

CARPET CARE GUIDE

GENERAL CARPET CARE AND MAINTENANCE

- As a guide, vacuum twice weekly (or more as required for heavy traffic and pet frequented areas). See vacuum recommendations on reverse of card
- Have your carpet professionally cleaned every 12-18 months
- Use furniture support caps under chair, table and lounge suite legs
- Use barrier mats/protectors in very heavy traffic areas and outside doorways to trap dirt from shoes and animals paws
- Periodically reposition furniture to assist in the even distribution of foot traffic.

GENERAL CARPET CLEANING TIPS

- In the event of a spill attend to it immediately
- First scoop up as much of the spill as possible – working from the outside to avoid making the spill any larger
- Always use a blotting motion, never harsh rubbing or scrubbing.

WOOL STAIN REMOVAL PROCEDURE

STEP	PROCEDURE
1	Cold water
2	One teaspoon of mild laundry detergent approved for wool in one litre of warm water
3	Chill with ice cubes in a plastic bag or aerosol freezing agent
4	Clear nail polish remover (without lanolin)
5	Rust remover (requires professional carpet cleaner application)
6	Clear household disinfectant
7	Vacuum immediately
8	Rinse with warm water
9	Place absorbent paper over wax and apply hot iron to paper.
10	Dry cleaning solvent such as white spirits
11	Mix 1/3 cup white vinegar with 2/3 cup of water
12	Surgical alcohol
13	Seek professional carpet cleaning

STAIN TYPE	STEP 1	STEP 2	STEP 3
BLEACH	1	13	
BLOOD	1	2	8
BUTTER	10	2	
CANDLE WAX	9	10	
CHEWING GUM	3	10	8
CHOCOLATE	10	2	
COFFEE	1	2	8
COOKING OIL	10	2	8
CREAM	2	10	
EGG	2	13	
FAECES	2	6	8
FRUIT JUICE	1	2	8
GRAVY	8	2	8
INK (BALLPOINT)	12	2	
INK (FELT TIP)	10	2	
LIPSTICK	10	2	
MILK	2	10	
NAIL POLISH	4	10	
PAINT (LATEX)	1	2	
SOFT DRINKS	1	2	
RUST	11	13	
SHOE POLISH	10	2	
SOOT	7	13	
TEA	1	2	11
TOMATO SAUCE	8	2	
URINE (FRESH)	1	2	6
URINE (OLD)	2	8	
VOMIT	2	6	8
WINE (WHITE)	1	2	11

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PRESTIGE CARPETS

Retailer: _____
 Date of Installation: _____
 Carpet: _____
 Colour: _____



WOOL WARRANTY & CARPET CARE GUIDE

WARRANTY TERMS AND CONDITIONS

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 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.

Prestige Carpets warrants that its products will be free from manufacturing defects for a period of 7 years from the time of installation.

This warranty is applicable to the original purchaser of the carpet only and is not transferrable.

This warranty is conditional upon proper installation of carpet, over an underlay and in accordance with the Australian and New Zealand Standards AS/NZS-2455. The warranty will only be applicable to carpets maintained in accordance with recommended care practice including but not limited to regular cleaning. **Prestige Carpets recommends the use of the following Sebo Vacuum Cleaners for the ongoing maintenance of your new loop pile carpet:**

SEBO K3 Premium Barrel (9682AU) or SEBO Felix Premium Upright (9809AU) using Delicate Brush Roller (5010GE - optional accessory) 4-level manual brush height adjustment for varying flooring heights. Simple 'push of a button' the brush roller can be turned off providing straight suction only.

Dry vacuum with a SEBO vacuum cleaner suction-only at least once a week and more often in high traffic areas. Use the electric power brush fitted with the delicate bristle brush roller (5010GE) on the highest pile setting infrequently. This will prevent soil embedding in the pile and grinding at the base of the tufts, which results in premature wear.

As soon as you get your SEBO vacuum cleaner home, insert the optional delicate brush roller (5010GE) and adjust the brush roller height setting dial to level 4. Simply switch the brush roller 'off' for suction-only cleaning.

