



carpet care,
cleaning,
maintenance,
and warranty
handbook



About Beaulieu

Beaulieu Australia began operations as Sterling Carpet Mills in Queensland in 1973. In 1995, a leading U.S. manufacturer, Beaulieu of America, realised the need for a manufacturing presence in Australasia, purchasing the business of Sterling. To further cement its place as a leading manufacturer in Australia, Beaulieu purchased the business of Vogue Carpet Mills in 2000, a similar sized business also based in Queensland. The operations of both businesses were merged into the one site at Rocklea.

Steady growth and an expanding innovative product range led to the building of new premises at Ormeau in Queensland in 2003. This provided the company with a state of the art manufacturing facility, enabling improved efficiencies through better plant layout and process flow, and providing the space necessary to invest in the latest carpet manufacturing technology.

By forming strategic alliances with some of the world's leading fibre and carpet backing suppliers, Beaulieu Australia has developed a range of innovative products that provide added benefits to that of other generic products in the market, while still being at a competitive price. Beaulieu also has the ability to draw on the worldwide resources of the Beaulieu group, while still maintaining the benefits of a stand-alone operation.

Beaulieu Australia carpet is produced with either premium solution dyed nylon, polypropylene or polyester carpet yarns, all of which have excellent wear and anti-soiling characteristics.

Carpet performance is directly related to – specification, installation, and maintenance.

Beaulieu Australia is now recognised as a market leader in providing the most comprehensive range of environmental sustainable floor coverings in Australia.

Introduction

Your Beaulieu Australia carpet is a significant investment both in financial terms and in the overall image of your home or workplace.

Ongoing carpet maintenance is critical to extending the life of your carpet and sustaining optimum performance and appearance levels and a healthy indoor environment.

Every installation must have a clean, healthy carpet every day of the year and this can only be achieved by selecting and establishing a maintenance program that best meets your needs.



Selecting your Carpet/Why Carpet

Carpet is by far the most popular and versatile floor covering solution on the market and it's easy to see why.

- ◆ **Décor Versatility** – Complement your décor theme – or create an entire new one – from the extensive range of carpet colours and surface textures.
- ◆ **Warmth** – Experience the feeling of warmth and inclusion with soft cushioning underfoot.
- ◆ **Safety** – Protect your family by providing a slip-free floor surface.
- ◆ **Insulation** – Homes with carpets are cooler in summer, warmer in winter, and much quieter – now that's comfort.
- ◆ **Ease of Maintenance** – A good vacuum cleaner, a periodic professional clean and prompt attention to spills is all you need to keep your carpet looking good.
- ◆ **Value for Money** – With the wide range of carpets available, there is a solution for practically every budget and décor need.

Styles and constructions

There are two basic carpet constructions: cut pile and loop pile (they can also be combined in one surface design to create a cut and loop construction). These constructions can also produce a vast range of different surface effects that are known as styles.

- ◆ **Cut Pile Styles** – Plush, Velvet, Saxony, Frieze, Shag, Twist, Hard Twist, Heather Twist.
- ◆ **Loop Pile Styles** – Level loop, Sisal, Cord, Multilevel Loop, Modulated Loop, Textured Loop.

Like any fashion, carpet trends come and go. So don't necessarily select the style that's in this month's home furnishing magazine. Some styles are more functional than others, so consider where the carpet will be laid in a heavy traffic area like the family room or a hallway or in a lighter traffic area such as a dining room or spare bedroom.

Also think about the ambience of the room. Are you creating a contemporary space, a formal look, or something cosy or functional? Talk to your retailer about the décor effects you are trying to achieve and the likely traffic levels. They will assist you in selecting the best style for your home.

Colours, Patterns and Textures

Selecting the colour and pattern of your carpet is where the fun really begins.

The first rule of thumb is don't limit your choice by looking for neutrality or a match with wall tonings. Let your floor be an integral part of the décor. Here are some tips to help you choose with confidence.

Colours

- ◆ Deep and rich colours warm up and close in a room
- ◆ Cool crisp colours give a feeling of freshness and space
- ◆ Subdued colours or earth tones will create a quiet mood
- ◆ Light colour carpets will open up a dark room

Patterns and Textures

- ◆ Large areas of strong and complex pattern can close in a room; conversely, a 'solid' unbroken colour will give the appearance of stretching the dimensions of a room.
- ◆ Textured carpets have very good appearance retention qualities. They disguise the change of appearance associated with normal use and can mask small marks.

Decorating with Carpet

- ◆ **Importance of Light** – Light can affect colour significantly. Larger samples will show how colour works in different lights.

Features and Benefits



ODOURBAN® on selected products only

All Beaulieu Australia solution dyed nylon carpets feature Odourban® a self-renewing odour neutraliser that purifies and freshens the air indoors.

