



# SYNTHETIC

WARRANTY & CARE GUIDE



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# SYNTHETIC



## CARPETS

Carpets made of synthetic fibres such as Solution Dyed Nylon (SDN), Polypropylene and Polyester offer different performance characteristics.

### **Solution Dyed Nylon (SDN)**

SDN is a sturdy, durable yet flexible fibre that is colourfast and treated to increase stain resistance.

Expert Flooring uses only premium quality SDN due to the many benefits it delivers users over commodity nylon. In general, SDN has superior light degradation, dye ability, elastic recovery, fatigue resistance and thermal stability.

### **Long-lasting quality**

Expert Flooring quality SDN carpets are due to setting and maintaining consistently high construction standards, ensured by regular testing. In addition, all our carpets undergo independent testing through the Carpet Institute's ACCS for performance and emissions. The excellent results achieved by our SDN carpets demonstrate their resilience and excellent performance under heavy foot traffic.

### **Durability**

SDN is highly regarded for its excellent abrasion resistance. In terms of pure wear, SDN outperforms every other synthetic carpet fibre.

### **Colourfastness you can trust**

Comparing SDN and commodity nylon is like comparing a carrot and a radish. SDN is dyed prior to extrusion so the colour is an integral part of the yarn – much like a carrot is orange all the way through. Pieced dyed commodity nylon is extruded as a white yarn and dyed after tufting. Its colouring is more similar to a radish – coloured on the surface and white underneath. The result is an inferior colourfast performance.

## **Stain resistance**

Expert Flooring SDN is both stain and soil resistant, so cleaning and maintenance is easy. Our SDN carpets have a topical treatment (stain inhibitors) applied to it.

## **Ease of cleaning**

SDN is very resilient, so these carpets can be cleaned with harsher cleaners. However, we don't recommend using bleach as, used frequently, it will break down the polypropylene primary backing. Also, there is no absolute guarantee that SDN carpets won't stain if spills are not promptly attended to or if they contain strong dyes.

## **Soil resistance**

Expert Flooring SDN yarn is specially shaped to ensure that less soil is deposited around the fibres. This also makes any soil that does adhere to the fibres less visible.

## **Anti-static**

All Expert Flooring SDN products have anti-static treatment that is guaranteed for the life of the carpet.

## **Polypropylene**

Polypropylene is a fatigue-resistant fibre that is naturally colourfast and inherently stain resistant. The superior colourfast properties of polypropylene are due to the colour that is incorporated in the actual structure of the fibre. Polypropylene filaments have outstanding abrasion resistance. This fibre also has excellent stain resistance, ensuring your carpet will maintain its great looks for many years.

As people and families move more towards informal lifestyles, including eating on couches and casual furniture, stain resistance is becoming an extremely important carpet attribute.

Polypropylene filament has the lowest inherent electrostatic build-up of all synthetic fibres. This is increasingly important in homes and offices in which expensive electrical equipment is located.



## Polyester

Polyester is another popular synthetic fibre used in carpets. Less expensive than nylon, it once had a reputation for being of poor quality. However, in recent years, the quality of polyester fibre has improved considerably and it can offer an excellent value choice for the budget-conscious.

When new, polyester carpets look beautiful, belying their economical price. The fibre has a very luxurious “hand” and also comes in some of the richest colours of any fibre. Because it is process-dyed, polyester has excellent fade resistance, while its relatively soft fibres give a rich feel, with high “perceived” quality.

# CARING

FOR YOUR SYNTHETIC CARPET



## Regular Maintenance

Frequent vacuuming removes soil particles from the surface before they work their way below the pile surface. It is recommended to vacuum at least once a week and more for a heavy traffic area. It is recommended to use either upright vacuums or quality barrel vacuums with adjustable brushheads. Extra care must be taken in heavy traffic areas, including entrance areas.

**Loop pile carpets:** If you have a loop pile carpet, we recommend the use of an adjustable regular-suction type vacuum cleaner. Turbo or power brushhead attachments may reduce surface fuzziness or crimping—however excessive use can lead to fuzzing. Power bar and rotating brushes should only be used on the lightest settings. Some vacuum cleaners available in the market can damage the yarn bundle and cause fuzziness across the carpet surface due to their coarse bristles. We highly recommend before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to insure your current vacuum cleaner will not agitate the loops of the fiber and cause unnecessary fuzziness.





