



CLASSIC FLOORING
AUSTRALIA



Home

Carpet Warranty & Maintenance Guide

Welcome & Contents

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Thank You

Thank You for choosing Classic Carpets for your home.

This leaflet is intended to provide you with information you will require in order to protect the investment to your lifestyle that you have just made.

With planning and regular maintenance you will be able to enjoy your new home environment for many years.

Please make note of the type of carpet that you now have for referral to this document regarding cleaning and maintenance.

For further information refer to your carpet store salesperson or visit our website www.classicflooring.com.au

Carpet Characteristics

There are several changes that can happen to carpets over time, that are not related to maintenance or faulty manufacturing.

Colour Variation

Minor variations between the installed colour and sales sample can occur due to dye batch variations between production runs. Colour assessment is a very subjective issue that can be dependent on the observer's eyesight or colour vision skills. The lighting conditions in the installation may also vary from those in the selection process. You should ensure that you view your carpet selection under various lighting conditions in the intended installation area, prior to the product being installed.

Reserve Carpet

It is always valuable to keep some reserve carpet.

This can be used as a source of yarn to repair missing tufts, created or made visible by furniture damage or under power stretching during installation. A hand sewing repair will usually be unnoticeable.

Raised Tufts

Tufts are caused by sharp objects catching the yarn in the carpet and pulling it to a height above the surrounding pile. Vacuum cleaners, furniture, shoes etc can be responsible.

Clipping the protruding tuft with a sharp pair of scissors is an acceptable way to deal with this problem.

Fibre Shedding

You may be concerned by fibre appearing to shed from the carpet during the first few months of use. This is only a fibre residue remaining from the manufacturing process and is not a product fault or failure in maintenance procedure. If the problem persists, it can be rectified by cropping.

Matting and Tracking

This wear-induced characteristic is most likely to occur on stairs, in front of desks and in high foot volume corridors. Regular vacuuming and immediate cleaning of spills is the best way to reduce matting and tracking. The use of rugs or mats should be considered for areas where matting and tracking potential is high.

Carpet Characteristics

Pattern Match

During the manufacturing process, small uneven stress and pressure are applied to carpet.

Additionally, carpet may have been sourced from different production runs. From time to time, this may result in a repeat pattern not matching up precisely along the length or width of the carpet. The method used to install, along with humidity, temperature and other atmospheric conditions experienced in storage may also contribute to variations in the precision of pattern matches. Good installers can usually obtain a very close pattern match, but this cannot be guaranteed. There is no post installation maintenance procedure that can add any precision to the matching of patterns.

Fading

Good window treatments that reduce to a minimum the effects of UV radiation from sunlight, and the periodic moving of furniture (if practical) can work to reduce the risk of colour fade or uneven colour changes. Conditions vary from one installation to another, including ozone damage being more prevalent in coastal areas. These colour changes are not considered a manufacturing defect due their randomness and frequently inexplicable happenstance.

Please discuss your location and colour needs carefully with your retailer or contractor if you believe that your installation may be susceptible to environmental factors that will fade colours. Protect your carpet from intense sunlight wherever possible.

Permanent Pile Reversal (Shading)

The carpet can appear to be randomly “wet” as some areas appear darker or lighter than the area surrounding or adjacent. This is mainly a characteristic of cut pile carpet and is largely unexplainable or preventable through any known maintenance measure. Pile reversal has been to seen to be related to location of use rather than the carpet construction, yarn or other materials used. The industry considers this a random phenomenon that will not affect the long term performance of a carpet, and is not recognised as a manufacturing defect.

The Comfort of Knowledge

It is not expected that you will see any or all of the above characteristics in the carpet you have selected. If you do, we trust that your greater understanding of these issues will prevent you from experiencing any undue alarm or concern regarding your carpet’s long term performance.

Carpet Care

Staining and Soiling

Staining and Soiling are two different matter.

Common household spills, a cool drink for example, may not be cleaned correctly, resulting in a sticky residue that attracts soil from ordinary foot traffic.