Odourban®, unlike surface treatments, is integrated into the carpet during manufacture and forms a complex molecular bond with the carpet fibre, which withstands repeated cleaning and does not need to be re-applied. Odourban® naturally absorbs and decomposes gases from the source and is active to common organics such as urine, faeces, spilled milk etc., as well as non biological compounds such as components in smoke and the releases from manufactured articles such as flooring, resins etc.,

Odourban® works by breaking down most organic molecules into inert material and can measurably reduce volatile organic chemical emissions.

Odourban® is blends of organic and inorganic materials, has no adverse

environmental effects and has no odour of its own and does not adversely affect fire hazard properties.



ULTRA-FRESH® on selected products only

Beaulieu Australia has added the Ultra Fresh protection to selected solution dyed nylon products in both our residential and commercial ranges.

- ◆ **Ultra-Fresh® is proven** – products containing Ultra-Fresh® can effectively control bacteria, fungi, mould and mildew, algae, and house dust mites.
- ◆ **Ultra-Fresh® is tested** – by national and international regulatory bodies and supported with a 50 year track record of safety and efficacy.
- ◆ **Ultra-Fresh® is trusted** – used worldwide as an effective step to creating a healthier home environment for you and your family.
- ◆ **Residential Carpets** – when applied to residential carpets, Ultra-Fresh® provides your family with a healthier home environment and added protection against bacteria, mould, mildew and house dust mites.
- ◆ **Commercial Carpets** – commercial carpets treated with Ultra-Fresh® will add an extra level of care to schools, aged and health care facilities, and the office environment.

SMARTBAC SMARTBAC®

Smartbac® is a very strong backing system consisting of numerous layers of synthetic fibres. The layers are bonded together to give an extremely stable base. Smartbac® is the ideal choice for either conventional installation, dual bonding or direct stick and makes installation easy with these additional benefits:

- soft under foot, strong and durable, excellent insulation, reduces noise, odourless and won't decompose, easy to lay, economical and made from recycled fibres.



CARPETSHIELD

Carpet Shield® Protection

Carpet Shield® is a next generation fluoropolymer designed for application to Solution Dyed Nylon carpets. Carpet Shield® is applied to the carpet during the manufacturing process to help protect the carpet fibres from most common household food and beverage spills and stains.

Carpet Shield® is exclusive to Beaulieu Australia.



ResistainSDN

Resistain® SDN – Ultimate in Endurance, Performance and Cleanability

The use of a new generation of solution dyed polyamide yarns offer many attractive advantages to carpet manufacturers on the lookout for new opportunities. Resistain® is a manmade yarn, which is dyed during extrusion. This process is environmentally friendly and leads to brightly coloured and highly resistant yarns for modern, high-end carpet manufacturing. Resistain® yarn is ideal for the heavy duty contract market as well as for very demanding upmarket residential projects. The yarn being finer than the traditional yarns, allows for more elaborate and pleasing colour schemes. Push our Resistain® to the edge if you want to discover its many qualities. Try to bleach it, try to soil it, try to fade its colour. It will respond with remarkable resistance. Its bleach resistance even conforms to ISO 105-NO1 standard. Newly developed anti-soiling properties give it a definite head start on the rest of the market. In a harsh and competitive environment, endurance is everything and Resistain® comes to your rescue.



Permasoft Plus – Softness, Durability and Performance

Combining the perfect combination of softness and durability with the colourfast qualities of solution dyed nylon. Permasoft Plus yarn is soft and luxurious while offering exceptional on floor performance and ease of maintenance.

Maintenance Plan and Schedule

An appropriate, comprehensive Beaulieu Australia Carpet Care Program consists of five elements:

- ◆ **Soil Containment** – containment of soil entering the building using mats at entrances.
- ◆ **Vacuuming** – scheduled frequency for the removal of dry soil.
- ◆ **Spot and spill removal.**
- ◆ **Interim Cleaning** – for all traffic areas.
- ◆ **Restorative Cleaning** – scheduled frequent deep steam cleaning using the hot water extraction method to remove residues and trapped soils.

Beaulieu Australia carpet maintenance actually begins outside the building. The pavement outside the building, the parking areas, and walkways are all sources of debris that can be tracked in from outside and these areas should be swept regularly.

Always remember that 80% of soiling is caused by foot traffic and the use of walk-off mats – both inside and outside – will minimise this.

Outside mats scrape debris off shoes that have the capability to track in that material. Use soil removal mats that have a coarse texture, are able to brush soil from shoes, and hold large amounts of soil in their pile.

Inside mats remove smaller particles of dirt as well as oils that can be tracked in from outside. Use water absorbent mats to prevent moisture from getting to the carpet.

Mats that extend for 5 to 6 steps (4 – 5 metres) will normally trap 80% of soil and moisture.

