

# COMMERCIAL LIMITED WARRANTIES, CARE & MAINTENANCE



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## Commercial Limited Warranties

Not all warranties listed below apply to all Northstate carpets.

Please refer to the Product Specification to determine which warranties are applicable for the product purchased.

### **Commercial Abrasive Wear Limited Warranty**

#### **General Information**

*Abrasive Wear* is defined as a loss of fibre from the pile surface.

It should be noted that there is often confusion about the difference between *abrasive wear* and appearance retention, and the majority of wear complaints are actually appearance related. Under the terms of this warranty, *abrasive wear* will be differentiated from appearance retention.

Whilst this carpet carries an Abrasive Wear warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product. This warranty is not an appearance retention warranty.

#### **Warranty**

Northstate Carpet Mills warrants that the surface pile of this carpet will not *abrasively wear* more than 10% within the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

### **Commercial StainResist Limited Warranty**

#### **General Information**

A *Permanent Stain* is defined as a localised irreversible and permanent colour change rated less than 3 under the AATCC Grey Scale for Evaluating Staining (1 = more change, 5 = less change).

It should be noted that there is often confusion about the difference between *permanent staining* and soiling, and the majority of stain complaints are actually soil related. Under the terms of this warranty, *permanent staining* will be differentiated from soiling.

No carpet is completely stain proof, and a carpet's stain resistance characteristics can increase your ability to clean up spillages, and assist with resisting many but not all forms of stains.

Whilst this carpet carries a StainResist warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product. This warranty is is not a cleaning contract.

#### **Warranty**

Northstate Carpet Mills warrants that the surface pile of this carpet will resist *Permanent Stains* caused by spills of substances typically found in homes, throughout the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

### **Commercial ColourFast Limited Warranty**

#### **General Information**

A *Significant Change in Colour* is defined as a permanent colour change rated less than 3 under the AATCC Grey Scale for Evaluating Change in Colour (1 = more change, 5 = less change).

This warranty specifically excludes areas exposed to light equivalent to more than 40 Xeon Fadeometer hours.

Whilst this carpet carries a ColourFast warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product.

#### **Warranty**

Northstate Carpet Mills warrants that the surface pile of this carpet will not *significantly change in colour* as a result of exposure to light within the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

### **Commercial FuzzFree™ Limited Warranty**

#### **General Information**

*Fuzzing* is defined as the formation of a layer of more or less individual fibres projecting from the pile surface, particularly in loop pile carpets. *Pilling* is defined as a condition following filamentation in which fibres become entangled to form small aggregates (balls) attached to the pile surface, and which may or may not include fibres from other sources. *Shedding* is defined as the appearance of fibres of short length (fluff), not fixed during manufacture, which come from the pile surface of a textile floor covering during early use.

Whilst this carpet carries a FuzzFree™ warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product.

#### **Warranty**

Northstate Carpet Mills warrants that the surface pile of this carpet will not exhibit abnormal excessive *fuzzing*, *pilling*, or *shedding* of pile fibre within the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

### **Commercial Anti-Shock Limited Warranty**

#### **General Information**

*Static Electricity* is defined as an accumulation of an electrostatic charge.

Whilst this carpet carries an Anti-Shock warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product.

#### **Warranty**

Northstate Carpet Mills warrants that this carpet will not generate *static electricity* in excess of 3 kilovolts (when tested according to AATCC 134) within the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

### **Commercial ZipperLock™ Limited Warranty**

#### **General Information**

*Zippering or Edge Ravelling* is defined as the loss of continuous loops of the same tuft column from the pile surface, which is unstoppable by the inherent construction of the carpet.

It should be noted that there is often confusion about the difference between *zippering or edge ravelling* and occasional seam fuzzing or edge fraying, and the majority of *zippering or edge ravelling* complaints are actually the natural seam fuzzing or edge fraying that occurs after, and is an inherent result of, initial installation. Under the terms of this warranty, *zippering or edge ravelling* will be differentiated from natural seam fuzzing or edge fraying.

This warranty specifically excludes areas where seams, cross-joins and edges are not properly sealed.

