



WARRANTY and MAINTENANCE GUIDE

ESTABLISHED OVER 70 YEARS AGO, Feltex Carpets has built a reputation for being one of New Zealand's leading carpet manufacturers, through consistently providing consumers with innovative, high quality and stylish floor covering solutions. The privately owned Feltex operation includes spinning mills, dye houses, design studios, carpet manufacturing mills and offices in New Zealand and Australia.

INTRODUCTION

Congratulations on your purchase of a quality product manufactured by Feltex Carpets! Your carpet represents a substantial investment and, like your other fine furnishings, requires proper care to ensure that you will enjoy the quality of a Feltex carpet for years to come.

Feltex Carpets recommends that you read this booklet carefully and keep it in a safe place for future reference.

It is important to note that Feltex Carpets offer different warranties for different product ranges. Please check the labels affixed to the back of the store sample to determine which warranties apply to your particular carpet selection. If you are unsure please do not hesitate to ask your authorised Feltex Dealer or contact Feltex Carpets on 0800 100 008.

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RESIDENTIAL ABRASIVE WEAR WARRANTY

The surface pile is warranted, given normal domestic indoor wear and proper maintenance, not to suffer abrasive wear of more than 10% of the original surface pile within the applicable warranty period stipulated on the back of the point of sale sample, from date of sale. Abrasive wear means fibre-loss from the carpet through normal abrasion. The percentage of fibre loss can be determined by an independent testing method if required.

Damage caused by tears, pulls, pilling, burns, furniture or wheels are excluded from this warranty. Matting or crushing, or any change in appearance retention, do not constitute abrasive wear and are therefore excluded from this warranty.

RESIDENTIAL COLOURFASTNESS WARRANTY

Feltex Solution Dyed Nylon advanced technology locks in the carpet colour, protecting it against colour fading and helping to guard against atmospheric contaminants.

Feltex Carpets warrants that the colour of your Feltex carpet, will not change in excess of the level of Blue Scale 7 (after testing ISO standard 105/B02 (Method 1)) due to exposure to sunlight for the number of years set out in the Colourfastness Warranty label affixed to the point of sale sample.

STAIN PROTECTION WARRANTY

Feltex Carpets warrants that provided the owner follows the recommended care and maintenance instructions, including professional cleaning, the surface pile of the carpet will resist common household spillages better than comparable standard conventional carpet, for the warranty period stipulated on the back of the point of sale sample, from the date of original installation.

Non food and non beverage substances, food and beverages which contain strong dyes are excluded from this warranty. Examples of such substances include paint, bleach, and caustic chemicals. Soiling and staining which become permanent due to the failure to carry out the appropriate care and stain removal procedure immediately are also excluded from this warranty.

APPEARANCE RETENTION WARRANTY

Feltex Carpets warrants that your carpet will retain its texture (or appearance) for the warranty period stipulated on the back of the point of sale sample, from date of sale, to a minimum test result of 2.0 on the internationally recognised IWS 247/251/284 Sept. 1992. Hexapod test.

Stairs are specifically excluded from these warranties.

SOIL PROTECTION WARRANTY

Feltex Carpets warrants that provided the owner follows the recommended care and maintenance instructions set out in this guide, including professional cleaning, the surface pile of Feltex carpets carrying this warranty will resist soiling from most common household soil better than comparable untreated carpets, for the warranty period from the date of the original installation. Soiling is defined for the purposes of this warranty as a noticeable colour change, due to deposits of soil, as a result of foot traffic from normal domestic use which cannot be corrected.

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

Please note that light-coloured carpets will show soiling more readily than darker colours and as a result will require more frequent maintenance to keep them looking their best.

LIFETIME ANTI-STATIC WARRANTY

Feltex Carpets warrants that for the life of the carpet, it will not generate static greater than 3.5 kilovolts.

