



# WOOL

WARRANTY, CARE AND MAINTENANCE GUIDE

AUSTRALIAN  
EDITION

## FELTEX CARPETS - THE DEFINITION OF QUALITY

Congratulations on your purchase of a Feltex wool carpet - the ultimate in quality, luxury and design. A high level of care and expertise is taken to ensure Feltex carpets are manufactured to the highest standards. Feltex carpets use only premium wool and wool rich fibres and come in a wide range of fashionable colours and styles.

Maintaining your carpet is important and with regular and proper care, your Feltex carpet will continue to perform for years to come. Please read this guide carefully and keep it in a safe place for future reference.



DESIGNED FOR AND INSPIRED  
BY AUSTRALIAN HOMES



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## SELECTING YOUR CARPET

Colour is one of the most important factors to consider when building a new home or renovating. Colour impacts on the mood, feeling and personality of a room. Colour can help alter the appearance of a room's size, allowing you to make the most of natural and artificial light. Depending on light, colour can appear different in various areas of your home. It is recommended that you take home carpet samples to view in different areas in your home during the daytime, as well as under artificial light, before you make your final selection. Remember, that once your carpet has been installed it will not look the same as it did in a small sample. Carpet tends to appear slightly lighter once installed in large areas.

Texture is also an important consideration. As well as providing visual appeal, carpet texture adds dimension to a room. Carpets with soft, lustrous, long pile can be susceptible to tracking (see page 12), while plush and twist carpet constructions can be subject to pile reversal (see page 12), characteristics which are a matter of personal taste and should be taken into account when selecting your carpet. Textured and loop pile carpet offer a more uniform finish.

The quality of a carpet is largely determined by its construction, and the amount and quality of the fibre. If you are unsure, it is generally a good idea to ask what Australian Carpet Classification Scheme (ACCS) rating the carpet has achieved. For example, a carpet that achieves a residential extra heavy duty rating is superior to a carpet that achieves a residential medium duty rating. If you have stairs it is recommended that you purchase a carpet that is rated as suitable for stairs.

Your retail assistant will assist you to make the right decision for your environment. We suggest you keep an extra piece of your selected carpet along with any other colour samples. They will be invaluable when shopping for additional items or when altering colour schemes in later years. Your carpet and underlay choice could impact on your ability to open/close doors freely. Therefore, it is important to consider total carpet and underlay thickness. Use new, quality underlay under your carpet, particularly on stairs. Good underlay not only gives better resilience underfoot, but it can also add to the life of your carpet.



# WHY WOOL

The natural beauty of wool stems from the complexity of the fibre itself, evolved to protect sheep, no matter what the conditions. That's why we wear wool, snuggle under woollen blankets, insulate our homes with wool and enjoy living on wool carpet. When it comes to carpet, wool has always set the highest standard for insulating quality and natural beauty.

## NATURAL STAIN RESISTANCE AND EASY MAINTENANCE

Wool carpet is a very practical option to clean and maintain, naturally resisting dirt and household stains.

## INSULATION AND HUMIDITY CONTROL

The hygroscopic properties of wool help to keep your home warm in winter and cool in summer. In cold, damp conditions (high relative humidity) moisture is absorbed by wool and heat is given off. In warm dry conditions, moisture is released by wool, resulting in a cooling effect. This creates a comfortable home environment for you and your family.

## FIRE RESISTANCE

Wool carpets have amongst the lowest propensity for flame spread and produce much lower levels of smoke when compared to synthetic carpet fibres. This is due to the unique chemical structure of amino acids which make wool naturally flame resistant.

## HYPOALLERGENIC

Wool carpet is ideal for allergy and asthma sufferers as it does not promote the growth of bacteria, mould and mildew. This reduces the likelihood of spores, mycotoxins and volatile organic compounds from developing in the home, helping to prevent allergies and respiratory problems. Wool fibre also deters the growth of dustmites – the most common single cause of asthma.

## PREMIUM QUALITY

The quality of Australian and New Zealand made Feltex wool carpet starts with the use of premium wool yarns. The emphasis on quality continues with superior craftsmanship in our tufting facilities and the focus of our quality assurance department. All Feltex tufted carpets are manufactured under a management system certified as complying with the internationally recognised ISO 9001.

