

CARPET

CARE AND WARRANTY GUIDE

Signature

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

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

It is important to make sure you know what type of *Carpet* and fibre type you have installed, as this will affect both the care and cleaning instructions together with your warranty. This guide is available on the Signature Floors residential website signaturefloors.com.au / signaturefloors.co.nz

CARPET INSTALLATION

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

CARPET CHARACTERISTICS

Carpet has characteristics that are inherent features of the product which are unique to the manufacturing process. Regular maintenance and a good quality underlay will limit these changes which are normal characteristics of *Carpet* but are not considered to be manufacturing faults or defects. We have listed below the main characteristics to assist your understanding of manufacturing processes and standards.

Acclimatisation

Unroll the carpet and let it acclimatise for min. 24 hours. The room temperature should be between 18°C and 28°C.

Appearance Retention

All *Carpet* will change in appearance over time to some degree, primarily due to foot traffic. *Carpet* in heavy-traffic areas will exhibit the most change.

Carpet Seams

Seam peaking is normal when the joined *Carpet* is stretched into place. Stretch forces applied to the seamed area cause the pile to open slightly in a V configuration. Lighting conditions can accentuate a *Carpet* seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. *Carpet* seams

are never invisible, but should be straight, aligned and as flat as possible. Seaming boards and professional expertise should be utilised.

NOTE: The warranty on *Carpet* excludes stair installations.

Crushing

Crushing is the compression of the *Carpet* yarn tufts due to repeated foot traffic or furniture. Regular use of a vacuum equipped with a beater-bar (rotating brushes) or brush unit will help keep the pile's best appearance. See Vacuuming section for more information.

Colour Variation

It is normal for installed *Carpet* to show minor variation from the selling samples or minor variations between production runs and dye lots. We seek to minimise potential for variance and ensure any variation is within recognised textile industry standards. Colour appearance can vary, depending on the type of light under which a sample is viewed and the light sources where the *Carpet* is installed. This variation can be slightly more obvious on wool *Carpet* as the yarn is a natural product and therefore it is more difficult to ensure exact colour matching to original samples. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts

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

Design Characteristics

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

Fading

As with any dyed or natural textile, over time, the material will slowly lose colour when exposed to direct sunlight. Other factors can also affect fading such

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as emissions from heating, ozone, air conditioners, cleaning products etc.

Specific to Wool *Carpet*, upon initial exposure to light, some wool *Carpets* will endure rapid lightening and/or brightening over the first few weeks – this is known as 'first fade' and is an inherent quality of wool's natural fibre.

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

Atmospheric and ozone conditions can also affect colour change in *Carpet*. This is not a manufacturing fault and is instead considered an unexplained and random environmental effect. Ozone damage in *Carpet* is most prevalent in coastal areas where there is a high ultraviolet content. Some *Carpet* colours are also more susceptible to change than other colours. If you believe there may be a risk of Ozone damage, please discuss your choice of *Carpet* with your retailer.

Fuzzing or Blooming

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

Matting

Matting is the physical entanglement of yarn fibres which cause loss of pile thickness and can occur in all tufted *Carpets* to some degree but is more likely to occur in high traffic areas. Many factors can contribute to matting such as foreign residues accumulating on the fibres, residue from spills or improper cleaning, inadequate vacuuming or the use of incorrect vacuum for the specific *Carpet* type, oil from bare feet or rubber soled shoes combined with pivoting or shuffling movements, or general moisture which allows foreign residue to accumulate on the piles resulting in a clumping and matted appearance.

Pattern Matching/Bowing & Skewing

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

Installation methods and site and storage conditions can also contribute to instability in the pattern, such that the perfect pattern match cannot be guaranteed. Installation of patterned *Carpet* requires more time and effort which should be considered in the original labour quotation. A competent installer should be able to obtain a close pattern match in most circumstances. However, some irregularities may still be visible. If concerned, please discuss further with your retailer and/or installer. All *Carpets* are subject to some degree of bowing and/or skewing. Bowing of up to 1% of the width of the *Carpet* (e.g. 40mm across a 4m wide *Carpet*) is generally acceptable as per information provided by the Carpet Institute of Australia.

Permanent Pile Reversal/Shading

Permanent pile reversal/shading also referred to as watermarking, pooling or puddling, is when light will make different areas of the *Carpet* appear lighter or darker based on the angle the light is hitting the *Carpet*. The underlying cause is generally unknown, is unpredictable and may appear after some use. The phenomenon may be caused by pile yarns changing their original direction of lay and thereby changing the way light is reflected or absorbed from their surface.

It is not a manufacturing fault, and apart from affecting appearance, it has no detrimental effect on *Carpet* performance. This shading may become apparent six to eight weeks after installation and brushing/shampooing often does not reduce the shading. 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.

