

# warranty information

## B REASE - CRESTONE

### OFFERS THE FOLLOWING WARRANTIES:

Your selected flooring will be covered by  
one or more of the below warranties.

15 year Anti-Static Warranty

15 year Colourfast Warranty

15 year Manufacturing Defect Warranty

15 year Soil Resistance Warranty

15 year Stain Resistance Warranty

15 year Residential Wear Warranty

Please check with your Choices Flooring consultant in  
regards to which warranty or guarantee information is  
applicable to your selected flooring, or for more  
information visit [choicesflooring.com](http://choicesflooring.com)



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## General Warranty Conditions

These Beaulieu Australia warranties apply only:

- in Australia
- in respect of carpet purchases after 1 May 2012
- to the original purchaser of the carpet
- to carpet professionally installed over underlay in accordance with the installation recommendations set out in this guide under "Carpet Installation".
- to new first quality carpet; and
- to carpet used in an owner occupied single family residential home, excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas, and areas subject to significant non foot traffic.

## The Warranty does not cover:

- Any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed
- Carpet installed on stairs, outdoors, or in utility areas such as bathrooms, kitchens, garages, etc.
- Any defects due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of carpet underlay (direct stick) including sub floor imperfections
- Damage to carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps, or inadequate care
- Damage to carpet caused by burns, wheel and castor traffic, tears, snags, pilling, pet abuse, or furniture depressions contributing to matting/crushing of the carpet
- Abuse by any athletic equipment such as roller skates, golf shoes, or gym equipment
- Damage or appearance problems caused by wrapping carpet around nosing of stairs

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- Changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non beverage substances or atmospheric or chemical influences
- Damage resulting from accidents, abuse (being considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke, etc.) or from wetting or persistence of excessive moisture or exposure to very hot substances
- Any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistant, some cleaning agents, etc.) which has adversely affected the soil resistance, stain resistance and/or attributes of the carpet normal or minor differences between the colour and texture of samples and the installed carpet

### Carpet Installation

Subfloor and all other preparations are to be in accordance with Australian Standards AS/ NZS 2455.1.2007 'Textile Floor Covering Installation Practice'.

Carpets should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask our retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS:4288-2003 i.e. light residential, general, luxury, commercial, or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professional tradesmen to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dye lot. All joins must be sealed width-wise and length-wise. The quality of an installation depends on the quality of the seams. If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by Beaulieu Australia warranties.

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**Power Stretching –**

All carpets should be power stretched in both length and width using the full mechanics of a power stretcher, not knee kickers.

Wrinkling and rucking may occur if carpet is not adequately power stretched during installation resulting in premature wear.

Downward pressure needs to be applied to the join as it is being completed. Timber is ideal as it minimises heat transfer.

Carpet joins need sufficient time to cool before tensioning, 10 to 15 minutes. Time may vary due to environmental conditions. The joins should feel cool to the back of the hand prior to tensioning.

As Easybac® is a very strong backing system consisting of numerous layers of synthetic fibres; the carpet should be stretched until taut and starts to lift from the underlay in the centre of each run.

Carpets with Easybac®, when tested, have the same dimensional stability as other carpets with outdated backing types however, when installed correctly, will deliver superior performance.

Carpet piles should run in the same direction throughout the house, sweeping towards the main entrance where possible.

Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear.

Generally seams should run in the same direction as most foot traffic.

Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious.

Ask your installer where they will place seams and cross joins.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet and void your warranties.

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**15 year Anti-Static Warranty**

This carpet carries a limited Anti Static Warranty by Beaulieu Australia for indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia's maintenance guidelines.

If the carpet generates a Static Electric Charge greater than 3.5kV during the warranted period of service, the affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation.

NOTE: Static related shocks become perceptible above 3kV, they become objectionable above 5kV.

The Warranty applies only to carpet and does not extend to installation, backing, and underlay, damage due to improper cleaning agents or methods or misuse.

The Warranty is pro rata based on the applicable product of service and covers Static Electric Propensity only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of The Warranty, please contact Beaulieu Australia.

**15 year Colourfast Warranty**

The manufacturer warrants that this carpet will not exhibit noticeable colour loss as a result of light fading during the duration of The Warranty. If the carpet displays a light fading rating of 3 or less when compared to unused carpet from the same production or the manufacturer's colour standard, using the International Grey Scale. Carpet will be tested according to the ISO-B02-1994 Colourfastness to Light test method. The manufacturer will replace the carpet if it fails to meet the criteria.