Whilst this carpet carries a ZipperLock™ warranty, all carpets require regular care and maintenance. Please refer to the Care & Maintenance Guide applicable to this product.

#### **Warranty**

Northstate Carpet Mills warrants that the surface pile of this carpet will not *zipper or edge ravel* within the stated warranty period on the label affixed to the applicable product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Northstate Carpet Mills. This warranty is pro-rated based on the duration of the warranty and it is extended to the original purchaser of the carpet and is not transferable. This warranty is solely for the commercial, and/or residential, indoor use of the carpet, in accordance with our recommended ratings.

#### **Warranty Exclusions**

These warranties are voided if you fail to follow the required regular care and maintenance, and specifically excludes the following:

- areas subject to castor action, damage from skates, spiked shoes, or other specialised athletic footwear
- areas where seams, cross-joins and edges are not properly sealed at installation
- flattening, crushing, matting, shading, tracking, appearance &/or texture change
- re-appearing (wicking) spots, general soiling, and discolouration or appearance change due to pile distortion
- generalised and permanent discolouration or appearance change caused by improper maintenance which has led to dulling of the colour as a result of excessive soil abrading the carpet fibre
- changes in carpet colour, fading, or other discolouration resulting from atmospheric or chemical influences
- carpets sold as seconds, irregulars, shorts or used
- any defects due to improper installation, including; wrinkling, rucking, seam peaking, tuft losses, zippering or edge ravelling, failure or non usage of underlay
- damage to the carpet caused by improper maintenance, application of improper cleaning agents, exposure to excessive water, mishaps or inadequate care
- carpet which has been subjected to abnormal use and conditions, including; flooding, pet damage, smoke, etc., or wilful damage including burns, tears and cuts
- carpet which has been damaged due to the application of any topical treatments
- carpet which has been exposed to substances or contaminants which degrade &/or destroy the fibre, colour of the carpet or carpet backing, which includes, but is not limited to; bleaches, drain cleaners, very hot liquids, foods and beverages containing strong dyes (e.g. mustard, curry, coffee and tea)
- normal or minor differences between the colour and texture of the product sample and the supplied carpet
- any consequential or incidental damage, loss or expense of any kind other than to the carpet itself that may result from a defect in the carpet, including without limitation, movement or replacement of furnishings, fittings removal, carpet disposal, mileage, delivery delays and any extra handling or labour.

#### **Homeowner Obligations**

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 a receipt, bill, invoice or statement from your retailer showing the price you paid for the carpet, together with proof of installation date.
- have your carpet installed in accordance with 'Northstate Carpet Mills Technical Bulletin – Installation Procedures & Requirements', and AS/NZS 2455.1:2007
- maintain your carpet with frequent thorough vacuuming, and prompt spot cleaning
- be able to show proof of periodic hot water extraction steam cleaning by a professional cleaning service in accordance with AS/NZS 3733:1995. A minimum of one cleaning every two years is required. Do-it-yourself shampooing and dry cleaning methods are specifically excluded. A receipt, bill, invoice or statement including a description of the cleaning services provided will serve as proof.

#### **Making an Abrasive Wear, ColourFast, FuzzFree™, Anti-Shock, or ZipperLock™ Warranty Claim**

Should you believe your carpet is failing to perform in accordance with our warranties, contact your retailer to arrange an on site inspection of the installation by their representative. Be sure to include information regarding a description of the specific problem, along with a copy of proof of purchase. Once the retailer completes their inspection they will take appropriate action, including the completion of a Warranty Service Request Form and notification in writing to Northstate Carpet Mills, if necessary.

#### **What Northstate Carpet Mills will do if a Claim is raised?**

If all warranty conditions have been met and a legitimate warranty claim has been properly raised, Northstate Carpet Mills will review the claim and after analysis may elect to inspect and/or test the carpet as required.

If Northstate Carpet Mills determines that the carpet has not performed according to an applicable warranty, the owner will be compensated pro-rata, in the form of an allowance for 1) the original material cost of the carpet and 2) reasonable installation costs, for the area directly affected rounded up to the nearest square metre. Original material cost will be depreciated as set out below. Reasonable installation costs are limited to \$7 per square metre.