Tracking and Footmarking

These are more common on plush and cut pile *Carpets* and will generally be more noticeable on lusher and longer pile *Carpets*. Contrary to permanent pile reversal, these are not permanent, and are more to do with the imprints left by footprints or other items scuffing/dragging on the *Carpet*. Neither are related to permanent pile reversal and are not manufacturing faults. Personal taste will also play a part in this characteristic and should be considered when selecting your *Carpet*. Tracking is specific to the crushing or flattening of piles in areas that have higher foot traffic or items that are placed permanently in an area. This can occur on any type of *Carpet* construction and depends on the specific wear characteristics and traffic of that *Carpet*.

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Shift Lines

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

Sprouting

Is a condition that can occasionally occur with twist pile *Carpets*. This results in the protrusion of individual tufts above the rest of the *Carpet*. This is not considered to be a manufacturing defect. It is safe to carefully trim these sprouts with scissors. Damage resulting from loops due to improper use of knee kickers during installation can resemble sprouting, however this condition is generally isolated along the walls of the *Carpet* installation. Although sprouting loops are usually detected and removed during the manufacturing process, they can also be carefully removed by clipping these loops after the *Carpet* has been laid. Sharp objects – such as pets' claws – can also cause sprouting. Do NOT pull sprouting yarn out, this may cause a run or hole in the *Carpet*.

Stairs

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

Wrinkling & Rucking

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

PROTECTING YOUR CARPET

Door Mats

It is highly recommended to place mats at all exterior doorways and entrances to *Carpeted* areas to trap dirt and moisture from shoes. It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. If you place a 'clean-off' entrance mat at the front and backdoor, both inside and outside, this will help to keep some of the dirt off your *Carpet*. The longer the 'clean-off' zone, the less dirt will transfer to your *Carpet*.

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

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

Furniture

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

Household Cleaners

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

Rugs

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

Sunlight

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

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GENERAL ADVICE FOR PROTECTING YOUR CARPET

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

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

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

The area alongside your bed, where you get up every morning on your bare feet, will become dirtier quicker than the rest of your *Carpet* and may require more maintenance. The use of mats in this area is also recommended. Pay attention when buying slippers. Some slippers with soft rubber soles or coloured soles, are not colourfast and will cause stains which cannot be removed. The oil from feet or cleaning and other products is also detrimental to *Carpets* and allows dirt to accumulate and stick to this oil more readily causing the fibres to stick together and result in matting and becomes very hard to maintain.

If you have small children in your home regularly, it is likely that your *Carpet* will become dirtier quicker. You may have stains of fruit juice or saliva, and after a while these appear as black dots in your *Carpet*. Usually, these stains can be removed using clean cold water if attended to as quickly as possible.

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

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

Vacuuming

Proper maintenance of your *Carpet* not only prolongs the life of the *Carpet* but will help to maintain the original appearance of the *Carpet* as long as possible also enhancing its appearance.

The wear and visual appearance are considerably slowed down by an appropriate cleaning program. The vacuuming frequency is determined by the amount of foot traffic and soiling of the *Carpet*.

We recommend:

- Heavy intensive traffic: 1x per day
- Moderate to intensive traffic: 2 – 3x per week
- Normal traffic: 1x per week

Frequency is important in removing soil and grit before it makes its way lower on the pile, where it is far more difficult to remove and can rub, scrape and wear down the *Carpet*, dulling its appearance.

Despite consistent and effective vacuuming, oily dirt particles or fine contamination bonded to the *Carpet* pile will not be removed. These must be removed with periodic deep cleaning, and we suggest this to be done solely by a professional cleaning company using minimal moisture via an extraction method at least once every 12 months. The best results will be achieved using a truck mount machine. This is necessary in maintaining your *Carpet*, and is applicable to all *Carpets*, including wool and non-wool fibres.

Robot vacuums are not recommended as they are generally not powerful enough and can therefore damage your *Carpet* irreparably.

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

There are vital differences when vacuuming *Carpet* depending on what type of *Carpet* and fibre type you have installed.

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Wool Carpet Vacuuming

There are two types of vacuum cleaners:

1. Plain suction
2. Beater bar (rotating brush)

For wool *Carpets*, we recommend using a suction only vacuum with good airflow. It is important that the suction level allows the vacuum to move easily, but still lifts and removes dirt. A vacuum with adjustable height and suction are key features when selecting a vacuum. Vacuums with beater bars (rotating brushes) may cause excessive fuzzing or damage to the fibres which cannot be repaired. The only time we recommend a vacuum with a beater brush is if the vacuum has an adjustable height setting and an option for a soft rotating brush such as a Sebo K3 premium barrel or Sebo Felix premium upright with the soft brush attachment used. Other rotating brush vacuums without these options will be too harsh on the *Carpet* and cause damage and premature wear and fuzzing that will not be covered by warranty and cannot be repaired.