**Cut Pile and Cut & Loop carpets:** You can use an adjustable regular-suction, turbo or a power brushhead for your cut pile or cut and loop carpet; however excessive use of rotating brushhead may disturb the overall appearance of your carpet. We recommend using an adjustable regular-suction head and occasionally vacuuming with your turbo or power brushhead.



## Periodic Maintenance

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep or restorative cleaning. Carpet should be steam-cleaned at a minimum of once every two years. Steam cleaning should be carried out by a reputable professional steam cleaner and in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733-1995.

# STAINREMOVAL

## FOR SYNTHETIC CARPETS

Correct and regular maintenance will increase the life span of a carpet and also help maintain its good appearance. Cleaning should be proportional to the amount of soiling the carpet is subject to – the more dirt is deposited on the carpet, the more intensive the maintenance program required.

### Spot Cleaning Procedures

Immediately remove as much of the spill as possible. To remove stains it is generally best to use general carpet cleaning liquids designed specifically for spot cleaning. The recurrence of stains after spot cleaning is not uncommon for a concentrated spill, so a repeat treatment is necessary.

Never rub or scrub the carpet as it may cause fuzzing or change the appearance of the carpet.

Always work from the outside of the stain towards the middle to avoid further spreading.

It is recommended to pre-test any cleaning agent on a small obscured area of your carpet to ensure they do not affect the appearance or colour of the carpet.

**It is most important to rinse the cleaned area thoroughly with water and blot dry after removing any spills. If the cleaned area is not sufficiently rinsed, a sticky detergent residue remains which attracts soiling.**



**If stains fail to respond to treatments, contact a professional carpet cleaner immediately!**

Spills should be attended to as they occur – the older the stain, the more difficult it is to remove.

### Dry Stains

Gently remove as much of the substance as possible using a small soft handbrush or spatula to break up any crusted material and then vacuum thoroughly.

## Wet Stains

Blot with absorbent white cloth or paper towel, or use a spatula to remove any excess, then blot. For larger spills, a portable extraction unit or wet/dry vacuum, or professional cleaning is best.

# RECOMMENDED

## CLEANING METHODS

Rinse the cleaned area thoroughly with clear cold water after each cleaning step and blot dry.

### Detergent

Use commercially available general carpet cleaning or spot removal detergent. Apply detergent sparingly to the stained area then blot to remove residue and rinse thoroughly with clear water. Blot dry.

### Ammonia solution

Mix 1 tablespoon non-bleaching household ammonia with one cup of warm water. (Note: Do not mix with chlorine bleach). Gently apply ammonia solution sparingly. Blot the stained area to remove the substance. Rinse thoroughly with clear water. Blot dry.

### Vinegar solution

Mix one part white vinegar and one part water. Apply the white vinegar solution to the entire area that has been cleaned. Rinse thoroughly with clear water. Blot dry.

### Alcohol

Clear alcohol, use as is. Apply only enough alcohol to dampen the stain. Blot dry. Repeat as long as the stain continues to transfer.

### Clear water

Rinse the cleaned area thoroughly with clear water and blot dry. If stains fail to respond to treatments, contact a professional carpet cleaner immediately.