ANTI-MICROBIAL WARRANTY

Feltex Carpets warrants that the pile of your carpet has been treated with an anti-microbial treatment to fight the spread of disease.

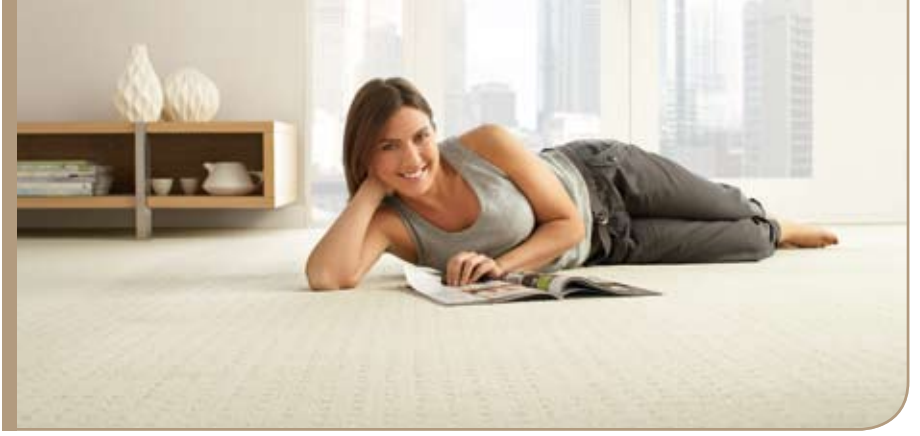
LIFETIME INSECT DAMAGE WARRANTY

Feltex Carpets warrants that the carpet will not require any chemical treatment or applicant of guard against insect attacks, such as carpet beetles or moth larvae.

5 YEAR INSECT RESISTANCE WARRANTY

Feltex Carpets warrants that for a period of 5 years from date of sale, your carpet is protected against insect and moth infestation. The warranty is conditional on the carpet being properly maintained and has had regular vacuuming. If your carpet has been degraded due to insect attack (and our inspection and testing proves this to be the case), Feltex will either repair your carpet or offer to replace the affected area, depreciated as per the following table:

5 YEAR INSECT RESISTANCE WARRANTY
First 2 Years 100% replacement
3rd Year 70% replacement
4th Year 40% replacement
5th Year 20% replacement



THE CARPET CARE PROGRAMME

PREVENTATIVE MEASURES

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

When moving heavy wheeled furniture (pianos, buffets, etc), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.

If you use area rugs over your carpet, be sure to remove and clean them regularly. Clean and restore the carpet underneath too. Be certain to check area rugs for colourfastness before putting them back, as the dyes in some rugs may bleed through onto the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.

Door mats – place mats at all exterior doorways and entrances to carpeted areas to trap dirt and moisture from shoes. Clean mats regularly.

Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

Protect your carpet from prolonged periods of direct sunlight with curtains, blinds or awnings.

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. 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.

STAINS VS SOILING

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

Note: do not scrub/rub your carpet. Always 'dab' your carpet with a white paper towel or cloth.

REGULAR VACUUMING

The most important step in caring for your carpet is vacuuming with a good quality vacuum cleaner which removes hidden dirt and particles embedded in the pile. After your carpet is installed, vacuum lightly and frequently in the first week to remove surface lint, dust and fluff. After the first week, a light vacuum is recommended at least twice a week and a thorough vacuum weekly. This is particularly important for high traffic areas. Keep in mind that walking on soiled carpet permits the soiled particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres.

STEAM CLEANING

Carpet should be steam cleaned every twelve months to two years, depending on the usage and colour. It is important that you use a reputable professional steam cleaner who operates in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733-1995. Shampooing, do-it-yourself steam cleaning or dry cleaning is not recommended.