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

Also, to ensure your vacuum does not lose suction you should empty the vacuum cleaner dust bag once it is half to 2/3 full. Check at least monthly whether the dust filter should be cleaned, or the vacuum cleaner bag should be replaced. During the first few months you should preferably check this weekly, and always refer to the manufacturer's instructions.

There is also no such thing as moth-proof or beetle-proof wool *Carpet*. Vacuuming well along edges of the wall and under furniture with wool *Carpet* is recommended to remove any potential beetle larvae from the *Carpet*.

Non-Wool Carpet Vacuuming

The following vacuum cleaner features are recommended for plush, thick, heavyweight, twist, cut pile *Carpets* to help maintain your investment.

We advise to use a vacuum cleaner with a rotating brush for regular cleaning. The height of the brush should be adjustable to ensure that the beater brush (rotating brushes) is just lightly touching the top of the *Carpet* surface. This should be enough to gently agitate the

piles and allow dirt to be removed and to help minimise matting. A suction only vacuum on these types of *Carpets* is generally not sufficient and may allow the fibres to clump and stick to each other as they are not being gently agitated resulting in premature matting. The vacuum should also have adjustable height to ensure there is sufficient airflow. Otherwise, if the suction is too strong, it makes the vacuum difficult to move, will put more pressure on the fibres and may cause damage and affect the look of the *Carpet*. It also limits the vacuum's ability to lift the dirt and foreign matter from the *Carpet*, defeating the purpose of vacuuming in the first place. The vacuum should glide easily while lifting foreign matter from the *Carpet* and lifting the *Carpet* pile back to shape.

A vacuum such as the Sebo X7 automatic upright vacuum which has the above features will best maintain your *Carpet* if cleaned regularly.

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

GENERAL CLEANING ADVICE

No carpet is 100% stain-proof.

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

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

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

These sticky soap residues cause the *Carpet* to become soiled more quickly. It is important to keep street soil, which can be carried inside by foot traffic, outside as much as possible. Please refer to "protecting your *Carpet*" for information on door mats.

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BASIC CLEANING GUIDE

It is important to act immediately to any spillages or stains to avoid the spill or stain to penetrate into the *Carpet* fibre. This is particularly important for liquids – especially hot liquids, failure to do this could result in permanent damage by stain setting, pile distortion and possible loss of colour. While the following advice is offered in good faith, no responsibility is accepted for claims arising from the treatments proposed. If stains fail to respond to treatments listed, call a professional fabric cleaner immediately.

BASIC CLEANING STEPS

Remove as much of the spill as quickly as possible.

1. Gently blot affected area – do not scrub. Continue blotting residue with clean white cloth or paper towels, working from the outer edge towards the centre – this will avoid the spill spreading.
2. Determine the most appropriate method of stain removal as set up on the Stain Removal Guide. Most spillages can be removed with water.

Important: for treatments other than water, it is important to pre-test the treatment method on a small area of the carpet to ensure that there is no damage or that the colour is not affected.

3. Firstly, remove as much as possible any loose substances using a spoon.
4. Immediately hold a white cotton cloth under the cold tap, wring it out and place it flat on the stain until the *Carpet* no longer feels sticky.
5. Press dry the treated area between each step to remove excess moisture.
6. Dry the area with a few layers of paper towel to absorb any remaining moisture. Use a flat weight if required until the area is touch dry. Do you not walk on the *Carpet* until dry.
7. If stains fail to respond adequately to treatment, call a professional *Carpet* cleaner.

STAIN	WOOL			
Origin of Spill or Stain	Step 1	Step 2	Step 3	Step 4
Beverages - tea / coffee	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Beverages - artificially coloured soft drink / cordial	Soak up with clean dry white cloth/towel	Consult specialist		
Bleach	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Blood	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Butter	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off			
Chocolate	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Cooking Oil	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Cream	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Dirt / mud	Allow to dry	Vacuum	Add clean cold water to stain and blot dry with clean white cloth / towel	Add clean cold water to stain and blot dry with clean white cloth/towel
Egg	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Fruit Juice	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Furniture Polish	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Gravy	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Ink (fountain pen)	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Lipstick	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth / towel	
Milk / Icecream	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Nail polish	Nail polish remover (should not include lanolin or be of a greasy nature)			Add clean cold water to stain and blot dry with clean white cloth/towel
Oil & grease	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Paint - water based	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Rust	Consult specialist			
Urine (new stain)	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Urine (old stain)	Consult specialist			
Vomit	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Wool detergent solution *	Add clean cold water to stain and blot dry with clean white cloth/towel
Wax (candle)	Absorbent paper and hot iron			
Wine	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
NOTE - please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the above mentioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.				