Colour loss resulting from exposure to colour reducing agents such as oxidants, pesticides, cleaning agents, benzoyl peroxide, and other household items and heat light accelerants is specifically excluded from this warranty. It is recommended that window coverings be installed in areas that are subject to constant direct sunlight.

The Warranty is pro rata based on the applicable product of service and covers fade only. Beaulieu Australia reserves the right to inspect and test all carpets, which are the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require further clarification of The Warranty, please contact Beaulieu Australia.

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**15 year Manufacturing Defect Warranty**

Specifications are based on averages from normal tolerances. Such variations will not affect product performance. Materials may be changed without prior notice, when shortages occur, or when a new technology permits improvement of the products' performance. Consumers should be aware that this product is designed to be a cost effective floor covering. All seams must be seam sealed as per Beaulieu Australia and Australian Standards AS 2455.1.2007 recommendations. Failure to carry out seam sealing can cause seam failure. Slight variations might occur from dye lot to dye lot. Carpet should be installed with seams perpendicular to the major light source. All installation procedure must be in accordance with AS2455.1.2007.

**15 year Soil Resistance Warranty**

Beaulieu Australia warrants that your carpet will not show a noticeable change in colour resulting from dry soil that cannot be removed using the recommended carpet cleaning and maintenance procedures. Proper vacuuming and cleaning will enable your carpet to be cleaned more thoroughly. Soil resistance is the ability of your carpet to resist, withstand, and minimise retention of common dry household soils during the lifetime of your carpet. Light coloured carpet will show soiling more readily than darker coloured carpet and will require greater care and more frequent maintenance. Noticeable colour change is defined as a change greater than

a rating of 3 on the AATCC Standardised Evaluation Procedure, using the grey scale for colour change. Your carpet is protected by Carpet Shield®. No claim will be considered if you cannot provide receipts as proof of professional hot water extraction cleaning performed at least once every 12 months, starting from the date of original purchase.

The Warranty is pro rata based on the applicable product warranty period of service and covers soil only. Beaulieu Australia reserves the right to inspect and test all carpets which are the subject of a claim. Beaulieu Australia also reserves the right to have its nominated professional cleaner remove soiling subject to a claim at the expense of the claimant. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer. If you require any further clarification of The Warranty, please contact Beaulieu Australia.

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## 15 year Stain Resistance Warranty

This carpet carries a Limited Stain Warranty by Beaulieu Australia for indoor use. The Warranty is conditional on the carpet being maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting' and Beaulieu Australia maintenance guidelines.

If permanent staining occurs with an irreversible localised change of colour less than 3.5 on the 'Grey Scale for Evaluating Staining' within the period of the applicable product warranty. The affected area will be replaced with the same carpet or one of equivalent quality, at the discretion of Beaulieu Australia, at our expense, excluding installation. The Warranty applies only to carpet and does not extend to installation, backing, damage due to improper cleaning agents or methods or misuse. Various stains are excluded from The Warranty including stains due to the following:

- Non-food & beverage stains, e.g. hair dyes, pet stains, cosmetics, nail polish, shoe and furniture polish, paints, permanent markers, and crayons.
- Chemicals, e.g.: bleach, drain cleaners, plant food, chlorine, acids, strong alkali, and insecticides.
- Strongly coloured dyes and tannins e.g. mustards, red wine, coffee and tea.

Chemicals – Exercise extreme caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

The Warranty is pro rata based on the applicable product warranty period of service and covers stains only and excludes soiling. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. Beaulieu Australia also reserves the right to nominate their own professional cleaner. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer. If you require any further clarification of The Warranty, please contact Beaulieu Australia.

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## 15 year Residential Wear Warranty

This carpet carries a limited Wear Warranty by Beaulieu Australia for residential indoor use. The Warranty is conditional on the carpet being installed according to AS/NZS 2455.1:2007 'Textile Floor Coverings Laying Practice' and maintained according to AS/NZS 3733:1995 'Cleaning Maintenance of Residential and Commercial Carpeting'.

The carpet is warranted that loss of pile mass through abrasive wear will not exceed 10% in any area except stairs. Beaulieu Australia will repair any area of the carpet that does not perform as warranted. If repair cannot be reasonably made by Beaulieu Australia, we will replace the affected area or reimburse the original purchaser according to the terms set forth under the 'General Terms and Conditions' of these warranties.

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.

'Watermarking' is a well-recognised optical phenomenon caused by irreversible changes in pile orientation in random areas in cut-pile carpets. It can occur in carpets of all fibre types (i.e. wool, nylon, polyester, polypropylene, etc.) and is not considered a carpet manufacturing related problem.