## THE ENVIRONMENT

Wool is sustainable, renewable and biodegradable. Feltex Carpets are manufactured under an environmental management system certified as complying with ISO 14001.



# CARPET CARE

## GETTING THE MOST FROM YOUR CARPET

Your new Feltex carpet is a substantial investment and like your other furnishings, requires proper care to keep it looking great for years to come. You can protect your investment, prolong the life of your carpet and enhance the quality of your indoor environment by following a regular maintenance schedule.

Carpet usually does not wear out in terms of fibre wearing away, rather its appearance can deteriorate over time to a point at which it is no longer acceptable. Experience has

shown that proper maintenance can help reduce the rate at which the appearance of a carpet changes.

## THE CARPET CARE PROGRAM

A comprehensive carpet care program consists of four elements:

- Preventative measures
- Regular vacuuming
- Steam cleaning
- Removal of spots and spills

## PREVENTATIVE MEASURES

- Use new, quality underlay under your carpet, particularly on stairs. Good underlay gives better resilience underfoot and can also add to the life of your carpet. Installing carpet over carpet (i.e. using old carpet as underlay) is not recommended.
- Try to keep your entrance ways free of excessive dirt and substances which can be tracked into the home. Outdoor mats should be used at all entrances to absorb soil and moisture. Mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during wet weather.
- Protective indoor mats or rugs are very useful in front of chairs, as the continual grinding of footwear can accelerate wear in these areas. This wear is usually most prevalent in front of chairs used for TV viewing, computer use and under tables.
- Move heavy furniture occasionally to avoid excessive pile crushing. The use of coasters under the legs of tables, chairs and other furniture will help distribute the weight and prevent crushing of the pile. Use protective chair pads under chairs or appliances with rollers or castor wheels to prevent wear and damage to the carpet. When moving heavy

wheeled furniture (pianos, buffets, etc), prevent damage by placing a protective barrier of heavy cardboard or similar between the wheels and the carpet.

- Be sure to regularly remove and clean any rugs used over your carpet. Clean and restore the pile of the carpet in the underlying area. Check rugs for colourfastness before replacement, as the dyes in some rugs may bleed through to the carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.
- Protect your carpet and furnishings from prolonged periods of sunlight with window tinting, blinds, shades and/or awnings to minimise fading and maintain durability. Move furniture periodically to expose all areas evenly.

**Note of Caution:** The colour of your carpet may be affected by various commonly used household products. Some examples are acne medications (cream/lotion), insecticides, furniture polishes, plant foods, household bleaches, acids, strong alkali, athletic or muscular liniments or creams, chlorine (i.e. swimming pools), hair colourings and corn plasters. These types of products if spilt or sprayed inadvertently on to your carpet, may cause irreversible discolouration. You should carefully read the manufacturer's direction for the particular products use.





## REGULAR VACUUMING

Thorough and frequent vacuuming, particularly in high traffic areas, is important for prolonging the life of your carpet and also assisting to enhance its appearance.

After your carpet is laid, vacuum to remove surface lint, dust and fluff. Thereafter, continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the pile surface, where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas is recommended, with five to seven passes for heavily soiled areas. Vacuuming against the natural pile direction first lifts the pile, helping to unsettle and remove dirt and grit while reducing matting. Then, vacuum in the direction of the pile to achieve a uniform finish.

To effectively clean your carpet use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag or canister. This is particularly important if you are dust sensitive.

Consider your carpet type when selecting a vacuum. Adjustable height and suction are important features as they enable your vacuum to be used on a wide variety of carpet constructions.

Luxuriously thick, soft cut pile carpets: Use a high height setting so any beater bar/rotating brush just lightly touches the carpet surface. Use a suction level that allows the vacuum to move easily whilst lifting dirt and other foreign matter. Avoid vacuums with very concentrated or sealed suctions. Large wheels will ensure the vacuum glides easily across the carpet.

Loop pile or long pile carpets (including cut loop and berber): Vacuum with suction only. Turn off any beater bars (to prevent "fuzzing").

