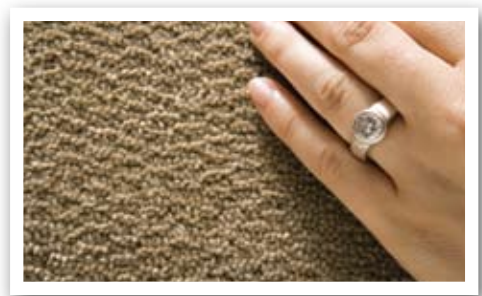
- Be able to show proof of periodic steam cleaning by a reputable professional cleaning service at least every 2 years. A bill, invoice, or statement showing cleaning service with description of cleaning service provided will serve as proof. Depending on the level of traffic, family size, soil conditions adjacent to the home and other circumstances, more frequent cleaning may be 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 Feltex 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 Feltex Carpets if necessary.

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



Carpet Cleaning Staining Versus Soiling

It should be noted that there is often confusion about the difference between soiling and staining. The majority of stain complaints are actually soil-related. For example, many sugar based spills such as soft drinks and coffee, leave a sugar residue after removal; 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.

Spot and Spill Removal

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 14. 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 texture of the carpet.



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 stain fails to respond adequately to treatment, call a professional carpet cleaner immediately.

Your Details

Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Ph: _____

Email: _____

Carpet Details

Date of Purchase: ____ / ____ / ____ Date of Installation: ____ / ____ / ____

Retailer: _____

Retailer Address: _____

Salesperson: _____

Product Name: _____

Colour: _____ Lineal Metres Purchased: _____

For a full copy of Feltex Carpet privacy policies regarding the use of personal details or information collected by Feltex Carpets please call 1300 130 239 or refer to www.feltex.com.



Attach purchase receipt here

Feltex Purchase Record

Complete information below to keep for your records

Carpet

Feltex Product Name: _____

Colour Number: _____

Colour Name: _____

Price per Lineal Metre: _____

No of Lineal Metres Purchased: _____

Date of Purchase: _____

Date of Installation: _____

Retailer

Name: _____

Address: _____

Telephone: _____

Salesperson: _____

Signature: _____

Installer

Name: _____

Address: _____

Telephone: _____

Signature: _____

Cleaning Treatment

Common Household Food & Beverages

Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with warm, not hot, water immediately applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of approved wool laundry detergent and 1 teaspoon of white vinegar in 1 litre of warm water. Rinse with warm water, repeating treatment until no stain is evident on cloth or towels.



Other Substances

It is important to identify the source of the stain to ensure use of the appropriate method of removal. Australian/New Zealand Standard AS/NZS 3733 (available 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 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 Feltex Carpets for claims arising from any proposed treatments. Supermarket cleaning products are not recommended.

Cleansing Agent/Treatment

- 1 Cold Water
- 2 One teaspoon mild laundry detergent approved for wool and one teaspoon of white vinegar in 1 litre warm water
- 3 Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum
- 4 Clear nail polish remover without lanolin
- 5 Rust remover (to be applied by a professional carpet cleaner)
- 6 Clear household disinfectant
- 7 Vacuum immediately. If any residue call professional carpet cleaner
- 8 Rinse with warm water

Stain Type	Order of Treatment		
	Step 1	Step 2	Step 3
Blood	1	2	8
Chewing gum	3	2	8
Coffee	2	8	
Faeces	2	6	8
Nail polish	4		
Paint (latex)	1	2	
Rust	5		
Soot	7		
Urine (fresh)	1	2	8
Vomit	2	6	8
Wine (white)	2	8	

Please place
postage stamp
here.

Feltex Carpets
PO Box 4009
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CARPETS

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