Mats should be vacuumed daily and cleaned frequently so that they do not become a source of soiling, adversely affect Indoor Air Quality (IAQ) and increase cleaning costs.

Vacuuming – Equipment and Procedure

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

A good quality vacuum cleaner is vital in prolonging the beauty and life of your carpet. It is recommended using either an upright or quality barrel vacuum cleaner fitted with a power driven rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum.

A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum is classed as three passes over an area. A thorough vacuum is five to seven passes over the same area which is required to extract loose dirt.

- ◆ **High traffic areas** – vacuum twice weekly
- ◆ **Moderate traffic areas** – vacuum twice weekly
- ◆ **Low traffic areas** – vacuum weekly

Steam Cleaning

Depending on usage, carpet should be professionally steam cleaned annually. Oil, surface soil, and wet soil that vacuums don't remove cause gradual but significant dulling of colours. To remove and revitalise your carpet, use hot water extraction cleaning (steam cleaning).

Steam cleaning should only be undertaken by a professional carpet cleaner (who is a member of a professional association) in accordance with Australian/New Zealand Standard AS/NZS 3733:1995. Shampooing, do it yourself steam cleaning, or dry cleaning is not recommended and will void your warranty.

Spot and Stain Removal

All Beaulieu Australia carpets are produced with premium solution dyed nylon, polypropylene, and polyester carpet yarns which have excellent wear and anti-soiling characteristics.

Spots and stains are inevitable but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.

There is often some confusion about the difference between soiling and staining. Most complaints are actually soil related. An example of this is when spills are cleaned with a detergent solution and the affected area is not rinsed sufficiently with water. This leaves a sticky detergent residue which attracts soils from ordinary shoe traffic, resulting in a discoloured area, which then appears to be a stain. It is most important to rinse the area thoroughly with water and blot dry after removing any spills

Spot and Stain Removal Procedures

Spills should be blotted up – dab, dab, dab, do not rub vigorously as this will spread the spill. Rinse with water immediately.

Use cold water first – use hot water second – if the spill was hot, such as tea or coffee, it may require hot water to remove it.

Always use cold water on blood spillages. Spotters should then be applied and then flushed out thoroughly with water (see Spot Removal Chart).

- ◆ Blot liquid spills with a dry, white, absorbent cloth or plain white paper towels (without any print designs). Always blot gently, working from the outside of the spill towards the centre. Keep blotting until you cease to get a transfer of the spill to the cloth.
- ◆ For dried stains, solids, and heavy oils, use a spoon or spatula to gently brush and scrape the area to lift the residue.

IF IN DOUBT IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

Spot Removal Procedures

The following are suggested methods for spot removal. Refer to the Spot Removal Chart to find out which method is best for each type of spot then use each method in turn.

- 1 Volatile Solvent** or fast evaporating non-flammable dry cleaning fluid. Spray a small amount of solvent on the affected area. Gently massage the spotter into the soiled area using a clean, dry, white cloth. Blot up any residual moisture then vacuum.
- 2 Non-Volatile Solvents** – often referred to as paint, oil, and grease removers. This type of solvent evaporates slower for more effective cleaning. Use the same procedure as **1** above but remember that non-volatile solvents can leave residues that can cause rapid re-soiling. Always rinse the treated area with a volatile solvent then blot dry and vacuum.
- 3 Detergent Solution** – always use a detergent solution with a pH of less than 10. Mix a ¼ teaspoon of liquid, non-lanolin hand dishwashing detergent with 1 cup of warm water. Mix professionally formulated detergent solutions according to the manufacturer's recommendations. Never use a stronger concentration – this only makes the detergent residues more difficult to remove, increasing the possibility of rapid re-soiling.
- 4 Warm Water Rinse** – use lukewarm tap water in most cases to rinse the spotting agent from the fibre.
NOTE: Only use cold water when removing blood stains.
- 5 Vinegar Solution** – mix one cup of white vinegar (a 5% acetic acid solution) with one cup of water. A professional solution available from sanitation suppliers may also be used.
- 6 Ammonia Solution** – mix one tablespoon of household ammonia and one cup of water or use a professionally formulated protein spotter.
- 7 Acetone Solution** – use nail polish remover that does not contain lanolin or conditioner.
- 8 Tannin Stain Remover** – professionally formulated, use only in accordance with manufacturer's instructions.
- 9 Lacquer Thinners** – do not apply directly to the carpet. Pour a small amount of thinners onto a white cloth and dab gently over affected area.
- 10 Rust Remover** – use only non-hydrofluoric acid rust remover and use strictly in accordance with manufacturer's instructions.
- 11 Vacuum** with wet/dry vacuum, apply a 10cm layer of plain white paper towel and weight with approx 1kg (e.g. a phone book). Change towels in 3 hours. Repeat, then remove towels in 4 hours. Allow to dry.
- 12 Solution Dyed Nylon Yarns**
Premium solution dyed nylon yarns are used in selected Beaulieu Australia carpets and whilst Beaulieu Australia SDN carpets can be cleaned with general spot cleaning procedures, recommended bleach solutions can also be used to remove stains which might otherwise be impossible to remove with general spot cleaning techniques.