Other carpet constructions: Use a vacuum with a beater bar to agitate the pile and loosen any foreign matter in the pile.

Change or empty dust collection bags frequently (vacuum cleaner efficiency can be reduced when half full). Ensure the vacuum is kept in sound mechanical condition. Replace filters as recommended by the manufacturer. Check the height of beaters (if fitted) and ensure brushes are cleaned and replaced when worn out.

## STEAM CLEANING

Carpet should be professionally steam cleaned regularly, approximately every twelve to eighteen months, depending upon the usage and colour. Even though both light and dark colours attract the same dirt and grit, lighter colours tend to show soiling earlier.

Steam cleaning should only be performed by a reputable professional steam cleaner. Your carpet retailer can recommend one.

Steam cleaning when carried out should be in accordance with the latest Australian/New Zealand carpet cleaning and maintenance standard AS/NZS 3733 "Textile floor coverings - Cleaning maintenance of residential and commercial carpeting". Reputable carpet cleaners are aware of and abide by this standard.

Shampooing, do-it-yourself steam cleaning or dry cleaning of carpets is not recommended.

## SPOT CLEANING GUIDE

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour.

### Basic Carpet Cleaning Steps:

1. Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion. Never scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result.
2. Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with warm, not hot, water immediately applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area.
3. Ensure carpet is press dried with a clean white cloth or white paper towel to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.

4. Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of approved wool laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with warm water, repeating treatment until no stain is evident on cloth or towels.
5. After the spill or stain has been treated, place several layers of white paper towel over the area and place a flat weight on them until dry. A hairdryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
6. Sometimes stains will reappear due to 'wicking' as stains hidden in the pile resurface as the carpet dries. If so, allow the carpet to dry fully and repeat the above treatment until no stain is evident (this process may need to be repeated over a number of days).
7. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.

Stains should be differentiated from soiling. Ensure that any residue from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discolouration appears to be a stain. If so, repeat stain removal procedures above.

## CARPET PERFORMANCE CHARACTERISTICS

### PERMANENT PILE REVERSAL

(commonly known as shading or watermarking)

The phenomenon of permanent pile reversal may develop in any cut pile carpet and at times areas of the carpet appear to become lighter or darker than the surrounding area. This occurrence in cut pile carpets is random and largely unexplained. It cannot be predicted or prevented and appears to be related to location of use, rather than the type of carpet construction or materials used.

Permanent pile reversal is not a manufacturing fault and its existence has no effect on carpet performance. However as the development of this phenomenon can affect the appearance of a carpet, you are advised to discuss this characteristic with your retailer when considering carpet purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia (phone 1800 188 822 or visit [www.carpetinstitute.com.au](http://www.carpetinstitute.com.au)).

### DAMAGED (OR MISSING) TUFTS

Pets can damage tufts by scratching at the carpet pile, or alternatively damage can be caused when moving furniture. This can be rectified by sewing back the missing tufts by hand. Re-tufting is also a satisfactory way of repairing severe cigarette burns or other small areas of damage. To provide spare tufting yarn, it is a good idea to keep a small piece of spare carpet aside.



### SHEDDING

Most carpets will shed fibre when they are new, particularly wool carpets. It's not a carpet defect, merely a fibre residue left over from the manufacturing process. Some carpets will shed loose fibre for longer than others, depending on the type of carpet.

### TRACKING AND MATTING

Tracking and matting are conditions that tend to occur in high usage areas e.g. in walkways, on stairs, in front of chairs and under tables. These conditions are a greater risk with lighter weight carpets where the fibres can more easily lay over. Generally the softer, more lustrous and longer the pile, the more noticeable will be footprints and movements over the carpet. Even though the effect can be quite pronounced it will be lessened by careful vacuuming. Tracking is a matter of personal taste and if you are concerned with the effect, carpets with these features are not recommended.

Regular vacuuming and immediate cleaning of spillages are the greatest aid in preventing tracking and matting. An additional aid is to place rugs in front of chairs, under tables, in passageways and other heavily used areas. These conditions are not considered to be manufacturing faults.