FELTEX CARPETS CLEANING GUIDE

While some Feltex carpet ranges feature stain resistant treatments to improve your ability to clean up stains easily, they cannot totally prevent all stains. For really bad stains refer to a qualified professional for help. Feltex Carpets do not recommend do-it-yourself shampooing, steam cleaning or dry cleaning. Acting quickly is the key to success when anything is dropped or spilled on any carpet. Always have the necessary cleaning material at hand. It is important to identify the source of the stain to ensure the use of the appropriate method of removal. 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 water immediately. Press area with a white paper towels/cloth. Repeat until the stain is no longer visible. Pat the area with white towels until the area is completely dry. **DO NOT RUB.**

Removal of stains cannot be guaranteed. No responsibility is accepted by Feltex Carpets for claims arising from any proposed treatments. **If a stain fails to respond to treatment, call a professional carpet cleaner immediately.**

BASIC CARPET CLEANING STEPS:

1. Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or cloths. Use a wet/dry vacuum for large spills. **NEVER** scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
2. Determine the appropriate method of stain removal. See page 6 or 7 for guide.
3. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change.
4. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
5. After the spill or stain has been treated, place several layers of white paper towels or cloths over the area and place a flat weight on them until dry. 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. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.**



CLEANING TREATMENT

WOOL CARPETS AND WOOL-RICH CARPETS

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
Urine (old)	2	8	
Vomit	2	6	8
Wine	1	2	8

Cleansing Agent/Treatment:

1. Cold water.
2. 1 teaspoon mild laundry detergent approved for wool and 1 teaspoon of white vinegar in 1 litre of 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.



CLEANING TREATMENT

SYNTHETIC CARPETS

Stain Type	Order of Treatment			
	Step 1	Step 2	Step 3	Step 4
Blood	1	2	9	
Chewing gum	3	2	9	
Coffee	2	7	2	9
Faeces	2	6	9	
Nail polish	4			
Paint (latex)	1	2	9	
Rust	5			
Soot	8			
Urine (fresh)	1	2	9	
Urine (old)	2	9		
Vomit	2	6	9	
Wine	2	7	2	9

Cleansing Agent/Treatment:

1. Cold water.
2. 1 teaspoon mild laundry detergent in 1 litre of 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. Undiluted white vinegar.
8. Vacuum immediately. If any residue call professional carpet cleaner.
9. Rinse with warm water.



CARPET CHARACTERISTICS

PETS

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

SHEDDING FIBRE

Most carpets will shed fibre when they are new, particularly wool carpets. This is not a fault in your carpet, it is merely fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer than others, depending on the type of carpet.

TRACKING AND MATTING

Tracking and matting are conditions that tend to occur in high usage areas, e.g in walkways, in front of chairs, under tables, etc. The chances of these conditions occurring are greater in lower quality carpets, because generally, the pile is less dense and therefore the individual fibres can more easily lay over. It is recommended that you place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

SPROUTING TUFTS

The loops or tufts of carpet may pull if caught by a sharp object, e.g pets' 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 your carpet.





SHADING/PERMANENT PILE REVERSAL

The phenomenon of permanent pile reversal refers to cut pile and cut and loop pile carpets, which appear lighter or darker in areas of the same installation. This occurrence in cut pile carpets is random and largely unexplained. This phenomenon cannot be predicted or prevented. This condition is an inherent characteristic of these styles of carpet and therefore does not constitute a manufacturing defect.

FADING/DISCOLOURATION

Your Feltex Warranties exclude fading, discolouration or alteration affected by atmospheric or chemical influences. To minimise the chances of fading, Feltex Carpets use the most up to date dye stuffs in the production of their carpets. However, all carpets can fade to some degree if exposed to sunlight over a period of time. It is recommended that you have some form of window protection, e.g curtains, blinds, for those areas where sunlight falls onto the carpet for extended periods of time. The phenomenon of colour change can also be experienced whereby over time the carpet appears to lose colour in areas not subjected to direct sunlight. The occurrence is random but appears more prevalent in coastal regions, particularly areas with high UV content. It is thought to be influenced by atmospheric or ozone conditions. As the effect of this phenomenon is random and unexplained, it is not considered to be a manufacturing defect. Solution Dyed Nylon carpets are exempt from this exclusion – except for the improper use of cleaners or chemicals which have the ability to actually attack and de-grade the nylon fibres.

