



VICTORIA CARPETS®

Established 1895

WOOL

WARRANTY & CARE GUIDE



CONTENTS

WARRANTY & CARE GUIDE

About Wool.....	3
Caring for your Wool Carpet.....	4
Stain Removal Guide for Wool Carpets	6
Wool Carpet Cleaning Table	9
Wool Carpet Warranties.....	10
Consumer Law.....	15

WOOL

IT BEGINS WITH A PROMISE

A promise of nature

From its beginning to its end, wool is natural, renewable and biodegradable. Choosing a wool carpet for your home is a natural choice, and gentler on the environment.

A promise of comfort

Wool has a natural cushioning feature which provides softness and comfort for your home. The acoustic properties also provide added comfort by reducing floor noise in your home. Wool carpet absorbs airborne noise and minimises the transmission of noise through floors into other rooms.

A promise of durability

The natural crimp in the wool fibre gives it strength and resilience. A quality wool carpet will wear gracefully and maintain its appearance in your home for many years.

A promise of function

Easy to Clean: Wool is engineered by nature to be soil and stain resistant.

Natural Insulator: The crimp in wool fibre traps millions of air pockets which helps it to maintain a constant temperature. A Wool carpet will help to keep your home warmer in winter and cooler in summer.

Allergen Inhibitor: The natural structure of wool fibre helps to inhibit the growth of common allergens. Wool carpet will also help to trap most allergens keeping them from circulating in the air.

It ends with knowledge

The knowledge of a product that brings a balance of comfort, nature and quality to your home.

CARING

FOR YOUR WOOL CARPET

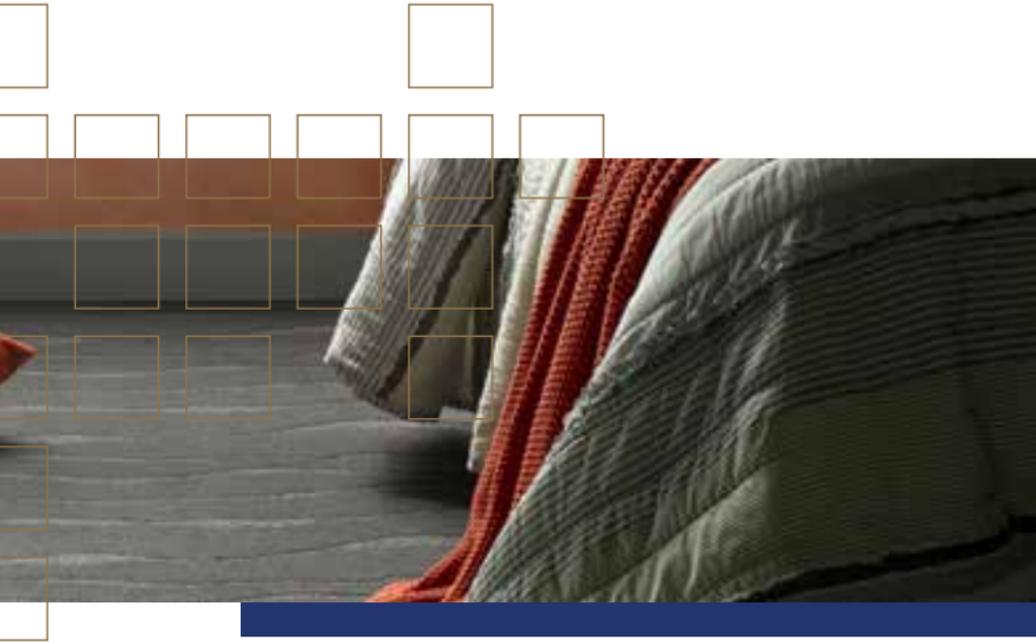


Regular Maintenance

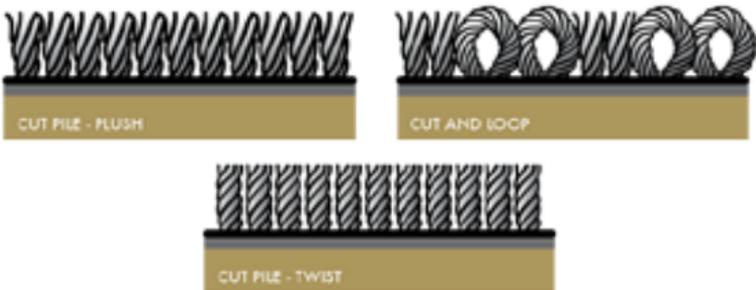
Frequent vacuuming removes soil particles from the surface before they work their way below the pile surface. It is recommended to vacuum at least once a week and more for a heavy traffic area. It is recommended to use either upright vacuums or quality barrel vacuums. Extra care must be taken in heavy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

Loop pile carpets: If you have a loop pile carpet, we recommend the use of a regular suction-type vacuum cleaner. Turbo or power brush head attachments may reduce surface fuzziness or crimping - however excessive use can lead to fuzzing especially on berber carpets. 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. We highly recommend before vacuuming your newly installed carpet, that you vacuum an offcut piece of carpet to insure your current vacuum cleaner will not agitate the loops of the fibres and cause unnecessary fuzziness.





Cut Pile and Cut & Loop carpets: You can use a 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 a regular suction head and occasionally vacuuming with your turbo or power brush head. Some vacuum cleaners that have coarse bristles have been known to be too aggressive and cause excessive removal of the wool fibres.