### SPROUTING TUFTS

The loops or tufts of carpet may pull if caught by a sharp object e.g. pet claws. If this occurs, the loop should be cut off level with the pile using a pair of sharp scissors. Never try to pull a sprouting yarn out, as this may cause a run in the carpet.

### COLOUR VARIATION

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dye lots. If possible, all carpet in your home should be laid from the same production run. Our quality assurance program (ISO 9001 certified) seeks to minimise potential for variance and ensure any variation is within recognised textile industry standards.

Carpet appearance can also vary depending upon type of light under which a sample is viewed and light sources where the carpet is installed. You should view any samples at your residence and under as many different light conditions as possible prior to making your final decision.

### WRINKLING (OR RUCKING)

Wrinkling may occur after installation. It can be caused by excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. In areas of high humidity use of an air conditioner or dehumidifier is recommended during summer months. Dragging of heavy objects across the carpet can also cause the carpet to stretch and wrinkle, and when moving heavy items it is best to lift the item or use plywood or similar to walk the item over the carpet. Your carpet installer can usually correct this problem by re-stretching.

### 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.

### FADING (OR COLOUR LOSS)

To minimise the chance of fading, Feltex Carpets uses the most up to date dye stuffs in the production of carpets. However, all carpets like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. It is recommended that you have some form of window protection, e.g. curtains or blinds, for those areas where sunlight falls onto carpet for extended periods.

Some quality wool carpets will upon initial exposure to light undergo a rapid lightening/brightening over the first few weeks. This is an inherent phenomenon referred to as 'first fade'.

Colour change can also occur as a result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide and other household items. The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high UV content. It is thought to be influenced by atmospheric or ozone conditions. Some colours are more susceptible than others. If you believe there may be a risk of ozone damage, please discuss with your retailer. As these effects are random and unexplained and do not affect the performance of the carpet, they are not considered to be manufacturing defects.

### PHASING/PANELLING

All sisal look carpets where the aesthetics of the design is enhanced by random effects of contrasting colours, at times these colours can coincide in production, causing an effect known as phasing. Similarly in loop pile carpets, shading effects of colour patterning can appear as panelling down the length of the carpet. Both phasing and panelling are an accepted part of the design and in no way affect the performance of the carpet.

### PATTERN MATCHING/BOWING & SKEWING

Though the best available techniques are used during manufacture to minimise pattern distortion, the extensible nature of textile products means that some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Accordingly, repeating patterns may not precisely match along the carpet length or width or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be guaranteed.

Installation of patterned carpet will require more time, effort and skill which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible in the horizontal, vertical and diagonal pattern or texture, especially when viewing across multiple width installations. If concerned, please discuss further with your retailer and/or carpet layer.

Further, all carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable. Full details of the tolerances of Feltex carpets are set out in the Feltex Carpets Installation Recommendations (available at [www.feltex.com](http://www.feltex.com) or call 1300 130 239).



## INSTALLATION

To obtain the benefit of the Feltex Wool Carpet Warranties set out later in this guide all carpets must be laid in accordance with AS/NZS 2455.1 "Textile floor coverings – Installation practice – General" and the Feltex Carpets Installation Recommendations (available at [www.feltex.com](http://www.feltex.com) or call 1300 130 239).

Carpet 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 your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288 "Soft underlays for textile floor coverings" 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 dyelot.

To avoid bubbling and wrinkling, all carpets should be power stretched in both length and width during installation using a power stretcher with extendable poles (not knee kickers) where possible.

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. Seam adhesive (sealer) must be used for all seams (widthwise and lengthwise). 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 the Feltex Wool Carpet Warranties.

Carpet pile 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 to ensure they are in an optimal area.

Carpet pile should sweep down on stairways. A little hidden extra carpet should be folded back at the top and bottom of stairs so that as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

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



## FELTEX WOOL CARPET WARRANTIES

The following warranties are provided by Feltex Carpets Pty Ltd ABN 60 068 166 843 (Feltex Carpets) and the benefits given by them are in addition to other rights and remedies of the consumer under a law in relation to the goods.

