

MAINTENANCE GUIDE AND WARRANTY

1. CLEANING

Regular cleaning with a good vacuum cleaner is required to remove surface dust and prevent undue build up of material that could harm the carpet. We do not recommend the use of dry powder cleaning products as they can leave a residue that is difficult to extract.

We recommend cleaning of the carpet using the brochure "WALK ON WOOL" distributed by The Woolmark Company as a guide.

2. PROFESSIONAL CLEANING

Cleaning by hot water extraction (Steam cleaning) can produce excellent results provided that it is carried out by a competent and qualified operator. Ensure that the operator treats an isolated test area and that you are satisfied with the result before proceeding to all areas.

3. PROTECTION

We recommend the use of protective mats in areas where furniture is moved regularly on castors. Any pile loss due to repetitive movement of furniture or similar activity is not covered by the warranty and will not occur if protective mats are used. These mats are available from some office suppliers.

4. INSTALLATION

The carpet must be installed according to the requirements of the relevant Australian Standards. If due to movement of furniture or excessive traffic the carpet shows any sign of rippling then we recommend that it be re stretched as soon as possible to ensure that damage to the carpet does not occur.

5. SHADING (watermarking, permanent pile reversal) will occur in cut pile carpet due to unknown factors other than traffic and is not regarded as a manufacturing fault. Shading occurs in Velour and Twist styles. Before purchasing ensure that you read the brochure titled "Permanent Pile Reversal Shading".

This brochure is distributed by the Carpet Institute of Australia Limited and also appears on our web site.

6. GUARANTEE

The carpet is fully guaranteed for 5 years against faulty materials or workmanship provided that it is maintained correctly and used only in situations for which it is recommended. Please check the sample boards or visit our web site if you wish to check the recommended use for any product.

7. TREATMENTS

The carpet is not warranted if treated with products other than those recommended by Supertuft Pty. Ltd. or those described in the "WALK ON WOOL" brochure.

8. FURTHER ASSISTANCE

Please contact us if you require further advice on any matter.

Visit **www.supertuft.com.au** for specifications, flammability reports, warranties and maintenance advice or a quotation from your nearest supplier.