COLOUR VARIATION

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dyelots. Feltex Carpets quality assurance programme (Australian/New Zealand AS/NZS ISO 9001:2000 certified) seeks to minimise potential for variance and ensures any variation is within recognised textile industry standards.

COLOUR APPEARANCE

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. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

SHIFT LINES

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

PHASING

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. Phasing is an accepted part of carpet design and will not affect the performance of the carpet.

FUZZING OR BLOOMING

Fuzzing or blooming is caused due to the tips of the fibres in a cut pile carpet losing a degree of yarn or twist over time. This is generally most apparent in traffic areas or in front of chairs. This is considered normal wear and tear.

PATTERN DISTORTION

Feltex Carpets use the best available techniques to minimise pattern distortion during manufacture.

However, some distortion due to shrinkage or stretch 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 a perfect pattern match cannot be guaranteed.



BOWING AND/OR SKEWING

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally accepted.

WARRANTIES – WHO AND WHAT IS COVERED?

Not all warranties apply to all Feltex carpets. You can establish specific warranties applicable to a particular carpet style, by checking the labels on the back of the carpet sample, or by asking your retailer.

The warranties protect you, the original carpet purchaser, if you have purchased a Feltex carpet for your own residential use, in an owner-occupied private single family residence.

Warranties are not transferable.

Consumer rights remain in effect in addition to these warranties.

Warranties only apply to first quality carpets and are not applicable to carpet sold as second quality, irregular, used, short-ends or clearance stock.

For these warranties to be valid your carpet must be installed in accordance with AS/NZS 2455-1:1995 and/or under specific instructions by Feltex Carpets.

Feltex warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.

Warranties do not cover damage or appearance retention problems resulting from the opening of rows of tufts caused by wrapping the carpet around nosings of stairs.

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

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 underlay, or the laying of carpet over carpet. Please contact the manufacturer of your underlay for more information.

Warranties do not cover any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which have adversely affected the soil resistance, stain resistance and/or other attributes of the carpet.

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

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, or atmospheric or chemical influences.

IMPLIED WARRANTIES

Feltex Carpets warrants that its carpets which display a performance rating will be appropriate for use for the purposes described on the labels. 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 installed under 12 months, 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 implied by section 69 of the Trade Practices Act, is limited to any one of the following as determined by Feltex Carpets:

1. replacement of the goods sold or the supply of equivalent goods
2. repair or restoration of the goods sold
3. payment of up to the value of the goods sold or of replacing, repairing, 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. Feltex Carpets will not accept any liability or responsibility for any special, incidental or consequential damages or expenses of any kind, whether resulting from the wilful or negligence of Feltex Carpets or not, even if Feltex Carpets has been advised of the possibility of such potential loss or damage.





HOMEOWNER OBLIGATIONS UNDER FELTEX CARPETS WARRANTY

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

- Keep proof of purchase in the form of an invoice from your retailer showing the price you paid for the carpet, together with proof of the installation date, and your payment to the retail store.
- Ensure that your carpet has been installed in accordance with the guidelines outlined in the Australian and New Zealand Standard AS/NZS-2455, and maintain your carpet with regular vacuuming and cleaning.
- Be able to show proof of periodic steam cleaning by a professional cleaning service. An invoice detailing your cleaning service will serve as proof. A minimum of one professional cleaning every two years is required. 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 and maintenance must be carried out in accordance with the Australian and New Zealand Standard AS/NZS 3733-1995.
- Warranties should also be validated by submission of the completed warranty form within thirty days of installation of your Feltex carpet. This form is attached.
- Complete the 'Feltex Carpets warranty registration' form on page 15 and send it back to Feltex Carpets, PO Box 97145, Manukau City, Manukau 2241



WHAT TO DO IF YOUR CARPET FAILS TO PERFORM

Should you believe your carpet is failing to perform in accordance with the applicable warranties affixed to the back of the point of sale sample or your consumer rights, please contact the organisation you purchased the carpet from, and they will fill out a complaint registration form and send it to Feltex Carpets. Your complaint will be dealt with as soon as possible.