The Feltex Wool Carpet Warranties are subject to and qualified by the "General Warranty Conditions" (page 16) and "Homeowner Obligations" (page 18).

### WHICH CARPETS ARE COVERED?

Carpets that are covered by Feltex Wool Carpet Warranties will have the appropriate Feltex warranty labels affixed to the back of the store samples.

Not all warranties apply to all Feltex wool carpets. You should establish the specific warranties applicable to a particular carpet by checking the labels on the back of the carpet samples prior to purchase. Your authorised Feltex Carpets retailer will be pleased to help you with any queries regarding these warranties.

### WHO IS COVERED?

Feltex Wool Carpet Warranties protect you, the original purchaser, if you have purchased a Feltex carpet, for your own residential use in an owner-occupied residence. These warranties are not transferable.

### WEAR RESISTANCE WARRANTY

The surface pile of your Feltex wool carpet is warranted by Feltex Carpets to not abrasively wear more than 10% within the period set out in the Wear Resistance Warranty label affixed to the sample, following original installation (the % wear being determined by Feltex Carpets after inspection and testing of the carpet).

Abrasive wear means actual fibre loss from the pile of the carpet and does not include other changes in carpet appearance e.g. matting (the loss of twist from the tips of pile and entanglement of the fibres), or crushing (the non-restorable loss of pile thickness due to foot traffic, castor wheels or pressure of furniture).



## FADE RESISTANCE WARRANTY

Feltex Carpets warrants that within the period set out in the Fade Resistance Warranty label affixed to the sample, following original installation, your Feltex wool carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than three units as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale (which is an internationally recognised comparison system to determine the extent of colour differences). Colour changes of less than three units should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from first fade (see page 13 for a full explanation) or from other external causes such as spills of household chemicals and other non-food and beverage substances or chemical influences are excluded from this warranty.

## LIFETIME MANUFACTURING DEFECT WARRANTY

Feltex Carpets is so confident as to its manufacturing processes that your Feltex wool carpet is warranted against all manufacturing defects for the life of the carpet.

## INSECT DETERRENT WARRANTY

Your Feltex wool carpet has been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home and moths/beetles in some areas have developed a tolerance to treatments. The insect deterrent treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and stop further spreading – such that some fibre loss may occur and good housekeeping is essential. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following the manufacturer's directions and precautions.

Feltex Carpets warrants that, provided your carpet is maintained as set out above, your carpet will not show visible damage due to insects within the period set out in the Insect Deterrent Warranty label affixed to the sample.

## CONSUMER WARRANTIES

Our goods also 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 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.

## GENERAL WARRANTY CONDITIONS

These Feltex Wool Carpet Warranties apply only:

- In Australia.
- In respect of carpet purchased after 1 May 2015.
- To the original purchaser of the carpet.
- To carpet professionally installed over underlay in accordance with the installation recommendations set out in this booklet under "Carpet Installation" (page 14). These warranties do not apply to carpet not installed as a fixed floor covering e.g. rugs.
- To new, first quality carpet.
- 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.

Lifetime coverage is defined as the life of the carpet from the date of installation.

The Feltex Wool Carpet 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.

The Feltex Wool Carpet Warranties are not transferable.

## FELTEX WOOL CARPET

### WARRANTIES DO NOT COVER:

- Damage due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of underlay.
- Damage caused by improper maintenance and/or failing to carry out proper routine maintenance in accordance with the recommendations described in this booklet under "Carpet Care" (page 8).
- Damage resulting from risks covered by a generally available home owner insurance policy or accidents, abuse (being any use considered unreasonable given the normal and expected use of carpet in an owner-occupied single-family residence), burning, flooding, persistent moisture, cutting, pet damage or smoke.
- Damage caused by, or where the wear resistance, soil resistance, stain resistance and/or other attributes of the carpet are adversely affected by strong chemicals (e.g. bleach, pool chemicals etc.) or the application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistance, some cleaning agents).



FELTEX WOOL.  
SUSTAINABLE,  
DURABLE &  
BIODEGRADABLE.