This may appear to be a stain, but is potentially cleanable. It is important that spills be cleaned promptly, using the correct methodology and rinsed thoroughly to prevent this type of heavy soiling.

Staining occurs when some common household products are spilled on the carpet and cause irreversible discolouration of the carpet pile.

Discolouration

Permanent discolouration (Staining) can be caused by some of the following common household products.

Acids

Alkali (Strong)

Bleach (Household Strength)

Bromine (In dyes, and some medicinal solutions)

Blood

Chlorine (Potentially from swimming pools)

Creams, Lotions, (eg for Acne)

Hair Dyes and Colours

Insecticides

Muscle Liniments

Plant Foods & Fertilisers

Permanent Texta Markers

This is not an exhaustive list. It is important to take care with anything that could be a potential source of permanent staining.

Cleaning Methods

The following cleaning methods and guides for various types of soiling may be of some assistance to you in taking remedial action to restore your carpet.

All care has been taken to compile this information for you, but no claims or responsibility arising from the use of these treatments will be accepted by

Classic Flooring Australia. If stains fail to respond to the treatments listed you should call a carpet cleaning professional immediately.

Preventative Measures

Walk Off Matting

Place “Walk Off Mats” at all entrances to catch moisture and soil from footwear. Regular cleaning of your mats will prevent them from becoming a source of soiling and becoming unsightly themselves.

External entry ways and internal entry areas should be kept free of dirt, soil, Moisture (if possible) and any other contaminant that could be tracked inside.

Underlay

High quality underlay will improve the under foot comfort, performance, and life of your new carpet. We recommend that you use brand new, good quality underlay under your carpet. This is particularly important on stairs.

Do not use old carpet or deteriorated underlay as your underlay as your warranty will be adversely effected by the use of inadequate quality underlay.

Rugs

Rugs placed on top of the carpet must be cleaned regularly. The rug should be moved in order that the carpet pile below the rug can be cleaned and restored by thorough vacuuming. Check that the dye in your rug is colourfast before locating it on top of your new carpet. Always allow you rug to completely dry after cleaning, before repositioning on top of your carpet.

Protective Chair Mats

Home office desks, computer desks, under tables and in front of chairs are all areas that can suffer from accelerated wear. Protective chair mats are advisable, particularly for desks, in order to reduce this concentrated wear.

Furniture

Heavy furniture should be moved and the carpet vacuumed in order to prevent excessive pile crushing. Furniture coasters should be placed under the legs of tables, chairs and other furniture to assist with weight distribution. It is not recommended to use furniture with rollers or castors on carpet without a chair pad, as this can cause carpet damage.

A suitable surface for heavy wheeled furniture to roll on should be inserted between the wheels and the carpet before attempting to move such furniture.

Cleaning Methods

Routine Vacuuming

Maintaining the investment in your carpet by routine vacuuming is essential to your carpet's life and appearance retention. High traffic areas should be vacuumed at least weekly to prevent soiling, that has been walked on to the surface, from being driven into the pile. Deep pile soiling is very difficult to remove and the carpet fibres will become irreversibly damaged.

Residual loose fibres, left over following installation, should be immediately vacuumed away before the carpet is walked on.

Upright vacuum cleaners or those of quality with a "Power Head" agitate the pile to facilitate better removal of grit and dirt. These are the type of machines that Classic Flooring recommends be used for domestic cleaning. Dust bags should be replaced or emptied regularly to ensure that the machine is operating at maximum efficiency. Suction efficiency will be reduced even if the collection bag is only part full.

Spills, Spots and Spillage

When spillage occurs it is important to act quickly, before the spill has time to penetrate the carpet fibres and pile.

Remove as much of the spill as possible by scraping up any solids and blotting any liquids with a white cloth or paper towel. Always begin blotting from the outer edge of the spill and work towards the centre. Do not scrub or rub at the spill, as this will cause the effected area to spread and make restoration of the effected area that much harder. Use clean cold water to sponge out as much of the spill as possible, then blot up with a white cloth or paper towel. Do not scrub or rub the spill.