Only mild bleach solutions should be used – household bleach (5.25 – 6% sodium hypochlorite) should be diluted with 4 parts water to one part bleach.

This solution should be left on the carpet only as long as it takes to remove the stain – leaving bleach on the carpet for an extended period can physically damage the fibres.

Always rinse with clear water, pat dry and extract with a wet/dry vacuum cleaner to remove all bleach residue.

Spot Removal Chart

The following chart lists recommended cleaning procedures for Beaulieu Australia carpets produced with premium solution dyed nylon and olefin yarns. Do not use on conventionally dyed carpet.

If the nature of the spill is unknown start with water then the mild detergent solution. For persistent stains refer to Spot Removal Procedures, item 12. Follow each procedure in order until stain is removed.

IF IN DOUBT, IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

Stain Type	Removal Procedure											
	1	2	3	4	5	6	7	8	9	10	11	12
Adhesives	●											●
Asphalt/Bitumen	●											●
Auto Grease	●		●	●								●
Beer			●	●							●	●
Betadine Solution	●	●	●	●							●	●
Blood			●	●		●					●	●
Bleach			●	●							●	●
Butter/Margarine			●	●							●	●
Calamine lotion	●		●	●	●	●					●	●
Candy			●	●	●							●
Cheese			●	●	●							●
Chewing Gum		●	●	●								●
Chocolate			●	●	●						●	●
Cosmetics	●		●	●			●				●	●
Clay			●	●	●						●	●
Coffee (wet)			●	●	●						●	●
Coffee (dry)			●	●	●		●				●	●
Cooking oil			●	●								●
Cough syrup			●		●							●
Crayon			●	●								●
Curry				●	●							●
Egg			●	●			●				●	●

Stain Type	Removal Procedure											
	1	2	3	4	5	6	7	8	9	10	11	12
Excrement (faeces)			●	●	●	●						●
Food Colouring		●	●	●	●	●					●	●
Furniture stain		●										●
Furniture polish		●	●	●	●	●	●				●	●
Gelatine			●	●		●					●	●
Gravy		●	●	●	●	●						●
Grass Stain		●	●	●	●	●					●	●
Ice Cream			●	●	●	●					●	●
Ink			●	●	●	●					●	●
Iodine		●	●	●	●	●					●	●
Lacquer		●	●	●				●			●	●
Juice (Fruit)			●		●						●	●
Lipstick		●	●	●	●	●		●			●	●
Machine oil		●	●	●	●	●					●	●
Mascara	●		●	●							●	●
Mayonnaise			●	●		●					●	●
Mustard			●	●	●						●	●
Nail polish	●		●	●					●		●	●
Paint (latex)	●		●	●	●	●					●	●
Paint (oil)	●			●	●	●	●		●	●	●	●
Rust										●		●
Salad dressing			●	●		●					●	●
Shoe dye	●		●	●							●	●
Shoe polish	●		●	●		●	●				●	●
Soy sauce			●	●	●						●	●
Starch			●	●	●							●
Tar	●	●										●
Tea			●	●	●							●
Toothpaste			●	●								●
Urine			●	●	●						●	●
Vomit			●	●	●	●					●	●
Water colours			●	●	●	●					●	●
Wine			●	●	●	●					●	●

Interim Cleaning

A primary objective of carpet cleaning is to maximise the removal of unwanted or foreign matter from the carpet and to minimise residues in the carpet.

Effective Interim Cleaning includes:

- ◆ Pile lifting and vacuuming – thoroughly pre-vacuum all areas.
- ◆ Wet or dry spot cleaning – apply cleaner only to soiled areas.

Low moisture surface cleaning is not a substitute for the thorough deep cleaning process of a Restorative Clean (see next section) but offers the advantage of a quick drying time. A fine mist of carpet cleaner can be applied to the carpet and after a short time of about 5 minutes, use a low speed bonnet machine (max. 200rpm). Drying time should be 30 to 60 minutes.

Vacuum again when dry to remove released soil.

Annual Restorative Cleaning

Annual Restorative Cleaning or Deep Cleaning is the process of restoring the carpets appearance by extracting soil and substances that can damage your carpet. This procedure is recommended to be done annually to extend the life of your carpet, enhance its appearance and protect your investment.

Beaulieu Australia recommends hot water extraction as the most effective method to give the best restorative deep cleaning results for all Beaulieu Australia carpets.

Always spot clean blood spills using cold water prior to hot water extraction. (refer to Spot Removal Chart)

Hot water extraction is the industry's most frequently used method of deep cleaning.