The Warranty is pro rata based on the applicable product warranty of service and covers Abrasive Wear only. Beaulieu Australia reserves the right to inspect and test all carpets which is the subject of a claim. The Warranty is only valid to the original purchaser. All claims should be processed through an authorised Beaulieu Australia dealer.

If you require any further clarification of this Warranty, please contact Beaulieu Australia.

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## Features and Benefits

Microban® (on selected products only)

Beaulieu Australia's range with Microban® protection should never be a substitute for normal cleaning practices.

Microban® protection provides a continuous defence against the growth of microbes and protects the products, making them easier to clean and keeping them fresher between cleanings. However, Microban® technology is not a disinfectant and should not replace regular and thorough cleaning.

Microban® protection begins to work as soon as a microorganism comes into contact with a treated product's surface. The technology will remain active 24/7 and for the expected lifetime of the product.

## ACTIVECARE® (on selected products only)

All Beaulieu Australia solution dyed nylon carpets feature Active Care®, a self-renewing odour neutraliser that purifies and freshens the air indoors. Active Care®, unlike surface treatments, is integrated into the carpet during manufacture and forms a complex molecular bond with the carpet fibre, which withstands repeated cleaning and does not need to be re-applied. Active Care® naturally absorbs and decomposes gases from the source and is active to common organics such as urine, faeces, spilled milk, etc. as well as non-biological compounds such as components in smoke and the releases from manufactured articles such as flooring, resins, etc.

Active Care® works by breaking down most organic molecules into inert material and can measurably reduce volatile organic chemical emissions. Active Care® is a blend of organic and inorganic materials, has no adverse environmental effects, and has no odour of its own and does not adversely affect fire hazard properties.

## ULTRA-FRESH® (on selected products only)

Beaulieu Australia has added the Ultra Fresh protection to selected solution dyed nylon products in both our residential and commercial ranges.

- Ultra-Fresh® is proven – products containing Ultra-Fresh® can effectively control bacteria, fungi, mould and mildew, algae, and house dust mites.
- Ultra-Fresh® is tested – by national and international regulatory bodies and supported with a 50 year track record of safety and efficacy.
- Ultra-Fresh® is trusted – used worldwide as an effective step to creating a healthier home environment for you and your family.
- Residential Carpets – when applied to residential carpets, Ultra-Fresh® provides your family with a healthier home environment and added protection against bacteria, mould, mildew and house dust mites.
- Commercial Carpets – commercial carpets treated with Ultra-Fresh® will add an extra level of care to schools, aged and health care facilities, and the office environment

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### **EASYBAC IP® Improved Performance**

Easybac IP® is basically a woven synthetic carpet backing with a soft back cloth, which is adhered to the Beaulieu range of carpets during the final manufacturing process.

The enhanced Easybac IP® provides vastly improved dimensional stability whilst also returning superior bond strength.

Along with the improvements, Easybac IP® has maintained its thermal and acoustic insulation properties, it remains easy to handle and will not scratch or damage skirting boards or other painted surfaces.

Soft under foot, strong and durable, excellent insulation, reduces noise, odourless and won't decompose, easy to lay, economical and made from recycled fibres.

### **Carpet Shield® Protection**

Carpet Shield® is a next generation fluoropolymer designed for application to Solution Dyed Nylon carpets. Carpet Shield® is applied to the carpet during the manufacturing process to help protect the carpet fibres from most common household food and beverage spills and stains. Carpet Shield® is exclusive to Beaulieu Australia.

### **Resistain® SDN – Ultimate in Endurance, Performance and Cleanability**

The use of a new generation of solution dyed polyamide yarns offer many attractive advantages to carpet manufacturers on the lookout for new opportunities. Resistain® is a manmade yarn, which is dyed during extrusion. This process is environmentally friendly and leads to brightly coloured and highly resistant yarns for modern, high-end carpet manufacturing. Resistain® yarn is ideal for the heavy duty contract market as well as for very demanding upmarket residential projects. The yarn being finer than the traditional yarns, allows for more elaborate and pleasing colour schemes. Push our Resistain® to the edge if you want to discover its many qualities. Try to bleach it, try to soil it, try to fade its colour. It will respond with remarkable resistance. Its bleach resistance even conforms to ISO 105-NO1 standard. Newly developed anti-soiling properties give it a definite head start on the rest of the market. In a harsh and competitive environment, endurance is everything and Resistain® comes to your rescue.

### **Permasoft Plus – Softness, Durability and Performance**

Combining the perfect combination of softness and durability with the colourfast qualities of solution dyed nylon. Permasoft Plus yarn is soft and luxurious while offering exceptional on floor performance and ease of maintenance.

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