



## Warranty

Another impressive feature  
of every Feltex Carpet -  
Peace of mind.

10 Year Wear  
Warranty\*\*

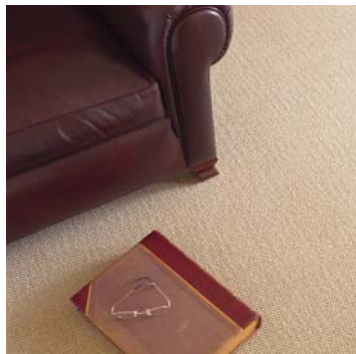
Every Feltex Carpet\* is  
backed by a 10-year  
Residential Wear Warranty  
to guarantee it against  
excessive wear and tear in  
a domestic environment.

5 Year Insect  
Resistance Warranty

Feltex Carpet\* is specifically  
treated and carries a 5 year  
warranty against insect and  
moth infestation.

\*The mention of Feltex Carpet above  
refers to purchases of "Feltex Classic"  
and/or "Feltex Reserve" carpet only.

\*\*Please note: this is a summary of the  
warranties - some warranties include  
depreciation provisions - the warranties  
referred to above are detailed in the  
'Feltex Warranty, Care & Cleaning  
guide', which should be read by you  
prior to completing your purchase of  
this product.



For further information about the wide range of premium, luxury Feltex carpet, or to locate your Authorised Feltex Carpets Retailer, visit [www.feltexcarpets.com](http://www.feltexcarpets.com)



*Carpetmaker to the world*



# Feltex Carpets. Warranty, Care and Cleaning Guide.

Applicable to purchases of Feltex Reserve & Feltex Classic carpets only.



*Carpetmaker to the world*

# Feltex Carpets - The Definition of Quality

Congratulations on your purchase of Feltex carpet<sup>1</sup> - the ultimate in quality, luxury, and design.

An incredible amount of care and expertise goes into every Feltex carpet. It's the reason why Feltex Carpets have become the benchmark for quality, long lasting flooring solutions.

The quality of Feltex wool carpets comes from the use of premium wool and wool-rich fibres, sourced and manufactured to the highest possible standard. These quality fibres are then transformed into luxurious and high quality carpets.

To ensure that your investment stands the test of time, your purchase is covered by the Feltex 10-year residential wear warranty<sup>2</sup>.

Maintaining the quality of your carpet purchase is important, so please read this booklet carefully and keep it in a safe place for future reference. With regular wear and proper care, your Feltex carpet will continue to perform for years.

<sup>1</sup>All mentions of "Feltex carpet" in this publication refer to purchases of "Feltex Classic" and/or "Feltex Reserve" carpet only.

<sup>2</sup> Please note: this is a summary of the warranties - some warranties include depreciation provisions - the warranties referred to above are detailed in the warranty section of this publication , which should be read by you prior to completing your purchase of this product.

# The Sign of Comfort and Health

Feltex Carpets have been tested for their ability to improve comfort, resistance to slipping, humidity control, indoor air quality, thermal insulation, noise reduction and safety. All tests were independently conducted by the Wool Research Organisation of New Zealand.

## Safety and Comfort

Because Feltex Wool carpets are resilient, they absorb energy or shock as they are compressed. Which means they reduce impact, muscle fatigue and joint pain, particularly in the lower back. This absorption of energy also reduces the risk of injury in the event of a fall.

## Resistance to Slipping

Compared to other floorings, such as vinyl and wood, Feltex carpets offer resistance to slipping. This is especially effective in making your home a safer place by reducing falls and injuries.

## Humidity Control

Pure wool Feltex carpets dissipate unwanted dampness by absorbing excess moisture from the air. This humidity absorption does not affect the carpet. A drier room is not only more comfortable, but better for your family's health, visibly reducing the presence of moulds and mildews.

## Indoor Air Quality

The number of air pollutants found in today's living and working environments can reach into the thousands. Feltex pure wool carpets help to clean the air by diffusing these pollutants, and thereby reducing their presence in the interior environment of your home.

## Thermal Insulation

Pure wool Feltex carpets prevent heat loss through the floor of your home. With underlay, thermal insulation is even more pronounced and also increases thermal comfort by reducing the loss of body heat, reducing drafts and buffering humidity.

## Noise Reduction

No other flooring material reduces noise as well as wool carpets. Feltex carpets absorb noise travelling through walls, ceilings and floors in a way that wood, vinyl and other hard surfaces simply cannot match. With underlay, sound reduction is further enhanced.

## Purchase with Confidence

Buying a Feltex carpet is a sound investment - not only for its long lasting good looks and health and safety attributes, but for its range of quality assurances as well.