Restorative Cleaning Procedure

- ◆ Thoroughly vacuum all traffic areas.
- ◆ Pre-spray with a fine mist of carpet cleaner.
- ◆ Allow 5 minutes to process.
- ◆ Heavy soiled areas may require scrubbing with a nylon brush or a rotary machine to break up soil deposits prior to hot water extraction.
- ◆ Extract thoroughly using water only.
- ◆ Follow each wet pass with a minimum of 3 dry passes.
- ◆ Improve drying time by following the extraction with a dry terry cloth bonnet procedure.

NOTE: When using bonnet pad equipment on olefin (polypropylene) carpets, machine speeds should never exceed 200rpm.

IF IN DOUBT IMMEDIATELY CALL YOUR CARPET CLEANING PROFESSIONAL

Transition Areas

Transition areas where carpet and hard floors meet provide a unique maintenance challenge. It is very important to keep hard surface flooring clean in order to prevent the tracking of hard surface residues onto the carpet.

- ◆ During treatment of hard surface floors, whether stripping, finishing, or maintaining, keep chemicals off the carpet.
- ◆ Dry hard surfaces completely after wet mopping before allowing traffic onto the carpets. This will help prevent tracking any residues of hard surface cleaning agents.
- ◆ When using rotary equipment on hard surfaces next to carpet, be careful not to allow pads or brushes to come into contact with and abrade the carpet pile.
- ◆ Do not place buckets or equipment used for the maintenance of hard floors on the carpet as residues on the bucket may cause soiling or staining.
- ◆ Spot prone areas should be checked daily in order to remove spills before they attract dirt or become permanent.

Carpet Characteristics

Carpet has characteristics that are inherent features of the product but not considered to be manufacturing faults or defects. We have listed below the main carpet characteristics to assist your understanding of manufacturing processes and standards.

Appearance Retention All carpets will change in appearance over time, primarily due to foot traffic.

Matting generally occurs as a result of pile flattening together with the entanglement of yarn fibres. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas. This may result in loss of pattern definition. Though induced by wear, it may be caused by the use of inferior carpet underlay, improper maintenance, including inadequate vacuuming equipment, or inappropriate/ineffective treatment of spots and spills.

Fuzzing or Blooming is due to the tips of the fibres in a cut pile carpet losing a degree of yarn twist over time. It is most apparent in traffic areas or in front of chairs and such is normal and should be expected.

Carpet Seams – Seam peaking is normal when the joined carpet is stretched into place. Stretch forces applied to the seamed area cause the pile to open slightly in a V configuration. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but should be straight, aligned, and as flat as possible.

Colour Variation It is normal for installed carpet to show minor colour variation from the selling samples or minor variations between production runs and dye lots. We seek to minimise potential for variance and ensure any variation is within recognised Textile Industry Standards. Colour appearance can vary depending on the type of light under which a sample is viewed and light sources where the carpet is installed. Viewing the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

Damaged or Missing Tufts – Tufts may be damaged or identified as missing following stretching of the carpet during installation. Damage can be caused by but not limited to, pets scratching, defective vacuum or moving of furniture. In the case of loop pile carpets, tufts can be pulled from the backing resulting in long, lengthwise pulls out of the carpet, this is referred to as zippering. Sprouts or snagged tufts can be easily trimmed without damaging the pile. Missing or damaged tufts can be rectified on site by skilled installers or carpet professionals. It is recommended a small off cut be retained to provide a source of tufting yarn.

Fading Exposing your carpet to direct sunlight over a period of time will increase the risk of fading. It is recommended to limit the amount of direct sunlight by covering windows with curtains and blinds. Awnings are most effective as they cover the entire window. To evenly expose all areas, it is recommended that the furniture be moved periodically. Atmospheric and ozone conditions can also effect colour change in carpet. This is not considered a manufacturing fault as it is a random and unexplained effect. Some carpet colours are more susceptible to fading than others. If you believe there may be a risk of ozone damage, please discuss your choice of carpet with your retailer.

Pattern Matching/Bowing and Skewing Beaulieu Australia ensures the world's best practices are utilised to minimise pattern distortion during the manufacturing process. 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 from one production run to another.

The installation method and site and storage conditions can also contribute to instability in the pattern match and as such the pattern match cannot be guaranteed. A competent carpet installer should be able to obtain a close pattern match in most circumstances however, some irregularities may still be visible. If concerned, please discuss further with your retailer and/or carpet installer. All carpets are subject to some degree of bowing/skewing. Bowing of up to 40mm over any single width of carpet is within industry tolerance.

Temporary Pile Reversal/Shading Light can play strange tricks with carpet. From certain angles, particular areas appear lighter or darker than others. This is caused by disturbed pile reflecting the light differently in the affected areas. This is a feature characteristic of cut pile carpets particularly solid colours. Temporary changes in appearance may be lessened by vacuuming or brushing the pile.

