

SUPERTUFT

1. CLEANING:

Regular cleaning with a good vacuum cleaner is required to remove surface dust and prevent undue build up of material that could harm the carpet. Cleaning must be carried out by professional cleaners that have full knowledge of the equipment and chemicals that they use. Any chemical or solution used to clean the carpet should be used according to the manufacturers instructions and should be used in a test area prior to proceeding to all areas. Our products are colour fast to Australian Standards. It must be realized however that colour can be removed if excessive heat is used especially during wet cleaning of carpet. An isolated test area should be cleaned before proceeding to all areas.

We do not recommend the use of dry powder cleaners as they can tend to leave a residue in the pile if not adequately extracted by a vacuum method. Dry powders if not removed can form a hard mass that is difficult to remove. Dry powder cleaners can leave a mark caused by the powder and in some cases may remove colour.

We recommend cleaning of the carpet by professional carpet cleaners using the brochure "Wool Carpet Care" distributed by The Woolmark Company as a guide. A copy of this brochure is attached with the original of this warranty.

2. PROTECTION

We recommend the use of protective mats in areas where furniture is moved regularly on castors and wear on carpet is apparent. Any pile loss due to repetitive movement of furniture or similar activity is not covered by the warranty and will not occur if protective mats are used. These mats are available from some office suppliers.

3. WET CLEANING

Cleaning by hot water extraction (Steam cleaning) can produce excellent results provided that it is carried out by a competent and qualified operator. Ensure that the operator treats an isolated test area and that you are satisfied with the result before proceeding to all areas. We recommend that carpet that is spot cleaned using water be dried using a heater. Small blow heaters can be effective. If a carpet is left wet then a mould can form on the jute backing and a stain can appear on the carpet pile.

4. INSTALLATION

The carpet must be installed according to the requirements of the relevant Australian Standards. If due to movement of furniture or excessive traffic the carpet shows any sign of rippling then we recommend that it be re stretched as soon as possible to ensure that damage to the carpet does not appear.

5. SHADING (applicable to cut pile carpets including velour plush and twist pile styles)

Please ensure that your client is aware that "Shading" (watermarking or permanent pile reversal) can often occur in cut pile carpet due to unknown factors other than traffic and is not a manufacturing fault. The presence of "Shading" in a carpet does not affect the life or durability of the carpet. The labels on the our samples have a section marked "IMPORTANT" that advises that "Shading" can occur in cut pile carpets and advises the purchaser to read the brochure titled "Shading - Technical Bulletin No.3" if they are not fully aware of the effect of this phenomenon in cut pile carpet.

6. GUARANTEE

The carpet is fully guaranteed for 5 years against faulty materials or workmanship provided that it is maintained correctly and used only in situations for which it is recommended. The Woolmark grading appears on the samples. Please contact us if you wish to check the grading or if you require a recommended use for any carpet.

7. TREATMENTS

The carpet is not warranted if treated with products other than those recommended by Supertuft Pty. Ltd. or those described in the Wool Carpet Care brochure.

8. FURTHER ASSISTANCE

Please contact us if you require further advice on any matter.