## Wools of New Zealand Grading

For many years Feltex have had strong ties with Wools of New Zealand and their quality grading programme. This grading demonstrates that Feltex Carpets have been independently tested against, and met, the most stringent international quality and usage standards. Only the best wool carpets are awarded this prestigious mark.



# Feltex Classic - Manufactured to International Quality Standards.

## The Environmental Choice

The Telarc registered supplier mark is proudly displayed on all Feltex Classic carpets made in New Zealand, certifying the quality-orientated philosophy that applies to every aspect of the company's operations. Feltex New Zealand's commitment to a healthy environment and production processes has resulted in being awarded the stringent, government approved Environmental Choice New Zealand Certification.



## Carpet Care

### Getting the Most From Your Carpet

Your new carpet represents a substantial investment and, like your other fine furnishings, requires proper care to keep it attractive over the years to come. You can protect your investment, prolong the life of your carpet, and enhance the quality of the indoor environment by establishing a regular maintenance schedule.

Carpet usually does not wear out in terms of fibre wearing away, rather its appearance simply deteriorates 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 a carpet's appearance changes.

## The Carpet Care Program

A comprehensive carpet care program consists of four elements:

- Preventive measures
- Regular vacuuming
- Removal of spots and spills
- Overall steam cleaning on a regular basis

### Preventative Measures

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. Feltex do not recommend installing carpet over carpet (ie. using old carpet as underlay).

Walk off mats should be used at all entrances to absorb soil and moisture, and mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during inclement weather. Try to keep your entranceways free of excessive dirt and substances which can be tracked into the home. Protective mats are very useful in front of chairs, as the continual and grinding of shoes and sneakers 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. Put coasters intended for use with carpet under the legs of tables, chairs, and other furniture to help distribute the weight and help prevent crushing the pile. Do not use chairs or appliances with rollers or casters on carpet without a chair pad designed for carpet. Continued use without a chair pad can cause 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.

If you use area rugs over your carpet, be sure to remove and clean them regularly. Clean and restore the pile of the carpet underneath.

Be certain to check area rugs for colourfastness before putting them back, as the dyes in some rugs may bleed through to carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.

All carpets can fade to some degree if exposed to sunlight over a period of time. Protect your carpet from prolonged periods of sunlight with blinds, shades, or awnings.

## Regular Vacuuming

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile, where they are far more difficult to remove and can damage the fibres. Frequent vacuuming removes these particles from the surface before this happens.

A good vacuum cleaner is vital to prolonging the beauty and life of your carpet. An inexpensive machine can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile.

Feltex recommends the use of either upright vacuums or quality barrel vacuums, but they must be fitted with a power driven, rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum. A light vacuum is recommended at least twice a week and a thorough vacuum weekly. A light vacuum would be classed as three passes over an area. A thorough vacuum is five to seven passes over the area.

## Steam Cleaning

Carpet should be steam cleaned regularly, approximately every twelve months to two years, depending upon the usage and colour chosen. A minimum of one cleaning every two years is required.

Even though both light and dark colours attract the same dirt and grit, the lighter colours tend to show soiling earlier.

Steam cleaning should always be performed by a reputable professional steam cleaner. Ask your carpet retailer to recommend one.

Steam cleaning when carried out should be in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS3733-1995. Reputable carpet cleaners are aware of, and abide by this standard.

We do not recommend shampooing, do-it-yourself steam cleaning or dry cleaning.

# Carpet Performance Characteristics

## 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 and Fluffing

Most carpets will shed fibre when they are new, particularly woollen carpets. It's not a carpet fault, 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 (flattening) Matting

Tracking and matting are conditions that tend to occur in high usage areas, e.g. in walkways, in front of chairs, under tables, etc. The chances of these conditions occurring are greater in lower quality carpets, because generally, the pile is less dense and therefore the individual fibres can more easily lay over.

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. pets' 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.

## 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 may become quite severe. In these instances, 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 it appears to be related to location of use, rather than the type of carpet construction or materials used. This condition is not a manufacturing fault and it's existence has no effect on carpet performance. However, as the development of this phenomenon can affect the appearance of a carpet, your retailer should discuss this with you at the time of your purchase.

## Fading (or Colour Loss)

To minimise the chance of fading, Feltex uses the most up to date dye stuffs in the production of their carpets. However, all carpets can fade to some degree, if exposed to sunlight over a period of time. It is recommended that you have some form of window protection, e.g. curtains, blinds, for those areas where sunlight falls onto the carpet for extended periods.

The phenomenon of colour change can also be experienced, whereby over time the carpet

appears to lose colour, in areas not subjected to direct sunlight.

The occurrence is random but appears more prevalent in coastal regions, particularly in areas with a high u.v. content. It is thought to be influenced by atmospheric or ozone conditions. As the effect of this phenomenon is random and unexplained, it is not considered to be a manufacturing defect.

