



STAINFREE[®]

Warranties & Maintenance



Contents

Introduction.....	3
Regular Maintenance	4
Periodic Maintenance	5
Characteristics of Carpet.....	6
Spot Cleaning Procedures	10
Recommended Cleaning Methods	11
Stainfree Carpet Cleaning Table	12
Warranties	14
Making A Claim	18
Consumer Law.....	19

Introduction

Your carpet will give you years of hard-wearing service if you care for it and maintain it on a regular basis. This document details how to best care for your carpet and outlines the stain guarantee which comes free with your purchase. This carpet is manufactured to resist stains utilising the inherent properties built into the fibre. All household food and drink stains will be removable using the simple instructions detailed in this booklet.

Please read these instructions carefully.

What you need to do

To enjoy the added protection of this stain guarantee, it will help if you take these few simple steps:

1. Please retain your receipt of purchase together with this booklet in a safe place.
2. Please retain a portion approx. 18 x 18 cm of excess, unused carpet after installation.
3. Have your carpet cleaned in accordance with the care and maintenance instructions contained in this booklet and have it professionally cleaned once every 12-18 months starting from the date of purchase.
4. Keep all receipts of professional cleaning and, also keep a list of all products used to clean and maintain your carpet.



Regular Maintenance

We highly recommend, before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to ensure your current vacuum cleaner will not agitate the fibres and cause unnecessary fuzziness.

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

Loop pile carpets: If you have a loop pile carpet, we recommend the use of an adjustable regular-suction type vacuum cleaner. Turbo or power brush head attachments may reduce surface fuzziness or crimping - however excessive use can lead to fuzzing. Power bar and rotating brushes should only be used on the lightest settings. Some vacuum cleaners available in the market can damage the yarn bundle and cause fuzziness across the carpet surface due to their coarse bristles.

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





Periodic Maintenance

However meticulously both regular and interim maintenance are carried out, the time will come when the carpeting will require a thorough, deep or restorative clean. Carpet should be professionally steam-cleaned (hot water extraction) every 12-18 months. Steam cleaning should be carried out by a reputable professional steam cleaner and in accordance with the Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733-1995.

Do-it- yourself steam cleaning, shampooing or dry cleaning is not recommended.

Additional steps to protect your carpet and keep it looking better for longer:

- Use furniture cups or felt pads under furniture.
- Place mats at exterior entrances to capture dirt, grit and moisture from footwear.
- Place rugs/mats or carpet protectors in areas that receive a lot of traffic or regular pressure (i.e. in front of couches, beside beds) to protect against uneven wear. Ensure you keep rugs/mats or carpet protectors clean and vacuum the carpet pile underneath.
- In areas subject to prolonged exposure to direct sunlight, protect your carpet with curtains, blinds or awnings.

Characteristics of Carpet

The below are common characteristics of broadloom carpet and are not considered manufacturing faults.

Appearance Retention

Carpets are a textile, and the appearance will change over time due to - but not limited to - foot traffic. The pile of the carpet will flatten particularly in high foot traffic areas as well as under heavy furniture. This occurs in all tufted carpets and is not considered a manufacturing fault.

Tracking

Tracking is the visible footprints and indents in the carpet. Tracking is more pronounced in carpets that have a higher pile and or softer yarn. This can be reduced by regular vacuuming.

Colour Variation

Installed carpet will show a colour variation from the in-store sample. We recommend, where possible, that all the carpet in your home is from the same dye-lot / production to avoid batch to batch colour variations.

Fading

Carpets are a textile product and will experience colour loss over time when exposed to direct sunlight. The use of curtains, blinds and other window coverings is recommended to protect your carpet from prolonged exposure to direct sunlight.

Pile Reversal / Shading

Irregularly shaped lighter and darker patches appearing on cut pile carpets are known as shading, puddling or watermarking. Areas of disturbed pile that reflect light in a contrasting way to the body of carpet surrounding it is caused by permanent pile reversal shading. This phenomenon is permanent and cannot be removed by brushing or vacuuming. While it remains unclear why permanent pile reversal shading occurs, it is not perceived as a manufacturing fault or is detrimental to the durability of the carpet. So far, it is an unexplained industry phenomenon.

Pattern Match / Bowing & Skewing

Slight variations between the length and width directions of loop piles are the result of stress and pressure differences during the manufacturing process. Consequently, the pattern running along the length of the carpet may not exactly match that running across its width. This is more likely to occur in large areas or situations where the carpet has been sourced from more than one production run. Special care needs to be taken during installation, but even then, some irregularities may be visible, especially when viewing across multiple width installations. An experienced installer who is familiar with pattern matching can usually minimise the effect of any pattern variations and achieve a visually acceptable result.