## IF YOUR CARPET FAILS TO PERFORM

If any part of your carpet fails to perform in accordance with these Feltex Wool Carpet Warranties, Feltex Carpets will offer you an allowance or a credit (to be redeemed through your original retailer or another retailer in your area nominated by Feltex Carpets) equivalent to:

- The purchase of a Feltex carpet which is the same or of comparable quality to replace the affected area of the carpet, extending to the nearest wall, doorway or entrance;
- And the reasonable cost of its installation (but excluding the cost of its underlay) calculated as follows:

Year in which the claim is made, calculated from the date of purchase:	Percentage of original retail cost of your Feltex carpet including installation but excluding underlay:
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### 5 YEAR WARRANTY

<i>First 2 Years</i>	<b>FULL REPLACEMENT</b>
<i>Year 3</i>	<b>70%</b>
<i>Year 4</i>	<b>40%</b>
<i>Year 5</i>	<b>20%</b>

### 7 YEAR WARRANTY

<i>First 3 Years</i>	<b>FULL REPLACEMENT</b>
<i>Year 4</i>	<b>70%</b>
<i>Year 5</i>	<b>40%</b>
<i>Year 6</i>	<b>20%</b>
<i>Year 7</i>	<b>10%</b>

### 10 YEAR WARRANTY

<i>First 3 Years</i>	<b>FULL REPLACEMENT</b>
<i>Years 4 - 5</i>	<b>70%</b>
<i>Years 6 - 7</i>	<b>40%</b>
<i>Years 8 - 9</i>	<b>20%</b>
<i>Year 10</i>	<b>10%</b>

### 15 YEAR / LIFETIME WARRANTY

<i>First 3 Years</i>	<b>FULL REPLACEMENT</b>
<i>Years 4 - 6</i>	<b>70%</b>
<i>Years 7 - 9</i>	<b>40%</b>
<i>Years 10 - 12</i>	<b>20%</b>
<i>Year 13 &amp; over</i>	<b>10%</b>

You will be responsible to pay the retailer the balance of the purchase price and installation costs.

In relation to claims made under the Feltex Wool Carpet Warranties, Feltex Carpets will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, expert advice, obtaining quotations, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging.

## HOME OWNER OBLIGATIONS

In addition to you complying with the other conditions which apply to the Feltex Wool Carpets Warranties, in order to obtain and maintain your coverage under the terms of the Feltex 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 and the date of its purchase, together with proof of installation date.
- Have your carpet installed according to the guidelines outlined in the Australian and New Zealand Standard AS/NZS-2455.1 "Textile floor coverings – Installation Practice – General" and otherwise in accordance with the guidelines set out in this guide.
- Maintain your carpet with regular vacuuming and cleaning as per the recommendations in this guide.

So Feltex Carpets has a record of your purchase, you should register your guarantee at [www.feltex.com](http://www.feltex.com) within 30 days of the purchase of your Feltex wool carpet.

## MAKING A CLAIM

Should you believe your carpet is failing to perform in accordance with these Feltex Wool Carpet Warranties or your Australian consumer law rights, please notify your retailer in writing. Be sure to describe the specific problem and to include a copy of your proof of purchase.

The retailer will take appropriate action including the notification of Feltex Carpets if necessary. You must bear the expense of claiming under the Feltex Wool Carpet Warranties.

If you are unable to contact your retailer for some reason or if you do not get a satisfactory reply, please contact Feltex Carpets directly as set out on the back of this guide.

Attach purchase receipt here

# PURCHASE RECORD

COMPLETE INFORMATION BELOW TO KEEP FOR YOUR RECORDS:

## CARPET ONE

*Feltex Product Name:*

*Colour Number:*

*Colour Name:*

*Price per Lineal Metre*

*Metres Purchased:*

*Retailer:*

*Date of Purchase:*

*Date of Installation:*

## CARPET TWO

*Feltex Product Name:*

*Colour Number:*

*Colour Name:*

*Price per Lineal Metre*

*Metres Purchased:*

*Retailer:*

*Date of Purchase:*

*Date of Installation:*



*Designed for Australian Interiors.*

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94006-0918 Australian Edition  
**Details correct at time of printing September 2018**  
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