

TPM DISTRIBUTORS

CARPET CAREGUIDE &
WARRANTY

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INTRODUCTION

TPM Distributors provides carpet that we recognise as a symbolic investment both in financial terms and in the overall image of your domain or resident.

Proper care and cleaning will enhance your carpets life and performance, giving you years of enjoyment. Like other fine furnishings, carpet requires proper care. Provided in this guide are a few simple steps you can take to insure the lasting beauty of your new carpet.

Every installation must have a clean, healthy carpet every day of the year and this can only be achieved by selecting and establishing a maintenance program that best meets your needs.



Cleaning Guide

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 discoloration appears to be a stain. If so, repeat stain removal procedures.

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.

Caring for your carpet

POLYPROPYLENE

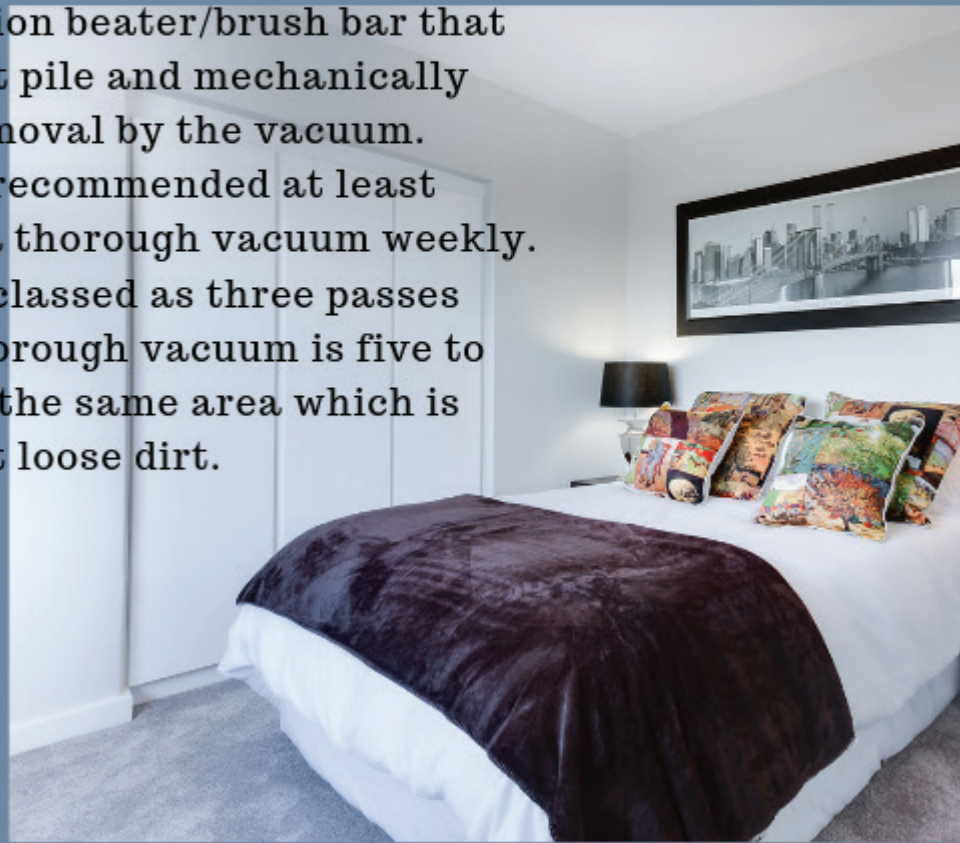
VACUUMING - Procedure and Equipment

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 quality vacuum cleaner is vital in prolonging the beauty and life of your carpet. It is recommended using either an upright or quality barrel vacuum cleaner 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 is classed as three passes over an area. A thorough vacuum is five to seven passes over the same area which is required to extract loose dirt.