Permanent Pile Reversal/Shading Permanent pile reversal/shading also referred to as watermarking, pooling, or puddling, is irregular shaped light and dark patches in a cut pile carpet. The cause is unknown and it generally appears after some use. The phenomenon may be caused by the pile changing its original direction of lay and thereby changing the way the light is reflected or absorbed from its surface. Apart from the appearance, it has no detrimental effect on carpet performance. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase. Further information on permanent pile reversal is also available from the Carpet Institute.

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 wear or durability.

Stairs Carpet laid on stairs will prematurely lose its appearance and flatten due to the normal pressure applied by foot traffic. This will happen to all residential/commercial carpets. It is recommended when laying carpet on stairs to have additional carpet supplied at the time of original purchase. This can be used after a period to reinvigorate your stairs. It will be even more apparent where the rows of carpet tufts open when wrapped around the stair nosing.

Shedding is the release of small lengths of fibre from the carpet yarn due to foot traffic. Shedding is a normal characteristic of cut pile carpets. It is caused by some of the outside fibres detaching during the early stages of wearing. Regular cleaning with a vacuum fitted with a beater bar will remove most of the loose fibres during the first year. As carpet settles shedding becomes less frequent.

Wrinkling and Rucking This may occur after installation due to a number of reasons, including but not limited to fluctuation in relative humidity, excessive humidity, sub-floor variations, inadequate carpet underlay, or not using the recommended installation procedures, i.e. carpet tensioning.

Smell from new Carpet Installations With good room ventilation, the so-called 'new carpet smell' disappear within approximately four days of the carpet being installed. For further information, refer to the Carpet Institute's 'Fact Sheet on Indoor Air Quality' at: www.carpetinstitute.com.au

Carpet Installation

Subfloor and all other preparations are to be in accordance with Australian Standards AS/NZS 2455.2:2007 'Textile Floor Covering Installation Practice'.

Carpets should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask our retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS:4288-2003 i.e. light residential, general, luxury, commercial, or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professional tradesmen to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dye lot.

All joins must be sealed width-wise and length-wise. The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by Beaulieu Australia warranties.

Power Stretching – All carpets should be power stretched in both length and width using the full mechanics of a power stretcher, not knee kickers. Wrinkling and rucking may occur if carpet is not adequately power stretched during installation resulting in premature wear.

Downward pressure needs to be applied to the join as it is being completed. Timber is ideal as it minimises heat transfer.

Carpet joins need sufficient time to cool before tensioning, 10 to 15 minutes. Time may vary due to environmental conditions. The joins should feel cool to the back of the hand prior to tensioning.

As Easybac® is a very strong backing system consisting of numerous layers of synthetic fibres; the carpet should be stretched until taut and starts to lift from the underlay in the centre of each run.

Carpets with Easybac®, when tested, have the same dimensional stability as other carpets with outdated backing types however, when installed correctly, will deliver superior performance.

Carpet piles should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask your installer where they will place seams and cross joins.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet and void your warranties.

5, 7, 10, 15 or 25 Year Warranties

The following warranty information is applicable to all Beaulieu Australia Warranties regardless of the specified warranty period. If you have any questions about your warranty please contact the Beaulieu Australia Hotline on 1800 777 007.

Beaulieu Australia offers the following warranties:

- ◆ Limited Wear Warranty
- ◆ Anti-Stain Warranty
- ◆ Limited No Fade Warranty
- ◆ Limited Anti-Static Warranty
- ◆ Stain Warranty
- ◆ Anti-Zipper Warranty.

Not all carpets are covered by all warranties. Please check your product specifications for further information.

5, 7, 10, 15 or 25 Year Limited Wear Warranty

This carpet carries a limited Wear Warranty by Beaulieu Australia for commercial/residential indoor use. The Warranty is conditional on the carpet being installed according to AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting'.

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Beaulieu Australia will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made by Beaulieu Australia, we will replace the affected area or reimburse the original purchaser according to the terms set forth under the 'General Terms and Conditions' of these warranties.

The Wear Warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing or 'watermarking'.

All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

'Watermarking' is a well-recognised optical phenomenon caused by irreversible changes in pile orientation in random areas in cut-pile carpets. It can occur in carpets of all fibre types (i.e. wool, nylon, polyester, polypropylene, etc.) and is not considered a carpet manufacturing related problem.

The Warranty is pro rata based on the applicable product warranty of service and covers Abrasive Wear only. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this Warranty, please contact Beaulieu Australia.

5, 7, 10, 15 or 25 Year Anti Stain Warranty

This carpet carries a Limited Stain Warranty by Beaulieu Australia for commercial indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia maintenance guidelines.