Shift Lines

Parallel lines appearing at regular intervals on the surface of loop pile carpets are known as shift lines. These are more evident on carpets with large designs or more elaborate patterns; however, they are not visually intrusive or considered a manufacturing defect.

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





The original and the most popular ever Easy-clean carpet!



STAINFREE[®]

Spot Cleaning Procedures

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

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

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

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

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

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

Dry Stains

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

Wet Stains

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

Recommended Cleaning Methods

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

Detergent

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

Ammonia solution

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

Vinegar solution

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

Alcohol

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

Clear water

Rinse the cleaned area thoroughly with clear water and blot dry.

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

Stainfree Carpet Cleaning Table

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

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

* Not all the stains listed herein are covered by the Stainfree for Life guarantee

** Excessive use of chemicals like bleach, can breakdown the backing of the carpet and is not covered under the Stainfree for Life guarantee

Warranties

Victoria Carpets provides outstanding warranties on its synthetic carpets which are subject to the following conditions.

General Warranty Conditions

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

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

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

These warranties apply to first quality carpets only.

Proof of purchase (receipt, bill, invoice or statement from the retailer) needs to be supplied for any claims.



Victoria Carpets Warranties Exclusions

- Any problems caused by improper installation
- Any problems caused by the failure of or non-usage of underlay
- Any carpet installed outdoors or in utility areas
- Carpets installed or used in any non-residential and non-owner-occupied premises
- Damage or appearance problems resulting from wrapping carpet around nosings of stairs
- Carpet that has been surface-treated with materials not recommended including, but not limited to, pesticides, fungicides, and stain resistance
- Damage due to the use of improper cleaning agents or methods, and damage due to the use of cleaning or polishing agents used in cleaning adjacent hard floor surfaces
- Damage due to excessive use of chemicals such as bleach that can breakdown the backing of the carpet
- Any carpet inadequately maintained and cared for
- Damage caused by accidents, abuse or abnormal wear such as tears, burns, pulls, cuts, from household pets, consistent exposure to moisture or wetting
- Damage resulting from the use of mobile equipment and abuse through athletic or gym equipment
- Damage caused by castor chairs without protection mats
- Permanent pile reversal (also referred to as shading or watermarking), pilling, matting, flattening or tracking
- Damage caused by aggressive vacuum cleaner power heads that change the construction of the installed carpet
- Carpets used as rugs
- Colour and texture variation from the samples to the installed carpet
- All pigment stains; that is stains which contain pigment dyes such as mustard, shoe polish, etc
- The cost of making any claim under these warranties

Residential Wear Warranties

Abrasive wear refers to actual fibre loss from the pile of the carpet and does not cover appearance characteristics such as pile flattening or matting (refer to appearance retention in Carpet Characteristics section).

Victoria Carpets warrants its carpet against pile weight loss by abrasive wear of more than 40%, within the period mentioned on the warranty label affixed to the sample, from the date of delivery; provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS) or manufacturers rating and adheres to the terms outlined in the General Warranty Conditions.

Please refer to Victoria Carpets Warranties Exclusions for conditions that are not covered by this warranty.

Residential Lifetime Stainfree Warranties

Remember carpets do get dirty under normal use, and looking after your carpet and maximising its good looks is dependent on the level of simple maintenance which is applied by the owner. The lasting beauty of your carpet depends on attention to a few simple, easy-to-follow steps outlined in the maintenance section of this booklet.

Victoria Carpets warrants that the surface pile of the carpet will resist most household stains for the lifetime of the carpet, from the date of delivery, and in accordance with the General Warranty Conditions.

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

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

It is a requirement of this warranty that you (the original purchaser of the carpet) be able to provide proof of purchase and proof that professional steam cleaning (hot water extraction) has been undertaken.

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

Residential Colourfast Warranty

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

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

Lifetime Anti-static Protection

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

Making A Claim

If your carpet fails to perform in line with any of the Victoria Carpets Warranties, Victoria Carpets will offer you an allowance or credit (to be redeemed through the original point of purchase or by another retailer in your area as specified by Victoria Carpets).

The allowance / credit will:

- Be to the same or comparable value (quality) of the installed carpet at the time of purchase
- Be payable for the affected area only
- Include reasonable installation costs, excluding the cost of the underlay

The allowance or credit will be calculated from the date of purchase and as follows:

Year in which claim is made	Percentage of original retail cost – incl. of installation
10 - 20 Year / Lifetime	
Years 1-3	100%
Years 4-6	70%
Years 7-9	40%
Years 10-12	20%
Year 13 +	10%
Lifetime Anti-static	
Duration of Warranty	100%

Consumer Law

Australia

Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand

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



STAINFREE[®]

VICTORIA  CARPETS[®]
Established 1895

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