If you are not successful in removing the stain apply the appropriate cleaning solution and then apply very small amounts of water, blotting away until the carpet is no longer soapy or sticky. Blot dry with a white cloth or paper towel.

Remove any excess moisture by applying paper towels to the area and then weigh down with a flat heavy object such as a book or number of books.

When dry, give the carpet a thorough vacuuming.

Cleaning Methods

Periodic Cleaning Methods

There are two principal methods available deep clean and revitalise your carpet:
Dry Extraction using Absorbent Powder
Hot Water Extraction.

Dry extraction – a safe and effective method that uses inert absorbent powder (moist compound) that does not leave the carpet wet. Powders are a combination of water, amphiphilic surfactant, solvent (organic), and odour reducing or fragrant substances. The carpet should be vacuumed prior to application. Powder is sprinkled on the carpet and brushed in (counter rotating brushes will help to dislodge solids). After about 30 minutes the powder is vacuumed away with the soiling, oils etc

This method is the most likely to reduce the possibility of mould growth, and extract allergens, dust mites etc.

So called “Dry Cleaning” using “spin pads” is called bonnet cleaning and can damage carpet fibre. This method is not recommended for Classic Flooring Australia’s Broadloom products and may void all warranties.

Hot Water Extraction (Steam Cleaning) - carpet should be thoroughly vacuumed prior to the cleaning process.

This process may be required where heavy soiling has occurred and can be more effective than the dry extraction system in areas of heavy use.

A detergent spray is applied and agitated with a low moisture applicator.

Products containing bleach should never be used.

Clean water in the extractor is used to rinse the carpet and heavy soiling can be addressed by adding a small amount of detergent (designed for this equipment and PH Neutral <PH8) to the process.

Hot water is injected under pressure into the carpet, capturing the soiling.

The simultaneous vacuum system then extracts the water and soiling from the carpet.

This equipment should be operated by a skilled professional cleaning company.

Over wetting of the carpet can cause permanent distortion of the carpet pile if the process is not done properly.

Do not allow wet or moist carpet to be walked on following the completion of the cleaning process. The carpet must be allowed to dry completely before being walked on. Maximum dry time should be 24 hours and with adequate ventilation could be 12 hours.

Foam Shampoos - (Retail supplied aerosol)

Periodic cleaning of small areas may be accomplished using an aerosol carpet shampoo. Spray the foam lightly over the area of carpet you wish to clean. Using a damp cloth, sponge or brush, work the foam gently in to the carpet. Vacuum once the area is dry.

Cleaning Methods—Nylon

Suggestions for the removal of spot stains — Nylon Carpets

The following guide is a list of procedures that can be employed to remove many common spots and stains from Nylon Carpets. More than one method may be required in order to successfully remove a stain. These procedures should be attempted in the order suggested if this is the case.

Cleaning Agent and Methodology

1. Greasy or Oil Based Stains

Put on protective glove and mask and ensure adequate ventilation of the area. Apply grease removal solvent (isopropyl alcohol) to a cloth and blot at the stain. Do not use flammable solvents. Use only a small amount and do not pour or spray solvent directly on to the carpet. Repeat until no more material (evidenced by its colour) is transferred to the towel. Rinse with clean water and blot with white towels. Continue until no further colour is transferred to the towels.

2. Freezing

Candle wax, Glue and chewing gum are best treated in this way. Freeze with an ice cube and shatter the problem material with a blunt object. Vacuum quickly before the resultant chips are able to thaw.

3. Water Based Stains

Work from the outside to the centre to prevent spreading the spill blotting up liquids with a white towel. Apply a detergent solution (as per Water Soluble stains) directly with a white cloth, wiping gently. Do not rub, scrub or brush. Use your finger tips to work to the base of the stain if necessary.

Wet the stained fibres with lukewarm water to rinse and cover and blot with a white towel, applying pressure to maximise blotting.

Repeat until all traces of the stain are gone or continue with the next step.

Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.

Apply the ammonia based solution, rinse and blot as outlined previously.

Mix one cup of white vinegar with 2 cups of water.