Prestige Carpets recommends the use of the following Sebo Vacuum Cleaners for the ongoing maintenance of your new cut pile carpet:

Dry vacuum with a SEBO vacuum cleaner fitted with an electric brush roller on a regular basis and more frequent in high traffic areas. Applicable units include SEBO K3 Premium Barrel (9682AU), SEBO Felix Premium Upright (9809AU) and SEBO X4 Automatic Upright (9570AU). Note: for plush pile products only the SEBO X4 Automatic Upright (9570AU) is suitable.

Ensure the vacuum is kept in sound mechanical condition. Replace bags and filters as recommended by the manufacturer. Check the height of brush rollers and ensure brushes are cleaned and replaced when worn out.

Do not under any circumstances use a vacuum with a power driven head with hard or stiff bristles on any of our loop pile products in particular, as it may damage the fibres of the carpet. If you're unsure whether your power head is suitable, run your power head in a stationary position on top of an offcut of your carpet for 30 seconds. Remove the head, and if there is any apparent change to the surface of your carpet in this spot, regarding the fuzzing of the pile in comparison to the surrounding area, do not use. Prestige Carpets accepts no liability for damage caused by the use of an inappropriate vacuum cleaner.

For more information see www.sebo.com.au

This warranty does not cover any carpet which has been treated after installation with any type of chemical that will affect the properties of the carpet including, but not limited to, anti stain treatments, cleaning agents or fungicides. Damage that is the result of abuse or accidents such as tearing, burning, matting, or improper cleaning are not covered by this warranty. Damage that results from underfloor heating or carpet being placed over other carpet are also excluded.

This warranty does not cover the phenomena known as "Permanent Pile Reversal", "Shading" or "Watermarking". This is not a manufacturing fault. It is a common feature of all cut pile carpets and is a random effect, not necessarily confined to traffic areas. Whilst this occurrence does affect the appearance of the carpet, it has no detrimental effect on performance. Prestige Carpets takes no responsibility for such "shading" and we urge due consideration of this characteristic prior to making a final decision and purchase.

This warranty is at our option limited to:

- Repair of the carpet; or
- Replacement of the carpet in the affected area with a Prestige Carpets product to the equivalent value; or
- Payment of reasonable compensation for any reduction in value of the carpet as a result of the defect.

Prestige Carpets will not be held responsible for any consequential or incidental damages, including any expense, damage or loss other than to the carpet itself.

Should a claim under this warranty arise, Prestige Carpets shall arrange for and meet the cost of pulling up and relaying the carpets. Any other expenses are the responsibility of the consumer. The benefits extended to you as a consumer under

this warranty are in addition to other rights and remedies available to consumers under the law.

If you should have any issues with your Prestige Carpet, you should contact your original carpet retailer immediately, who shall arrange an inspection of your carpet. If your concern is not able to be remedied, the retailer will request Prestige Carpets to directly inspect your carpet. In this event, Prestige Carpets will contact you directly to arrange an inspection if deemed necessary.

If you are unable to contact the original carpet retailer you may contact us by email at sales@prestigecarpets.com.au, advising us of the name of your retailer and your details.

INSECT RESISTANCE WARRANTY

Prestige Carpets treats all their carpets to industry standards to deter infestation and damage from moths and insects. The presence of such insects in an indoor area is due to environmental factors out of our control, and our treatment of your Prestige Carpet will not deter insects from entering an indoor area in the first instance. If infestation does occur, it is the responsibility of the consumer to arrange for the professional eradication of the insect to prevent damage being done to the carpet. The cost of doing this is the responsibility of the consumer. The insect resistant treatment used on our products may not prevent some damage being done to your carpet, as the treated fibre needs to be digested by the insect to take effect, and some insects are now resistant to the chemical treatment used. For this reason it's imperative for ongoing preventative maintenance to be carried out to reduce the risk of infestation. This includes regular vacuuming especially around walls, including the use of a nozzle to get into the very corners and edges of the rooms, and periodical vacuuming under furnishings such as lounge chairs. Surface sprays can also be used around the edges of carpeted rooms every 6 months or so to deter insect attacks.

Prestige Carpets warrants their carpets in an owner occupied residential property for a period of 5 years from installation for insect damage. This warranty includes either the repair of affected area by way of re-stretching around walls, or relaying carpets from other areas of the installation, or replacement of affected areas at our discretion. Failure to regularly maintain the carpet to our satisfaction may reduce or void this warranty.

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