## Carpets Greatest Enemy - The Carpet Wiggler

The effect of this is usually seen in front of chairs and other furniture that is used frequently. The wear is caused by the continual twisting and grinding of shoes and sneakers. Generally, it is particularly prevalent in front of chairs used by viewers to watch TV, computers and under tables, where the shuffling of feet has the effect of concentrating wear in one area. Protective mats and regular vacuuming to remove grit and dirt and to lift the pile, are the best forms of protection in these areas.

## Feltex 10 Year Wear Warranty

### Which carpets are covered?

Every Feltex Classic and Feltex Reserve carpet is backed by a 10-year residential Warranty to guarantee it against excessive wear and tear in a domestic environment.

### Who is covered?

The warranty protects you, the original purchaser, if you have purchased a Feltex Classic or Reserve carpet, for your own residential use in an owner-occupied residence.

## What is covered?

Feltex warrants their carpet's pile will not suffer abrasive wear of more than 10% of the original surface pile, within ten years from the date of installation, assuming normal usage and proper maintenance. Matting and crushing, or any change in appearance retention, do not constitute abrasive wear and are excluded from this warranty. In the context of this warranty, matting is the loss of twist from the tips of the pile tufts and entanglement of the fibres. Crushing is the non-restorable loss of pile thickness, due to foot traffic or the pressure of furniture.

## What Feltex will do if your carpet fails to perform

If your carpet shows signs of abrasive wear, and testing proves this to be greater than 10 percent within ten years from the date of the original installation, Feltex will offer to repair or offer an allowance or arrange a credit equal to the cost of the carpet material only, in the affected area. The credit will apply only to new carpet of the same or comparable quality. The credit will be good toward the purchase of new Feltex carpet, depreciated as per the table below.

## Depreciation Table

10 Year Warranty	Replacement %
First 3 years	100
Years 4-5	70
Years 6-7	40
Years 8-9	20
Year 10	10

For exclusions and home owners obligations, refer to the section overleaf.

## 5 Year Insect Resistance Warranty

All Feltex carpets have been treated for insect resistance in accordance with the Wools of New Zealand guidelines. Feltex carpets carry a 5 year warranty against insect and moth infestation. The warranty is conditional on the carpet being properly maintained and has had regular vacuuming. If your carpet has been degraded due to insect attack (and our inspection and testing proves this to be the case), we will either repair your carpet, offer an allowance, or offer to replace the affected area, depreciated as per the following table:

5 Year Warranty	Replacement %
First 2 years	100
3rd Year	70
4th Year	40
5th Year	20

If your carpet has been discontinued, we will replace the affected area with a carpet of comparable quality.

## Exclusions under the Feltex Wear Warranty

Your warranty excludes any carpet which has been treated after installation with any protective material; any carpet used for non-residential use or tenanted premises; any carpet installed on stairs (unless appropriately stair rated by Wools of New Zealand); any carpet subjected to abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents.

These warranties exclude carpet laid in utility areas such as kitchen, bathroom etc... These warranties are voided if you fail to follow reasonable carpet care and cleaning.

## Non-transferability

These Feltex warranties are extended only to the original purchaser in owner occupied premises and are not transferable.

## First quality products

Warranties are not applicable to carpet sold as second quality, irregular, used or mill end.

## Improper installation

Improper installation can cause problems with your carpet. Feltex are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch and loss of tufts due to improper seam seaming

## Improper maintenance or inadequate care

Your carpet requires regular routine maintenance. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

## Accidents, abuse or abnormal wear

Your Feltex warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.

## Carpet on stair nosings

Your Feltex warranties do not cover damage or appearance problems resulting from the opening of rows of tufts caused by wrapping the carpet around nosings of stairs.

## Underlay

Carpet should preferably be installed over new underlay. Deterioration of underlay can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet underlay, or the laying of carpet over carpet. Please see the appropriate underlay manufacturer's warranty for more information.

## Problems with moisture

Your Feltex warranties do not cover problems caused by wetting or the persistence of excessive moisture.

## Changes in carpet colour

Your Feltex warranties do not cover changes in carpet colour resulting from external causes, such as spills of household chemicals and other non-food and non-beverage substances, or atmospheric or chemical influences.

## Fading (or colour loss)

This warranty excludes fading, discolouration or alteration effected by atmospheric or chemical influences.

## Differences from samples

Your Feltex warranties do not cover the normal production differences between the colour of the retail store sample and the colour of the actual carpet.

## Replacement of discontinued carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Feltex warranties, we will substitute a carpet of comparable quality, in the affected area.