SPOT CLEANING

Carpet is not 100% stain proof, but since many are stain resistant, you have time to act. To ensure best results from spot cleaning, follow the easy steps set out in our Cleaning Guide



STEAM CLEANING

Depending on usage carpet should be professionally steam cleaned every 12 to 18 months. Oily, sticky soil and well-settled soil that vacuums don't remove causes gradual but significant dulling of colours. To remove and revitalize your carpet, use hot water extraction cleaning (steam cleaning).

Steam Cleaning should only be undertaken by a professional carpet cleaner. Shampooing, do-it-yourself steam cleaning or dry cleaning is not recommended.

OTHER WAYS TO PROTECT YOUR CARPET

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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.
2. Determine the appropriate method of stain removal. For synthetic yarn carpets see page 4 of this guide.
3. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change.
4. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
5. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
6. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.

CARPET CHARACTERISTICS

Appearance Retention-

All carpets will change in appearance over time, primarily due to foot traffic.

Stairs-

Carpet laid on stairs will prematurely lose its appearance and flatten due to the normal pressure applied by foot traffic. This will happen to all residential/commercial carpets. It is recommended when laying carpet on stairs to have additional carpet supplied at the time of original purchase. This can be used after a period to reinvigorate your stairs. It will be even more apparent where the rows of carpet tufts open when wrapped around the stair nosing.

Fading-

Exposing your carpet to direct sunlight over a period of time will increase the risk of fading. It is recommended to limit the amount of direct sunlight by covering windows with curtains and blinds.

Awnings are most effective as they cover the entire window. To evenly expose all areas, it

is recommended that the furniture be moved periodically.

Atmospheric

and ozone conditions can also effect colour change in carpet. This is not considered a manufacturing fault as it is a random and unexplained effect. Some carpet colours are more susceptible to fading than others. If you believe there may be a risk of ozone damage, please discuss your choice of carpet with your retailer.

Temporary Pile Reversal/Shading-

Light can play strange tricks with carpet. From certain angles, particular areas appear lighter or darker than others. This is caused by disturbed pile reflecting the light differently in the affected areas. This is a feature characteristic of cut pile carpets particularly solid colours. Temporary changes in appearance may be lessened by vacuuming or brushing the pile.

Permanent Pile Reversal/Shading-

Permanent pile reversal/shading also referred to as watermarking, pooling, or puddling, is irregular shaped

light and dark patches in a cut pile carpet. The cause is unknown and it generally appears after some use. The phenomenon may be caused by the pile changing its original direction of lay and thereby changing the way the light is reflected or absorbed from its surface.

Apart from the appearance, it has no detrimental effect on carpet performance. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase

15 YEAR LIMITED WEAR WARRANTY

This guarantee extends to this carpet if used for residential purposes only and is installed in accordance with AS/NZS 2455.1 (1997). The carpet should be maintained with regular vacuuming with an upright vacuum with power brushes.

If after the carpet has been inspected and tested, the pile surface has worn more than 20% in three years from the installation date, the affected area will be replaced at TPM DISTRIBUTORS expense.

This guarantee covers abrasive wear only and does not cover carpet backings, matting or damage caused by accidents or improper cleaning agents or methods.

Damage caused from furniture or carpets exposed to prolonged periods of strong sunlight is exempt.

The Wear Warranty carries a limited warranty on abrasive wear and is not a warranty for matting, crushing or 'watermarking'.

All carpets will mat or crush to some degree, simply because carpet, as a floor covering, is subjected to very high dynamic pressure as people walk on the carpet surface. However, such conditions do not constitute loss in face fibre weight. In addition, this warranty excludes such things as installation, backing, damage due to improper cleaning agents or methods, lack of protection under roller castor chairs, carts with wheels, tears, pulls, cuts, pilling, burns, matting, staining, crushing, pet damage, or damage caused by accidents or improper use or damage due to abuse by any athletic equipment such as roller skates, ski boots or golf shoes.

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

- The purchase of TPM Distributors 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:



15 YEAR WARRANTY

First 2 years	Full Replacement
Years 2 - 4	60%
Years 4 - 6	30%
Years 6 - 10	20%
Years 10 & Over	5%