If permanent staining occurs with an irreversible localised change of colour less than 3.5 on the 'Grey Scale for Evaluating Staining' within the period of the applicable product warranty. The affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

The Warranty applies only to carpet and does not extend to installation, backing, damage due to improper cleaning agents or methods or misuse.

Various stains are excluded from The Warranty including stains due to the following:

- ◆ Non-food & beverage stains, e.g. hair dyes, pet stains, cosmetics, nail polish, shoe and furniture polish, paints, permanent markers, and crayons.
- ◆ Chemicals, e.g.: bleach, drain cleaners, plant food, chlorine, acids, strong alkali, and insecticides.
- ◆ Strongly coloured disperse dyes, e.g. mustard, coffee, and tea.

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

The Warranty is pro rata based on the applicable product warranty period of service and covers stains only and excludes soiling. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. Beaulieu Australia also reserves the right to nominate their own professional cleaner. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of The Warranty, please contact Beaulieu Australia.

5, 7, 10, 15 or 25 Year Limited Soil Warranty

Beaulieu Australia warrants that your carpet will not show a noticeable change in colour resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimise retention of common dry household soils during the lifetime of your carpet. Light coloured carpet will show soiling more readily than darker coloured carpet and will require greater care and more frequent maintenance. Noticeable colour change is defined as a change greater than a rating of 3 on the AATCC Standardised Evaluation Procedure, using the grey scale for colour change. Your carpet is protected by CarpetShield®. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 12 months, starting from the date of original purchase.

The Warranty is pro rata based on the applicable product warranty period of service and covers soil only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. Beaulieu Australia also reserves the right to have its nominated professional cleaner remove soiling subject to a claim at the expense of the claimant. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer. If you require any further clarification of The Warranty, please contact Beaulieu Australia.

5, 7, 10, 15 or 25 Year Limited No Fade Warranty

The manufacturer warrants that this carpet will not exhibit noticeable colour loss as a result of light fading during the duration of The Warranty. If the carpet displays a light fading rating of 3 or less when compared to unused carpet from the same production or the manufacturer's colour standard, using the International Grey Scale. Carpet will be tested according to the ISO-B02-1994 Colourfastness to Light test method. The manufacturer will replace the carpet if it fails to meet the criteria.

Colour loss resulting from exposure to colour reducing agents such as oxidants, pesticides, cleaning agents, benzoyl peroxide, and other household items and heat light accelerants is specifically excluded from this warranty. It is recommended that window coverings be installed in areas that are subject to constant direct sunlight.

The Warranty is pro rata based on the applicable product of service and covers fade only. Beaulieu Australia reserves the right to inspect and test all carpets, which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of The Warranty, please contact Beaulieu Australia.

5, 7, 10, 15 or 25 Year Limited Anti Static Wear Warranty

This carpet carries a limited Anti Static Warranty by Beaulieu Australia for commercial indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia's maintenance guidelines.

If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

NOTE: Static related shocks become perceptible above 3kV, they become objectionable above 5kV.

The Warranty applies only to carpet and does not extend to installation, backing, underlay, damage due to improper cleaning agents or methods or misuse.

The Warranty is pro rata based on the applicable product of service and covers Static Electric Propensity only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of The Warranty, please contact Beaulieu Australia.

5, 7, 10, 15 or 25 Year Anti Zippering Warranty

The carpet carries a limited Anti Zippering Warranty by Beaulieu Australia for commercial/residential indoor use. If the carpet is properly installed in accordance with AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting', Beaulieu Australia warrants that the carpet will not zipper or edge unravel for the applicable product warranty following installation.

The Warranty is void in areas where seams are not effectively sealed during installation. The Warranty does not cover carpet installed on stairs and does not extend to damage due to improper installation or improper cleaning agents or methods, backing, lack of protection under roller castor chairs, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use.

If zippering or edge unravelling occurs and all warranty criteria has been met, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

The Warranty is pro rata based on the applicable product warranty of service and covers zippering only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this warranty, please contact Beaulieu Australia.

The Warranty does not cover:

- ◆ Any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed
- ◆ Carpet installed on stairs, outdoors, or in utility areas such as bathrooms, kitchens, garages, etc.
- ◆ Any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of carpet underlay (direct stick) including sub floor imperfections
- ◆ Damage to carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps, or inadequate care
- ◆ Damage to carpet caused by burns, wheel and caster traffic, tears, snags, pilling, pet abuse, or furniture depressions contributing to matting/crushing of the carpet
- ◆ Abuse by any athletic equipment such as roller skates, golf shoes, or gym equipment
- ◆ Damage or appearance problems caused by wrapping carpet around nosing of stairs
- ◆ Changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non beverage substances or atmospheric or chemical influences
- ◆ Damage resulting from accidents, abuse (being considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke, etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances
- ◆ Any 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 resistant, some cleaning agents, etc.) which has adversely affected the soil resistance, stain resistance and/or attributes of the carpet normal or minor differences between the colour and texture of samples and the installed carpet

General Warranty Conditions

These Beaulieu Australia warranties apply only:

- ◆ in Australia
- ◆ in respect of carpet purchases after 1 May 2012
- ◆ to the original purchaser of the carpet
- ◆ to carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation" (page 20).
- ◆ to new first quality carpet; and
- ◆ to carpet used in an owner occupied single family residential home, excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas, and areas subject to significant non foot traffic.