Under these warranties, Northstate Carpet Mills' liability is limited to the original material cost of the carpet and reasonable installation costs for the area directly affected.

#### **Making a StainResist Warranty Claim**

In order to make a claim under this warranty, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures within three working days after the occurrence of the spill. **If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must contact a professional cleaner immediately and have the affected area of your carpet professionally cleaned.** If the affected area still remains unsatisfactory after the professional cleaning, contact your retailer with information regarding a description of the specific problem, along with a copy of proof of purchase and professional cleaning documentation. The retailer will take appropriate action, including the completion of a Warranty Service Request Form and notification in writing to Northstate Carpet Mills, if necessary.

As a condition of this warranty, Northstate Carpet Mills must be officially notified of the Claim within 60 days after the original occurrence of the spill, and you must provide proof of professional cleaning undertaken within the last 30 days which includes 1) a description of the spillage, 2) the size of the area directly affected, 3) the cleaning procedures applied, and 4) a statement that the spot could not be removed.

#### **What Northstate Carpet Mills will do if a Claim is raised?**

If all warranty conditions have been met and a legitimate warranty claim has been properly raised, Northstate Carpet Mills will review the claim and after analysis may elect to have its cleaner re-service the spot. If the spot is removed as warranted, all cleaning costs will be the responsibility of the owner.

If Northstate Carpet Mills determines that the carpet has not performed according to this warranty, the owner will be compensated pro-rata, in the form of an allowance for 1) the original material cost of the carpet and 2) reasonable installation costs, for the area directly affected rounded up to the nearest square metre. Original material cost will be depreciated as set out below. Reasonable installation costs are limited to \$7 per square metre.

Under this warranty, Northstate Carpet Mills' liability is limited to the original material cost of the carpet and reasonable installation costs for the area directly affected.

#### **Calculation of Depreciated Values**

Northstate Carpet Mills will use the following product warranty tables to calculate depreciated values when making warranty pro-rata compensation payments:

<u>5 Year Warranty</u>		<u>10 Year Warranty</u>	
First Year	100%	First 2 Years	100%
2 <sup>nd</sup> Year	80%	Years 3-4	80%
3 <sup>rd</sup> Year	60%	Years 5-6	60%
4 <sup>th</sup> Year	40%	Years 7-8	40%
5 <sup>th</sup> Year	20%	Years 9-10	20%

### 7 Year Warranty

First 2 Years	100%
3 <sup>rd</sup> Year	80%
4 <sup>th</sup> Year	60%
5 <sup>th</sup> Year	40%
Years 6-7	20%

### 15 Year Warranty

First 3 Years	100%
Years 4-6	80%
Years 7-9	60%
Years 10-12	40%
Years 13-15	20%

The consumer shall reasonably co-operate with Northstate Carpet Mills in its effort to perform its obligations under these warranties.

### In respect to transactions with consumers (as set out in s3 of the Australian Consumer Law)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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. Otherwise, to the fullest extent permitted by law, any implied warranty or condition, whether statutory or otherwise, and whether as to quality, capability, condition or fitness for any particular purpose, is expressly excluded.

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

- The repair or restoration of the goods sold,
- The replacement of the goods sold or the supply of equivalent goods,
- The refund of up to the value of the goods sold.

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

## Care & Maintenance

### How to extend the life of your carpet

- Insist on professional tradesmen to install your carpet and be sure to match the quality of your underlay to that of your carpet, as the two are designed to work together as a complete flooring system.
- Use furniture cups under chairs, tables and sofa legs.
- Relocate your furniture periodically to distribute the carpet wear evenly.
- Protect your carpet from prolonged periods of direct sunlight with curtains, blinds, shades or awnings, and move furniture periodically to expose all areas evenly.
- Use rugs or carpet runners in traffic areas to minimise excessive localised wear.
- Use barrier mats at outside doorways to trap dirt from shoes. Clean these mats regularly.
- Treat spillages immediately. See *spot removal guide*.
- Invest in a good upright vacuum cleaner with an electrically powered brush/head, and vacuum thoroughly at least once a week. See *vacuuming guide*.
- To remove the build-up of soil, which is not removed in the weekly program, periodic professional deep cleaning is necessary. See *periodic or correctional cleaning guide*.