# Homeowner obligations under the Feltex Carpets Warranty

What you must do -

In order to maintain and protect your coverage under the terms of this warranty, you must do the following:

- \* Keep proof of purchase in the form of a bill, invoice, or statement from your retailer, showing the price you paid for the carpet.
- \* Have your carpet installed according to the guidelines outlined in the Australian and New Zealand Standard AS/NZS-2455, and maintain your carpet with regular vacuuming and cleaning.
- \* Be able to show proof of periodic steam cleaning by a professional cleaning service. A bill, invoice, or statement showing cleaning service with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Steam cleaning when carried out, should be in accordance with Australian and New Zealand carpet cleaning and maintenance standard AS/NZS 3733-1995. Reputable carpet cleaners are aware of and abide by this standard.

# Carpet Cleaning

## As recommended by Wools of New Zealand

### 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 colorants - Corn plasters. These types of products (and others), if spilt or sprayed inadvertently on to your carpet, may cause irreversible discolouration. You should carefully read the manufacturer's directions for the particular products use.

## Staining Versus Soiling

It should be noted that there is often confusion about the difference between soiling and staining. The majority of stain complaints are actually soil-related. For example, many sugar-based spills, such as soft drinks and coffee, leave a sugar residue after removal; this sticky residue readily attracts soil from ordinary shoe traffic, and the resulting discoloured area appears to be a stain. The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with plain water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing any spill.

## Spot and Spill Removal

Acting quickly is the key to success when anything is dropped or spilled. Always have the necessary cleaning material at hand. Follow the spillage treatment chart guidelines as shown here, or refer to a qualified professional for help.

## Stain Removal Guide

For best results, begin stain removal as soon possible. Stains that are left to set are much harder to remove. Follow the steps below for best results:



Scoop up solids before cleaning.



Blot as much liquid as possible, using clean white towelling or paper towel.



Clean the carpet after referring to the spot removal guide. Apply spot removal agent to clean towel. Do not apply directly to your carpet.



Rinse with cold or luke warm water only.



Blot-dry with absorbent material such as paper towels or use a cold air fan to complete drying.

Note: Do not scrub your wool carpet.

Rubbing or scrubbing can cause permanent pile distortion.

## Treatment Code

1. Cold water.
2. Detergent solution or carpet shampoo solution.  
Detergent Solution - Mix one teaspoon of clear dish washing liquid or detergent powder (containing no bleaches or strong alkali) with a cup of warm (not hot) water. This solution must be well rinsed out with clear water.
3. Refer to a professional carpet cleaner.
4. Solvent - use only on dry carpet.  
Use a dry cleaning solvent. eg: Perchlorethylene (available at grocery and hardware stores).  
Use on dry carpet only.
5. Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum.
6. Vinegar solution.  
- mix  $\frac{1}{3}$  cup white vinegar with  $\frac{2}{3}$  cup water.
7. Warm water.
8. Clear nail polish remover ( preferable acetone) no lanolin.
9. Alcohol or methylated spirits mineral turpentine.
10. Rust remover.
11. Vacuum.
12. Mineral turpentine.
13. Laundry detergent (non-biological).  
- one teaspoon in 250mls warm water.
14. Clear household disinfectant.

## Spillage Treatment

Type of Spillage	1st	2nd	3rd
Alcoholic Beverages	1	2	-
Bleach	3	-	-
Blood	1	2	-
Butter	4	2	-
Candle Wax	Absorbent paper & hot iron		
Chewing Gum	5	4	-
Chocolate	4	2	-
Coffee	1	2	4
Cola & Soft Drinks	1	2	-
Cooking Oils	4	2	-
Cream	2	4	-
Egg	2	-	-
Faeces	2	13	14
Floor Wax	4	2	-
Fruit Juice	1	2	-
Furniture Polish	4	2	-
Gravy & Sauce	7	2	-
Ink (fountain pen)	1	2	-
Ink (ball point)	4	9	2
Ink (felt tip)	7	2	8
Lipstick	4	2	-
Milk	7	2	4
Mustard	2	-	-
Nail Polish	8	4	-
Oil & Grease	4	2	-
Paint (latex)	1	2	4
Paint	12	4	2
Rust	4	10	-
Salad Dressing	2	4	-
Shoe Polish	4	2	-
Soot	11	4	2
Tar	4	9	4
Tea	1	2	4
Tomato Sauce	7	2	-
Urine (fresh)	1	2	-
Urine (old)	3	-	-
Vomit	2	13	-
Wine	1	2	6
Unknown Material	4	2	3



# Warranty

Complete the details below for your personal records:

Date of purchase:

Store/Dealer of purchase:

Salesperson's name:

Product/range purchased:

Colour:

Brand Purchased:

Feltex Reserve

Feltex Classic

Linear Metres:

Price paid for your carpet  
(including installation cost):