

NEW YORK WARRANTY & CARE GUIDE

CONTENTS

Caring for your carpet

Cleaning guide

Stain Removal

Homeowner obligations

Carpet characteristics and features

Warranty information

www.superiorweave.com.au

61-63 Access Way
Carrum Downs, VIC 3201
(03) 5976 4538



CARING FOR YOUR CARPET

To keep your carpet looking and feeling it's best, here are some simple guidelines to ensure you protect your investment. With regular vacuuming and care, years can be extended to the performance and appearance of your new carpet.

VACUUM REGULARLY

Regular vacuuming can reduce the abrasive action of soil and grit from the pile and should take place even when the carpet does not look overly dirty. A good quality vacuum cleaner is recommended to remove dust and dirt from the pile. We suggest avoiding powerful vacuums or powerheads as stiff bristles and strong suction can damage the pile.

CLEAN SPILLS & SPOTS IMMEDIATELY

The prompt removal of stains/soil marks is necessary to maintain the appearance of your carpet. If stains are not dealt with immediately, they may become permanent and even a professional cleaner may be unable to help. Spills should be cleaned immediately. Never rub a spill, instead blot any liquids with a dry absorbent white cloth or white paper towel. Some stains may be cleaned with a mild detergent and lukewarm water. If the stain cannot be removed, like paint, nail polish, shoe polish, seek specialist advice.

CLEANING NEW YORK CARPET

Please follow the below steps for cleaning New York carpet:

Scoop up solids and gently lift off as much of the foreign material as possible.

Blot out as much liquid as possible, with an absorbent white paper towel.

Clean with appropriate cleaning agents and ensure you never apply detergent directly to the carpet. Always test any detergent/cleaning solutions on an inconspicuous area of your carpet first and if any damage is noticed from the cleaning product, the cleaning solution should not be used. Do not continue to use it if colour lifts off when blotted with a white paper towel or if a watermark remains on the carpet from the cleaning product.

Blot dry or dry using a cold air fan.

Do not rub or scrub the carpet as it can cause permanent pile damage/disruption.

HOMEOWNER OBLIGATIONS

To maintain and protect your coverage under the terms of this warranty, you must:

- Keep proof of purchase in the form of a bill, invoice or statement from your Superior Weave reseller, showing the price you paid for the carpet, together with proof of installation date
- Have your carpet installed in accordance with the guidelines outline in the Carpet & Rug Institute Installation Standard CRI-105 and otherwise in accordance with the guidelines set out in this booklet
- Vacuum thoroughly at least once a week, or more in heavy traffic areas, to remove dirt particles before they become embedded in the carpet pile.
- Treat spills immediately.
- It is also recommended that you retain a 2' by 3' carpet remnant from your installation for your warranty or in case you ever need to make a repair.

WAYS TO PROTECT YOUR CARPET

RUGS – Ideally, rugs should be placed in high traffic areas and to prolong the appearance of your carpet.

FURNITURE MARKS – Be aware that some heavy furniture can mark and flatten the pile in carpet, causing irreversible damage. Occasional rearrangement of your furniture is encouraged to alleviate pressure marks. Furniture cups are an excellent tool to distribute the weight of the piece.

SUNLIGHT & FADING – Placing carpet in direct and continuous sunlight will cause the carpet to fade. Any curtains, drapes, or blinds should be shut, when possible, to protect your carpet. When placed near an area with continuous sunlight, fading will occur slowly over time, and this bleaching effect will permanently damage your carpet. It occurs more obviously with darker coloured carpets.

MANUFACTURING VARIATIONS / CHARACTERISTICS OF OUR NEW YORK CARPET

Our carpets are individually hand-loomed and are an artisan product and, as such, can have irregularities and imperfections within the carpet. No two carpets will be identical, unlike mass-produced, machine carpet. Any irregularities found within a hand-loomed carpet is to be celebrated and not considered a manufacturing fault. New York is subject to the following manufacturing variations, which are not considered faults or defects:

COLOUR

Whilst every effort is made to ensure that the colours are matched as accurately as possible from one roll to another, an exact match, particularly with natural undyed wools, cannot be guaranteed. If you wish to have an exact colour, please request a roll cutting from your authorized dealer before ordering the stock.

FADING

New York is treated for colour fastness with dye hardeners in the manufacturing process. The harshness of the Australian sun can be a challenge for any carpet in direct and continuous sunlight and will cause it to fade. Dark coloured products will fade more obviously in natural light or sunlight. Some colour may transfer on light coloured surfaces. We recommend that any windows that carpet is subjected to excess sun to be tinted or window coverings are drawn for periods of extended absence.

DESIGN & CONSTRUCTION

Minor variations may be evident in the design and construction, including a line or weave thickness, which is due to the fact that the product is a handmade item.

SHADING

Shading may occur due to changes in the pile and weave direction. Areas of the carpet may appear to have changed colour where the pile is facing a different direction. This is a natural effect in the carpet and cannot be prevented.

SHEDDING

Often new carpet begins to produce fluff as a result of loose fibres that remain in the carpet after the manufacturing process. This is not a fault of the carpet, but a standard characteristic of woollen carpets. With regular vacuuming, this will reduce over time.

PILLING

Pilling can occur due to traffic, moving of furniture, vacuuming or other mechanical agitation. This can be carefully trimmed with scissors or removed by a good vacuum cleaner.

SPROUTING

Occasionally loose yarn ends will rise above the pile surface. This is a characteristic of the type of weave, and all hand-loomed carpets, not a manufacturing fault. The loose yarns can be carefully trimmed or pushed through.

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 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. Superior Weave warrants that New York will be free from manufacturing defects for a period of 5 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.

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. New York will not deter insects from entering an indoor area in the first instance. If an 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. Superior Weave 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 Superior Weave product to the equivalent value;

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

Superior Weave 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, Superior Weave shall arrange for and meet the cost of pulling up and relaying the carpets. Any other expenses are the responsibility of the consumer. If you should have any issues with your New York 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 Superior Weave to directly inspect your carpet. In this event, Superior Weave 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 customerservice@superiorweave.com.au, advising us of the name of your retailer and your details. The credit will apply only to a new carpet of the same or comparable quality carpet manufactured by Superior Weave, depreciated as set out below:

INSECT RESISTANCE WARRANTY

The presence of insects in an indoor area is due to environmental factors out of our control, and our treatment of your New York 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. Superior Weave warrants their carpets in an owner-occupied residential property for a period of 3 years from purchase 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.

3 Year Warranty	Replacement
First year	100%
2rd Year	70%
3rd Year	50%