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 cleaning. Carpet should be steam-cleaned at a minimum of once every two years. 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.

STAIN REMOVAL

FOR WOOL CARPETS

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

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.



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

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.

- 1 Cold water
- 2 Detergent solution: One teaspoon of wool detergent (for example, Softly) and one litre of warm water
- 3 Clear household disinfectant
- 4 Dry cleaning solvent such as White Spirit or Murlex (available from hardware stores). Use only on dry carpet.
- 5 Chill with ice cubes in a plastic bag. Pick or scrape off substance.
- 6 Vinegar solution: Mix 1/3 cup of white vinegar with 2/3 cup of water
- 7 Warm water
- 8 Nail polish remover (should not contain lanolin)
- 9 Surgical alcohol
- 10 Vacuum clean
- 11 Mineral turpentine or Methylated spirit
- 12 Consult a professional carpet cleaner

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

Stain	Step 1	Step 2	Step 3
Alcoholic drinks, Beer	1	2	
Asphalt	11	4	
Berries	2	12	
Bleach	1	12	
Blood	1	2	
Butter	4	2	
Chalk	2	4	
Chewing Gum	5	4	
Chocolate	4	2	
Coffee	1	2	6
Cream	2	4	
Egg	2	12	
Faeces	2	3	12
Fruit Juice/Drinks	1	2	
Glue	12		
Gravy	7	2	
Grease	4	2	
Hair Dye	12		
Ice Cream	2	4	
Ink (ballpoint pen)	9	2	
Ink (Felt tip pen)	4	2	
Insecticides	12		
Lipstick	4	2	
Liquor	1	2	
Milk	2	4	
Mouthwash, Toothpaste	2	4	
Mustard	2		
Nail Polish	8	4	
Oil	4	2	
Ointment	4	2	
Paint (oil base)	11	4	
Paint (water base)	1	2	
Rust	6	12	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soft Drinks	1	2	
Tea	1	2	6
Tomato Sauce	7	2	
Urine (fresh stain)	1	2	3
Urine (old)	12		
Vomit	2	3	6
Water Colours	1	2	
Wine	1	2	6
Unknown substance	4	2	12

WARRANTIES

FOR WOOL CARPETS

Victoria Carpets provides outstanding warranties on its wool 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.

These warranties do not cover:

- 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
- 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
- Any carpet inadequately maintained and cared for
- Damage caused by accidents, abuse or abnormal wear such as tears, burns, pulls, cuts or from household pets or from 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 or matting
- Minor differences between the colour and texture of samples and the installed carpet
- Damage caused by aggressive vacuum cleaner power heads that change the construction of the installed carpet
- The cost of making any claim under these warranties

Warranties for Wool Carpets

You can determine which of the below listed warranties apply to a particular carpet by checking the labels on the back of the carpet samples or by asking your Victoria Carpets retailer.

15/ 10/ 7 Year Limited Wear Warranty for Residential Use

Victoria Carpets warrants its carpet against pile weight loss by abrasive wear of more than 40% within the period mentioned in the wear warranty label affixed to the sample, from date of delivery, provided it is used in accordance with the Australian Carpet Classification Scheme (ACCS) or manufacturer's rating. This warranty covers abrasive wear of the surface pile only and does not cover carpet backings.

To make a claim you must notify your place of purchase and provide proof of purchase.

If upon inspection and testing Victoria Carpets is satisfied that the carpet was correctly installed to Australian Standards and maintained and that the surface pile has abrasively worn more than 40% in the period mentioned on the wear warranty label affixed to the sample, 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.

Any replacement carpet will be of same or comparable quality to the installed carpet at the time of purchase.

15 Year Limited Stain Resistance for Residential Use

Victoria Carpets warrants that the surface pile of carpet will resist most household stains for 15 years from date of delivery when properly installed indoors to Australian Standards. No carpet is completely stain proof.

This warranty specifically excludes: general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy wool yarn or the colour of the carpet (e.g. bleaches, drain cleaners etc.), very hot liquids, food and beverages containing strong dyes (e.g. mustard, curry, coffee and tea) 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. If the affected area remains unsatisfactory you must notify your place of purchase immediately. You must be able to provide proof of purchase and proof that professional steam cleaning 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. Any replacement carpet will be of same or comparable quality to the installed carpet. If the stain is removed as warranted, all stain removal costs will be responsibility of the purchaser.





5 Year Insect Resistance Warranty

Victoria Carpets states that its wool and wool blend carpets have been treated for insect resistance. The manufacturer guarantees its carpets (to the original purchaser) against insect infestation during a period of 5 years from date of installation.

If upon inspection and testing Victoria Carpets is satisfied that the carpet was correctly installed and maintained and that the carpet has been degraded due to insect attack the affected area will be repaired or replaced, inclusive of installation, at the expense of the manufacturer. Any replacement carpet will be of the same or comparable quality to the installed carpet at the time of the purchase.

The warranty is conditional on the carpet being properly maintained and vacuumed.

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.





VICTORIA CARPETS®
Established 1895

Head Office

7-29 Gladstone Road,
Dandenong, VIC 3175
PO Box 388, Dandenong, VIC 3175
info@victoria-carpet.com.au

Sales Enquiries

Phone: Australia - 1800 136 040
New Zealand - 0800 445 510

Fax: Australia - +61 3 9793 1015
New Zealand - 0800 667 710

General Enquiries

Phone: +61 3 9794 5855
Fax: +61 3 9793 5475

www.victoriacarpets.com.au