Apply vinegar solution using a cloth or towel and continue to rinse and blot as per step above.

This is to neutralise the ammonia solution and is an important action.

Cleaning Methods—Nylon

4. Cleaning Powder

Obtain commercially available carpet cleaning powder.

Blot up wet spills and allow to dry before using.

Sprinkle the powder on to the affected area and brush gently into the pile until the spot or soil is absorbed by the powder.

Wait 30 minutes and then vacuum

Can be attempted for all water based stains and some of the others listed.

5. Special Water Based Stains

Work from the outside to the centre to prevent spreading the spill blotting up liquids with a white towel. Apply a detergent solution (as per Water Soluble Stains) directly with a white cloth, wiping gently. Do not rub, scrub or brush. Use your finger tips to work to the base of the stain if necessary.

Wet the stained fibres with lukewarm water to rinse and cover and blot with a white towel, applying pressure to maximise blotting.

Repeat until all traces of the stain are gone or continue with the next step.

Mix one cup of white vinegar with 2 cups of water.

Apply vinegar solution using a cloth or towel and continue to rinse and blot as per step above.

Special Extra Step Possible for Solution Dyed Carpet Only

Stains such as coffee, fruit juice, and other food dyes may not come out using the above method. If this is the case and you own a Solution Dyed Carpet (*check with your Classic Flooring Australia representative or carpet supplier to determine that you have a Solution Dye Carpet before attempting this procedure*) a solution of one part chlorine bleach to five parts water can be applied to a towel and blotted on to the stain. **Never pour bleach directly on to the carpet.**

Allow 15 minutes for the treatment to work and then rinse using the above water based cleaning methods.

Make sure you are thorough as bleach will degrade carpet fibre over time.

6. Nail Polish & Household Cement

Apply nail polish remover to a cloth (non oily only) and blot working gently inwards until no further colour is visible.

Follow up with water base cleaning method.

7. Rust

Mix 10% water and oxalic acid solution and apply with a cloth to the affected area.

Allow to stand for 15 minutes and then blot, apply water and blot and blot dry.

This product should be used with extreme caution by a trained professional.

For extensive spot removal information visit The Carpet and Rug Institute's web site

www.carpet-rug.org

Soil & Stains Table—Nylon

1. Greasy Oil Based Stains	
Asphalt (+ Method 4)	Paste wax
Butter	Margarine
Chocolate	Make Up (Foundation)
Cooking Oil	Mascara
Cosmetics	Mayonnaise
Crayon	Nail Polish (+ Method 6)
Furniture Dye	Oil
Oil Based Furniture Polish	Oil Paint
Glue (+ Method 2)	Ointment
Gravy	Peanut Butter
Black Grease	Rouge
Gum (+ Method 2)	Salad Dressing
Hand Cream	Wax (+ Method 2)
Ink	Tar
Lipstick	Varnish

3. Water Based Stains	
Alcohol	Egg
Baby Formula	Ice Cream
Beer	Jelly
Blood	Latex Paint
Candy	Liquor
Catsup	Milk
Chocolate Milk	Mildew
Clay	Mould
Cola	Soil Spots
Cologne	Syrup
Cranberry Juice	Tomato Juice
Felt Tip Marker	Water Colours
Food Stains	Watermelon
Fruit Punch	Whiskey
Furniture Polish (Water Based)	Wine
Grape Juice	Vomit
Graphite	

5. Special Water Based Stains	
Coffee	
Tea	
Urine	

Cleaning Methods—Classilon

Suggestions for the removal of spot stains — Classilon Carpets

The following guide is a list of procedures that can be employed to remove many common spots and stains from Classilon (Olefin) Carpets. Classilon is a different yarn to Nylon and only the methods outlined in the following table should be attempted.

Cleaning Agents

Mineral Turpentine

Mix with equal part of dry cleaning fluid to improve effectiveness.

Water

Warm or Cold as specified. Water should be clean.

Methylated Spirits

Use Caution.

Ensure that no flame, cigarette or strong heat source is near by when using. Make sure the area you are working in is well ventilated.