Stain	Step 1	Step 2	Step 3	Step 4
Asphalt	Alcohol	Detergent	Vinegar solution	Clear water
Beer	Detergent	Ammonia solution	Clear water	
Berries	Detergent	Ammonia solution	Clear water	
Blood	Detergent	Ammonia solution	Clear water	
Bleach	Detergent	Ammonia solution	Clear water	
Butter	Alcohol	Detergent	Vinegar solution	Clear water
Chalk	Detergent	Ammonia solution	Clear water	
ChewingGum	Chill	Scrape off	Clear water	
Chocolate	Alcohol	Detergent	Vinegar solution	Clear water
Clay (red)	Detergent	Ammonia solution	Clear water	
Coffee	Detergent	Vinegar solution	Clear water	
Crayon	Alcohol	Detergent	Vinegar solution	Clear water
Faeces	Detergent	Ammonia solution	Clear water	
Felt TipMarker	Alcohol	Detergent	Vinegar solution	Clear water
Fruit Juice/ Drinks	Detergent	Ammonia solution	Clear water	
Furniture Polish	Alcohol	Detergent	Vinegar solution	Clear water
Glue	Detergent	Ammonia solution	Clear water	
Gravy	Detergent	Ammonia solution	Clear water	
Grease	Alcohol	Detergent	Vinegar solution	Clear water
Hair Dye	Detergent	Ammonia solution	Clear water	
Ice Cream	Detergent	Ammonia solution	Clear water	
Ink (washable)	Detergent	Ammonia solution	Clear water	
Ink (permanent)	Alcohol	Detergent	Vinegar solution	Clear water
Insecticides	Alcohol	Detergent	Vinegar solution	Clear water
Iron Rust	Detergent	Ammonia solution	Clear water	
Lipstick	Alcohol	Detergent	Vinegar solution	Clear water
Liquor	Alcohol	Detergent	Vinegar solution	Clear water

Stain	Step 1	Step 2	Step 3	Step 4
Mascara	Alcohol	Detergent	Vinegar solution	Clear water
Medicines	Detergent	Ammonia solution	Clear water	
Milk	Detergent	Ammonia solution	Clear water	
Motor Oil	Alcohol	Detergent	Vinegar solution	Clear water
Mouthwash	Detergent	Ammonia solution	Clear water	
Mustard	Detergent	Vinegar solution	Clear water	
Nail Polish	Alcohol	Detergent	Vinegar solution	Clear water
Oil	Alcohol	Detergent	Vinegar solution	Clear water
Ointment	Alcohol	Detergent	Vinegar solution	Clear water
Paint (oil base)	Alcohol	Detergent	Vinegar solution	Clear water
Paint (water base)	Detergent	Ammonia solution	Clear water	
Petroleumjelly	Alcohol	Detergent	Vinegar solution	Clear water
Plant Food	Detergent	Ammonia solution	Clear water	
Salad Dressing	Alcohol	Detergent	Vinegar solution	Clear water
Shoe Polish	Alcohol	Detergent	Vinegar solution	Clear Water
Soft Drinks	Detergent	Ammonia solution	Clear water	
Soy Sauce	Alcohol	Detergent	Vinegar solution	Clear Water
Tea	Detergent	Vinegar solution	Clear water	
TomatoSauce	Detergent	Ammonia solution	Clear water	
Toothpaste	Detergent	Ammonia solution	Clear water	
Urine	Detergent	Vinegar solution	Clear water	
Vomit	Detergent	Vinegar solution	Clear water	
Water Colours	Detergent	Vinegar solution	Clear water	
Wax(candle)	Alcohol	Detergent	Vinegar solution	Clear water
Wine	Detergent	Ammonia solution	Clear water	

# WARRANTIES

## FOR SYNTHETIC CARPETS

Expert Flooring provides outstanding warranties on its synthetic carpets which are subject to the following conditions.

### General Warranty Conditions

Carpets must be properly installed over new underlay according to the Australian and New Zealand Standard AS/NZS-2455 and maintained adequately as recommended in this brochure.

These warranties are extended to the original purchaser only and are not transferable.

These warranties are solely for domestic indoor use of the carpet in accordance with the recommendations made on the rating.

These warranties apply to first quality carpets only.

### These warranties do not cover:

- Any problems caused by improper installation
- Any problems caused by the failure of or non-usage of underlay
- Any carpet installed outdoors or in utility areas
- Carpets installed or used in any non-residential and non-owner occupied premises
- Damage or appearance problems resulting from wrapping carpet around nosings of stairs
- Carpet that has been surface-treated with materials not recommended
- Damage due to the use of improper cleaning agents or methods, and damage due to the use of cleaning or polishing agents used in cleaning adjacent hard floor surfaces
- Any carpet inadequately maintained and cared for
- Damage caused by accidents, abuse or abnormal wear such as tears, burns, pulls, cuts or from household pets or from wetting
- Damage resulting from the use of mobile equipment and abuse through athletic or gym equipment

- Damage caused by castor chairs without protection mats
- Permanent pile reversal (also referred to as shading or watermarking), pilling, matting, flattening or tracking
- Minor differences between the colour and texture of samples and the installed carpet
- Damage caused by aggressive vacuum cleaner power heads that change the construction of the installed carpet
- The cost of making any claim under these warranties





## Warranties for Synthetic Carpets

You can determine which of the below listed warranties apply to a particular carpet by checking the label on the back of the carpet sample or by asking your Victoria Carpets retailer.