The Beaulieu Australia warranties immediately cease to apply if the home ceases to be an owner occupied, single family residence: for example, if the home is tenanted or used by more than one family.

These Beaulieu Australia warranties are not transferrable.

Terms & Conditions

1. Only first quality carpets (not seconds or irregulars) of Resistain are covered under these warranties.
2. These warranties apply only to the original purchaser of the carpet for owner occupied indoor residential/commercial installations where the carpet has been properly installed and in accordance with acceptable industry standards.
3. These warranties are non-transferable.
4. Beaulieu requires the original sales receipt or other documentation acceptable to Beaulieu, which demonstrates proof of purchase prior to warranty service.
5. The original purchaser shall reasonably co-operate with Beaulieu in its efforts to perform its obligations under these warranties.
6. These warranties exclude carpet, which has been put to abnormal use or conditions, or abuse in anyway. 'Abnormal use or conditions' includes, for example: water damage from broken plumbing, storm or flood damage. Damage from improper cleaning methods
7. These warranties are void if Beaulieu's recommended care and cleaning instructions are not followed. A Beaulieu representative can help you with carpet care and cleaning information.

8. Beaulieu will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made, Beaulieu will replace the affected area of the carpet or reimburse the purchaser according to the following text. The choice between replacement and reimbursement is solely that of Beaulieu.
9. In respect to transactions with consumers (as set out in s3 of the Australian Consumer Law (ACL)) these warranties are provided by Beaulieu Australia and these goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are 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. The benefits under our warranty are in addition to other rights and remedies available to the consumer under the law in relation to the goods and services which The Warranty relates.
10. If replacement is necessary, Beaulieu's responsibility under these warranties is limited to the cost of the replacement carpet and the necessary and reasonable costs to remove the original carpet and install the replacement carpet. Removal and replacement costs do not include costs for moving furniture and equipment, lost productivity, disruption of business, or other incidental or consequential expenses. If the identical carpet is not available for replacement, Beaulieu will provide carpet of comparable quality and colour. In any event Beaulieu's responsibilities are limited to the original purchase price of the carpet and its installation.
11. In the event Beaulieu elects to reimburse the original purchaser instead of replacement (which is solely at Beaulieu's discretion) then Beaulieu will pay for the removal of the carpet from the affected area of the installation and will reimburse the original purchaser for the cost of the carpet. Original installation costs, padding, finance charges, delivery charges, cleaning or maintenance costs or other incidental expenses of any variety are specifically excluded.
12. The claimant is responsible for the expense of claiming under a warranty.
13. Beaulieu will be given a reasonable opportunity to inspect the Goods where a claim is made under a warranty and will determine such claim within a reasonable time.
14. These warranties are in lieu of all other express warranties which now or hereafter might arise with respect to this product. Any and all implied warranties are expressly excluded, except to the extent that such warranties are implied by law and cannot be excluded. Nothing in this clause reduces your rights under the ACL relating to implied warranties of merchantability and fitness for purpose.
15. To the extent permitted by law, Beaulieu is not responsible for incidental or consequential damages.

Home Owner Obligations

In addition to you complying with the other conditions which apply to the Beaulieu Australia warranties in order to obtain and maintain your coverage under the Beaulieu Australia warranties you must:

- ◆ Keep proof of purchase in the form of a receipt, bill, invoice, or statement from the retailer, showing the price you paid for the carpet and the date of purchase, together with proof of installation date.
- ◆ Have your carpet installed in accordance with AS/NZS 2455.1.2007 'Textile Floor Coverings Laying Practice' and otherwise in accordance with the guidelines set out in this guide.
- ◆ Maintained your carpet with regular vacuuming in accordance with AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' as per the recommendations in this guide.

So Beaulieu Australia has a record of your purchase, you should also complete The Warranty form attached to this guide and return it to Beaulieu Australia within 30 days of the purchase of your Beaulieu Australia carpet.

All technical, installation and maintenance enquiries should be directed through the Beaulieu Australia hotline on 1800 777 007.

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For your records:

.....
Date Purchase Made

.....
Retail Store Name

.....
Address

.....
City

.....
State

.....
Postcode

.....
Retailer Telephone Number

.....
Metres Purchased

.....
Style Name

.....
Colour Name

.....
Installer Name

.....
Installer Telephone Name



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