Dry Cleaning Fluid

Lighter / Dry Cleaning Fluid.

Use Caution.

Ensure that no flame, cigarette or strong heat source is near by when using. Make sure the area you are working in is well ventilated.

Carpet Shampoo

Any good quality commercially available carpet shampoo

Nail Polish Remover

Pre test in a small and obscure area before use.

Do not use any greasy or lanolin based products.

Carpet Powder

Absorbent Carpet Powder (widely commercially available)

Freezing

Freeze the substance with an ice cube and shatter with a blunt instrument, then Vacuum.

Vinegar

White Vinegar only. Use undiluted.

Warm Iron and Absorbent Paper

Caution: Ensure the iron is only warm not hot, as this may melt carpet fibre.

Place absorbent paper over the area covered in wax and iron gently on very low Heat, to have paper absorb the melting wax.

Cleaning Methods—Classilon

Classilon Cleaning Methods

Stain	First Process	Second Process	Third Process	Fourth Process
Alcohol	Carpet Shampoo	Warm Water		
Beverages	Carpet Shampoo	Warm Water		
Blood	Carpet Shampoo	Warm Water		
Candle Wax	Freeze	Absorbent Paper		
Crayon	Dry Clean Fluid	Carpet Shampoo	Warm Water	
Chocolate	Dry Clean Fluid	Carpet Shampoo	Warm Water	
Furniture Polish	Dry Clean Fluid	Carpet Shampoo	Warm Water	
Fruit Juice	Carpet Shampoo	Warm Water		
Gum	Freeze	Dry Clean Fluid	Carpet Shampoo	Warm Water
Grease & Oil	Dry Clean Fluid	Carpet Shampoo	Warm Water	
Ink	Dry Clean Fluid	Methylated Spirits	Warm Water	
Lipstick	Methylated Spirits	Carpet Shampoo	Warm Water	Dry Clean Fluid
Nail Polish	Nail Polish Remover			
Oil Paints	Turpentine	Dry Clean Fluid	Methylated Spirits	Warm Water
Shoe Polish	Carpet Shampoo	Warm Water	Dry Clean Fluid	
Urine—wet	Carpet Shampoo	Warm Water		
Urine—dry	Carpet Shampoo	Warm Water		
Vomit	Carpet Shampoo	Warm Water		
Wine-White	Carpet Powder	Carpet Shampoo	Warm Water	
Wine-Red	Carpet Powder	Carpet Shampoo	Warm Water	

Warranties

Limited Wear Warranties

Classic Carpets are covered by various limited wear warranties.

Products are warranted for a specified number of years from date of installation against excessive wear, backing separation (delamination) and deterioration of dimensional stability.

Purchaser Obligation

The purchaser must retain proof of purchase which shows the store the product was purchased from, the price, product name, amount in lineal metres and date of purchase / installation. Records of any professional cleaning carried out must also be kept.

Face Fibre Wear

Classic Flooring Australia warrants that the carpet will lose no more than 10% of its face fibre by weight during the stated warranty period. If the carpet is installed on stairs, the warranty will be limited to five years for the carpet installed on the stairs.

Specified Tolerance

All other tolerances that are specified for the product are the benchmark by which manufacturing defect of faulty material and workmanship will be assessed.

Delamination

The backing will not separate from the carpet during the specified warranty period. This would be considered product failure and Classic Flooring Australia would undertake the prescribed rectification measures.

Rectification

In the event of a product failure as defined by the terms of the warranty, Classic Flooring Australia will either repair or (at its option) replace with a comparable product to make good the affected area. The liability associated with warranty is limited to the diminished value of actual repair or replacement of faulty carpet and does not extend to incidental and indirect consequential damages.

Warranty Exclusions

This warranty is made to the original first retail purchaser and is not transferable.

Damage, not limited to but including, burn marks, pulled threads, cuts, tears, and any other problems attributable to neglect, abuse, excessive moisture or flooding, excessive alkalinity, improper installation, misuse or installation to stairs. Carpets installed to stairs will not wear out, but will lose their appearance due to the abnormal pressure applied. It is recommended to keep a reserve of carpet in the same dye series, which can be used later to restore the stairs.