### 20/15 /10 /5 Year Limited Wear Warranty for Residential Use

Expert Flooring warrants its carpet against pile weight loss by abrasive wear of more than 40% within the period mentioned in the wear warranty label affixed to the sample, from date of delivery, provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS) or manufacturer's rating.

This warranty covers abrasive wear of the surface pile only and does not cover carpet backings.

To make a claim you must notify your place of purchase and provide proof of purchase. If upon inspection and testing Expert Flooring is satisfied that the carpet was correctly installed to Australian Standards and maintained and that the surface pile has abrasively worn more than 40% in the period mentioned on the wear warranty label affixed to the sample, Expert Flooring will offer to repair or replace the affected area inclusive of installation or offer an allowance to the cost of the carpet only in the affected area.

Any replacement carpet will be of same or comparable quality to the installed carpet at the time of purchase.

### 20/15/10 Year Limited Stain Resistance for Residential Use

Expert Flooring warrants that the surface pile of the carpet will resist most household stains for the period mentioned in the warranty label affixed to the sample, from date of delivery when properly installed indoors to Australian Standards.

No carpet is completely stain proof. Stain resistance treatment will increase your ability to clean up stains, not prevent stains.

This warranty specifically excludes: general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy synthetic yarn or the colour of the carpet (e.g. bleaches, drain cleaners etc.), very hot liquids, food and beverages containing strong dyes (e.g. mustard, curry, coffee and tea) and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended.

Before making a claim under this warranty, you must have attempted to remove the stain by using the recommended cleaning procedures. If the stain removal is not successful you must have the affected area of your carpet professionally steam cleaned. If the affected area remains unsatisfactory you must notify your place of purchase immediately.

You must be able to provide proof of purchase and proof that professional steam cleaning has been undertaken.

You must permit Victoria Carpets access to the installed carpet in order to remove the stain. If, under testing and analysis performed by Expert Flooring, the tested carpet or the cleaned area is found to have a rating of 4 or less under the Red 40 Stain Scale when tested according to the American Association of Textile Chemists and Colourists (AATCC) Test Method 175, Expert Flooring will pay for the attempted removal of the stain by us and will offer to repair or replace the affected area inclusive of installation or offer an allowance to the cost of the carpet only in the affected area.

Any replacement carpet will be of same or comparable quality to the installed carpet. If the stain is removed as warranted, all stain removal costs will be responsibility of the purchaser.



## 20/15/10 Year Limited Colourfast Warranty for Residential Use

Expert Flooring warrants that its carpet will not display a significant change in colour due to exposure to sunlight or atmospheric contaminants for the period mentioned in the warranty label affixed to the sample, from date of delivery or for a period of time not exceeding 200 Xenon Fadeometer hours of such exposure.

To make a claim under this warranty, you must notify your place of purchase, provide proof of purchase and provide non-returnable samples of the carpet for testing. If, under testing performed by Expert Flooring, firstly the carpet is found to have a rating of 4 or less under the Blue Scale, when tested in accordance with ISO Test Method 105B02, Expert Flooring will offer to repair or replace the affected area inclusive of installation or offer an allowance to the cost of the carpet only in the affected area.

Any replacement carpet will be of same or comparable quality to the installed carpet.

## Lifetime Anti-static Protection

Unlike other carpets that are protected by topical treatment, synthetic carpet filament is permanently anti-static. Expert Flooring warrants that its carpet is treated with an anti-static agent providing protection by reducing static build-up for the life of the carpet.





## Consumer Law

### Australia

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.

### New Zealand

Our goods come with warranties that cannot be excluded under the Consumer Guarantees Act.



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