Classic Flooring Australia Pty Ltd
36 Cocos Drive, Bibra Lake, WA 6163
ABN 73 009 127 146
T: 1300 300 234 F: (08) 9434 4820

Commercial Limited Warranties

Not all warranties listed below apply to all Classic Flooring Australia carpets.
Please refer to the product specification or label affixed to the product sample to determine the specific warranties applicable to a particular carpet.

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.

Warranty

Classic Flooring Australia warrants that the surface pile of this carpet will not *abrasively wear* more than 10% within the stated warranty period on the product specification or label affixed to the product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Classic Flooring Australia. 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.
This warranty is not an appearance retention warranty.

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.

Warranty

Classic Flooring Australia 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 product specification or label affixed to the product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Classic Flooring Australia. 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. This warranty is not a cleaning contract.

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.

Warranty

Classic Flooring Australia 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 product specification or label affixed to the product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Classic Flooring Australia. 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.

Warranty

Classic Flooring Australia 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 product specification or label affixed to the product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Classic Flooring Australia. 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 ZipperFree™ 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.

Warranty

Classic Flooring Australia warrants that the surface pile of this carpet will not *zipper or edge ravel* within the stated warranty period on the product specification or label affixed to the product sample, from date of original purchase and installation, provided that the carpet is installed and maintained as required by Classic Flooring Australia. 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

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- any defects due to improper installation, including; wrinkling, rucking, seam peaking, tuft losses, zippering or edge ravelling, failure or non-usage of a suitable 'fit for purpose' 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 contaminates 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 'Classic Flooring Australia's Technical Bulletin – Installation Procedures & Requirements', and AS/NZS 2455.1/2:2007
- 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, Anti-Shock, or ZipperFree™ 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 Customer Service Request Form and notification in writing to Classic Flooring Australia, if necessary.

What Classic Flooring Australia will do if a Claim is raised?

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

If Classic Flooring Australia 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, Classic Flooring Australia's 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 Customer Service Request Form and notification in writing to Classic Flooring Australia, if necessary.

As a condition of this warranty, Classic Flooring Australia 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 Classic Flooring Australia will do if a Claim is raised?

If all warranty conditions have been met and a legitimate warranty claim has been properly raised, Classic Flooring Australia 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 Classic Flooring Australia 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, Classic Flooring Australia's liability is limited to the original material cost of the carpet and reasonable installation costs for the area directly affected.

Calculation of Depreciated Values

Classic Flooring Australia will use the following product warranty tables to calculate depreciated values when making warranty pro-rata compensation payments:

5 Year Warranty	
First Year	100%
2nd Year	80%
3rd Year	60%
4th Year	40%
5th Year	20%

10 Year Warranty	
First 2 Years	100%
Years 3-4	80%
Years 5-6	60%
Years 7-8	40%
Years 9-10	20%

7 Year Warranty	
First 2 Years	100%
3rd Year	80%
4th Year	60%
5th 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 Classic Flooring Australia in its effort to perform its obligations under these warranties.

Classic Flooring Warranties

These warranties are provided by Classic Flooring Australia Pty Ltd ABN 73 009 127 146, and the benefits given by them are in addition to other rights and remedies of the consumer under legislation in relation to the goods. These warranties apply only within Australia and are in respect to carpet purchased after 1 July 2015.

Consumer Guarantees (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.

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Carpet 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. White Spirits)
- 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	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	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 re-soiling. 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: DO NOT 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).