Staining from hair dye, pets, shoe polish, paint, bleach, insecticides and any other irreversible staining introduced to the carpet are also excluded from Classic Flooring Australia's domestic carpet warranties.

This warranty also excludes discolouration due to general soiling and / or colour change.

Products must be handled, installed and maintained in strict compliance with recommended instructions and procedures.

Classic Flooring Australia will not warrant domestic product put to commercial or non owner occupier residential use. Warranty will not cover the use of non-recommended adhesives or installation methods.

Sub standard installation is not a manufacturing fault and installation faults must be referred back to your retailer.

"Water-Marking" or shading caused by pile reversal is a feature of carpet that is not a manufacturing fault, and will not affect the expected life of a product.

Other Conditions (that may invalidate warranty.)

Failure to conduct proper maintenance, including the use of effective barrier matting to protect the carpet from excessive external soiling and moisture transfer.

Failure to react promptly to spillage as per maintenance instructions.

Carpet is subject to regular wear and tear only. Not something that would be considered outside the normal type of usage for the installed environment.

Classic Flooring Australia will not be liable for any indirect, unforeseen consequential, special or incidental damages in any case. The warranty, remedy, and other limits of liability contained here in are expressly in lieu of and exclude all other warranties, remedies, and liabilities, whether express or implied, Classic Flooring Australia makes no other representations or warranties, express or implied, and hereby disclaims any and all other warranties that may arise by operation of law, including, without limitation, any warranty of merchantability or fitness of its products for any particular purposes.

Warranties

Wear Warranties

Classic Flooring Australia provide five (5), seven (7), ten (10) and fifteen (15) year wear Warranties, determined by the construction, yarn, application and other factors.

The warranty applicable to your carpet selection will be clearly labelled on the sampling and any literature (published by Classic Flooring Australia) from which you make your selection.

This warranty is only issued to professionally installed, properly maintained, first quality carpet sold through an authorised retail store.

This warranty is only issued to the first retail purchaser of the carpet and is in no way transferable.

Warranty does not cover commercial loss or damage to carpet caused by accident.

Watermarking or Shading are not considered to be wear and are not the subject of the warranties provided by Classic Flooring Australia.

If your carpet fails to perform as defined by the terms of the warranty, Classic Flooring Australia will either repair (at its option) or replace with a comparable product to make good the affected area. The liability associated with warranty is limited to the diminished value of actual repair or replacement of faulty carpet and does not extend to incidental and indirect consequential damages.

The first claims you make should be through your retailer, who will inspect the carpet and then recommend inspection by a representative of Classic Flooring Australia. Claims will be honoured after examination by an inspector authorised by Classic Flooring Australia.

You must provide proof of purchase when making any claim against this warranty.

<i>Diminishing Warranty Table</i>			
5 Years	Percentage Replaced	10 Years	Percentage Replaced
1-2 Years	100%	1-3 Years	100%
3 Years	70%	4-5 Years	70%
4 Years	40%	6-7 Years	40%
5 Years	20%	8-9 Years	20%
		10 Years	10%
7 Years	Percentage Replaced	15 Years	Percentage Replaced
1-3 Years	100%	1-3 Years	100%
4 Years	70%	4-6 Years	70%
5 Years	40%	7-9 Years	40%
6 Years	20%	10-12 Years	20%
7 Years	10%	13-15 Years	10%



Customer Purchase Record

Name of Product:

**Product Colour
Name:**

**Quantity Purchased:
(Lineal Metres)**

**Value per
Lineal Metre:**

Date Purchased:

Date Installed:

Retail Store:

**Retailers
Address:**

**Retailer
Phone Number:**

Sales Person:

Installers Name:

**Installers
Address:**

**Installers
Phone Number:**

Classic Flooring Australia
Office: 08 9 434 4800
Fax: 08 9 434 4820

**Keep this document with your
receipts and other proof of
purchase information.**