### Spot Removal Guide

The secret to spot cleaning is to act promptly and appropriately.

To ensure this happens, prepare a carpet first-aid kit containing:

- Dry cleaning solvent (e.g. tetrachloroethylene, perchloroethylene)
- Detergent solution (a teaspoon of non-bleach powder in a cup of water)
- Ammonia solution to neutralise acid spillages (a teaspoon of ammonia in a cup of water)
- Vinegar (or citric acid) solution to neutralise alkaline spillages (1/3 white vinegar, 2/3 water)
- White absorbent cloths or paper towels.

Beer	A	Excrement	B	Mascara	A	Tea	D
Blood	F	Fruit	D	Mayonnaise	B	Tomato Sauce	B
Butter	A	Furniture Polish	A	Milk	B	Toothpaste	B
Chewing Gum	G	Garden Soil	B	Nail Polish	A	Type Ribbon	A
Cheese	B	Glue, White	B	Paint, Latex	A	Urine, Fresh	H
Chocolate	B	Grease	A	Rust	D	Urine, Dry	C
Cocktails	D	Hair Spray	A	Shoe Polish	A	Vomit	E
Coffee	D	Ice Cream	B	Soft Drinks	D	Wax, Candle	G
Crayon	A	Ink, Point/ Felt	A	Soya Sauce	B	Wax, Paste	A
Egg	B	Ink, Permanent	E	Tar	A	Wine	D

- A solvent, blot, detergent, blot, water, blot.
- B detergent, blot, ammonia, blot, detergent, blot, water, blot.
- C detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot.
- D detergent, blot, vinegar, blot, detergent, blot, water, blot.
- E detergent, blot, ammonia, blot, vinegar, blot, water, blot.
- F use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergent, blot, water, blot.
- G freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed.
- H blot, water, blot, ammonia, blot, detergent, blot, water, blot.

Work from the outside of the spill inward, to avoid spreading. Blot liquid spills using white absorbent cloths or paper towels. Do not rub. With solids, remove excess using a knife or spoon. **If in doubt, call in a professional carpet cleaner.**

### Vacuuming Guide

Accelerated carpet wear occurs when traffic grinds embedded soil into the carpet fibre. You can extend your carpet's life by placing walk off mats at exterior entrances and by vacuuming traffic areas thoroughly. This will prevent the carpet's appearance from deteriorating prematurely.

Only about 20% of carpet soil is soluble in water or solvent. You can remove much of the remaining 80% of soil by vacuuming regularly and with particular emphasis on heavily soiled areas like entrances. Your vacuum cleaner should have an electrically powered brush/head and strong suction as this lifts the pile and facilitates the removal of dirt and grit.

### Periodic or Corrective Cleaning

Whilst various cleaning procedures can help prevent visible soil accumulation, your carpet must be deep cleaned once soiling appears. Hot water extraction usually cleans and removes more soil than other methods.

**Select a cleaner carefully because improper cleaning can cause accelerated resoiling. Over wetting particularly over cushion underlays will cause decreased lamination strength.**

For best results in heavily soiled areas, your cleaner should follow these guidelines:

- Power pile lift and vacuum before wet extractions to remove soluble soil (80% of total soil).
- Before extraction, remove spots and treat soiled areas with an alkaline emulsifier (pH not to exceed 9.5).
- Hot water extract thoroughly, emphasising heavily soiled areas. **CAUTION: NOT TO OVER-WET.**
- Use pure hot water (with only an additive to neutralise pH) in the final rinse.
- Touch the carpet after extraction, if water beads on your hand, extract more thoroughly.
- Carpet must be thoroughly dry before any traffic use.

**It is advised to use a carpet cleaner who is a member of a professional association such as the National Upholstery and Carpet Cleaning Association. For assistance, contact the SCRIA (Specialised Cleaning & Restoration Industry on 1800 621 872 or visit [www.scria.org.au](http://www.scria.org.au)).**