If your complaint is deemed fair, Feltex Carpets will 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 on page 14. The credit will apply to new carpet of the same or comparable quality. The credit will be passed to the retail store where you purchased the carpet.

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

Feltex Carpets excludes and will not pay consequential or incidental damages under these warranties. This means any loss, expense or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering or sculpturing.



DEPRECIATION TABLES 'WARRANTY REPLACEMENT PERCENTAGES'

Warranties vary from product to product. Please refer to point of sale sample to determine relevant warranties. These depreciation tables are applicable to Feltex Warranties excluding the 5 year Insect Resistance Warranty on page 3. If any part of your carpet fails to perform in accordance with a warranty applicable to the carpet, Feltex Carpets will offer an allowance or arrange a credit equal to the cost of the carpet material only, in the affected area. The credit will apply only to a new carpet of the same or comparable quality manufactured by Feltex Carpets, depreciated as set out below. The various percentages refer to the value of replacement

5 Year Warranty	7 and 8 Year Warranty	10 Year Warranty	15 Year Warranty
First 2 Years 100%	First 3 Years 100%	First 3 Years 100%	First 5 Years 100%
3 rd Year 70%	4 th Year 70%	4 th and 5 th Years 70%	6 th and 7 th Years 70%
4 th Year 40%	5 th Year 40%	6 th and 7 th Years 40%	8 th and 9 th Years 50%
5 th Year 20%	6 th Year 20%	8 th and 9 th Years 20%	10 th and 11 th Years 40%
	7 th and 8 th Year 10%	10 th Year 10%	12 th and 13 Years 20%
			14 th and 15 th Years 10%



Customer Name:

Address:

Suburb:

City: Postcode:

Carpet: Colour Name:

Metres Purchased: Date Purchased: Date Installed:

Retailer:

Retailer's Sales Person:

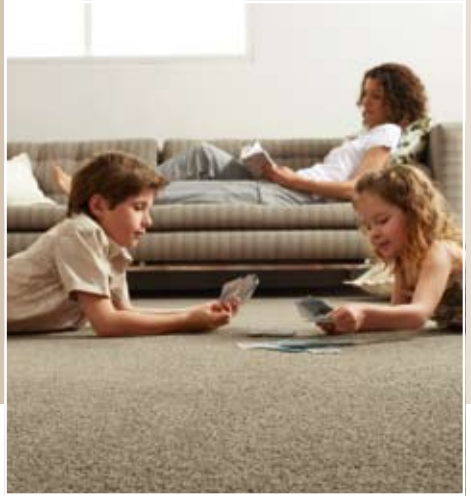
City: Postcode:

For a full copy of the Feltex Carpets privacy policies regarding use of personal details and information collected by Feltex Carpets, please call 0800 100 008 or refer to www.feltexcarpets.co.nz

FELTEX CARPETS WARRANTY REGISTRATION

To help us improve our service to you, please answer the questionnaire below: (TICK WHERE APPLICABLE)

1. I/We chose this carpet because I/we like the:
 Colour Style Price Stain resistance Warranty
 Other
2. The carpet was purchased for use in:
 New home Refurbishing Investment/Holiday house
3. The carpet was selected by:
 Me My spouse Architect Interior designer
 Other
4. I/We started looking for carpet:
 <6 months 6-12 months >2 months
5. I/We last purchased carpet:
 first purchase 0-3 years ago 3-6 years ago
 6-9 years ago >9 years ago



Feltex
C A R P E T S

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