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

STAIN	NON WOOL CARPET				
Origin of Spill or Stain	Step 1	Step 2	Step 3	Step 4	Step 5
Beverages - tea / coffee	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Beverages - artificially co-loured soft drink / cordial	Soak up with clean dry white cloth/towel	Consult specialist			
Bleach	Soak up with clean dry white cloth/towel	Add clean cold water to stain and blot dry with clean white cloth/towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Blood	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Butter	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Chewing gum	Freeze with ice cubes in a plastic bag, pick or scrape gum off				
Chocolate	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Cooking Oil	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Cream	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Dirt / mud		Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Egg	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Fruit Juice	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Furniture Polish	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Gravy	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Ink (fountain pen)	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Undiluted white vinegar	Ammonia *	Add clean cold water to stain and blot dry with clean white cloth/towel
Lipstick	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Milk / Icecream	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
Nail polish	Soak up with clean dry white cloth/towel	Nail polish remover (should not include lanolin or be of a greasy nature)			
Oil & grease	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Paint - water based	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Ammonia *	Undiluted white vinegar	Add clean cold water to stain and blot dry with clean white cloth/towel
Rust	Consult specialist				
Urine (new stain)	Soak up with clean dry white cloth/towel	Clean cold water	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel	
Urine (old stain)	Consult specialist				
Vomit	Soak up with clean dry white cloth/towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/ towel		
Wax (candle)	Absorbent paper and hot iron				
Wine	Soak up with clean dry white cloth/towel	Apply absorbent powder, salt or talc	Add clean cold water to stain and blot dry with clean white cloth/ towel	Non-wool detergent solution*	Add clean cold water to stain and blot dry with clean white cloth/towel
NOTE - Please note commercial cleaning companies have additional chemicals for use. There are also a number of commercial stain remover products available which can be used to remove many of the above mentioned stains, spills and more. Always ensure to follow manufacturers instructions carefully.					

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

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WARRANTY

General Warranty Conditions

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

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

The Warranty does NOT Cover:

- Products installed outdoors or in garages are not covered under the warranty unless specifically designed for such environments (e.g. Needlepunch products)
- *Carpet* laid on stairs
- Any defects due to improper installation including sub-floor imperfections
- Damage to product caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- Damage to the product caused by burns, wheel and castor traffic, tears, pet abuse, furniture depressions, flooding or natural disasters
- Damage caused by stiletto heels or gouging from heavy sharp objects
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- Changes in product colour or fading or other discolouration resulting from external causes such as spills of dyes or chemicals, other non-food or non beverage substances, or atmospheric or chemical influences

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

What the Manufacturer will do if your *Carpet* Fails to Perform

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

Consumer Obligations

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

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

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

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

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

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

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

Signature Floors provides a warranty for Needlepunch products (including Jazz 5000 UV) against manufacturing defects, fade and yarn degradation for up to 5 years indoors and 3 years outdoors, contingent upon the following conditions:

- The Needlepunch carpet was purchased as a first quality product and installed in adherence to recommended guidelines and product usage, including adhesive.
- The garage carpet has consistently received proper maintenance, as outlined above in our care and maintenance guidelines.

Wear Warranty

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

Stain Warranty

Signature Floors depreciative warranty applies to stain warranties. Provided that the cleaning instruction in this document is followed at the time stains occur. Signature Floors warrants that it will repair and/or replace, at its expense, any affected portion of your

Carpet if the surface pile in any area doesn't resist staining by spills of most household food and beverages after being treated accordingly. If identical *Carpet* is not available, the consumer may choose from a selection of carpeting of comparable quality and colours.

Various stains are excluded from this warranty including stains due to the following:

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

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

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

Fade Warranty

Signature Floors depreciative warranty is applied to fade warranties.

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

Delamination

Signature Floors warrants that its *Carpet* will not delaminate (i.e. the secondary backing will not separate from the *Carpet*), during the period specified by the warranty, provided that the *Carpet* is properly installed, indoors, and properly maintained, in accordance with Signature Floors installation and maintenance recommendations.

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This warranty excludes areas where *Carpet* edges are not properly repaired using a latex seam sealer after being cut by the installation technician prior to seam confection. This warranty only covers delamination resistance property of the *Carpet* backing itself, as distinct from the adhesion of the *Carpet* to the flooring substrate.

Insect Resistance Warranty (for wool Carpets)

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

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

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

Making a Claim

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

Warranty Definition

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

Carpet - Care and Warranty Guide

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