

A minimalist room with wood-paneled walls. A wooden bench is positioned against the wall, with a green leather bag resting on it. To the left, a floor lamp with a large, light-colored shade stands on a circular base. The floor is covered in a light-colored carpet. The overall atmosphere is warm and modern.

WOOL CARPET

WARRANTY AND MAINTENANCE GUIDE

Brenworth

Environmental certification

Bremworth wool carpets carry Environmental Certification (ECS) provided by the Australian Carpet Classification Scheme (ACCS). This is an independent assurance that your carpet has met standards across a range of criteria that includes raw materials used in manufacture, product emissions and product stewardship. Having an ECS grading means they also meet the product requirements set out by the Green Building Councils of Australia and New Zealand.



IN THIS GUIDE

This warranty and maintenance guide covers Bremworth branded wool carpets. We source only the highest quality materials to ensure your carpet stands up to modern family life. As with all types of flooring, our carpets require regular care to stay looking their best, so please take the time to read the recommended care and cleaning procedures. It's also important that you read the Warranty Terms and Conditions as well as the General Terms and Conditions in order for our wool warranty package to be valid.

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WARRANTY OVERVIEW



WE STAND BEHIND WHAT WE MAKE

Bremworth has been producing the finest quality wool carpet for over 60 years. We are proud to stand behind our carpets and offer a warranty package when Bremworth branded wool carpets are purchased through our retailer network for residential use in a private household. The warranty package needs to be read in conjunction with our Warranty Terms and Conditions and General Terms and Conditions.

YOUR WARRANTIES AT LAW

We acknowledge and respect the terms of the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010. Our carpets come with guarantees provided by the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010 that cannot be excluded.

Under Australian Consumer Law, you are entitled to a replacement or refund for a major failure and for compensation for any other 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.

A summary of your rights and remedies under the New Zealand Consumer Guarantees Act can be found at the Ministry of Business, Innovation and Employment's website at consumerprotection.govt.nz. Further detail on Australian Consumer Law can be found at consumerlaw.gov.au. Your rights under the New Zealand Consumer Guarantees Act or Australian Consumer Law commence from the date of purchase and may run for the life of your carpet.

YOUR BREMWORTH WARRANTY PACKAGE

Bremworth also provides an extensive warranty package (set out on pages 9-15 in relation to our wool carpets). These warranties do not limit or affect your entitlements under New Zealand or Australian consumer laws, including the New Zealand Consumer Guarantees Act 1993 and Australian Consumer Law 2010. You may have rights under these laws that are additional to the ones provided in the warranty package below.



Under your Bremworth warranty package, should a problem arise and we accept that you have a valid warranty claim under the warranties set out in this booklet, at our discretion, we will either:

- Repair the carpet;
- Replace the carpet in the affected area; or
- Provide a refund for the carpet in the affected area. The extent of the refund will be based on the age of your carpet (i.e. to allow for depreciation) – a full explanation of how this is calculated can be found under the General Terms and Conditions on page 18.

OUR WARRANTY PACKAGE

We offer a six-point warranty package on Bremworth branded wool carpets. Please note that conditions and exclusions do apply (including the refund depreciation table which is detailed on page 18) and it's important that you read the warranty details carefully. Failure to adhere to the recommended cleaning and care procedures will void all or part of these warranties. Information about this can be found on pages 24-25 of this document. It's also important you carefully read the 'Other important things to know' section of this document which can be found on pages 32-35.



THE BREMWORTH PROMISE



SIX-POINT WOOL WARRANTY PACKAGE



15-year abrasive wear limited warranty*

Bremworth warrants that your wool carpet will not experience fibre loss of more than 10% from abrasive wear for a period of 15 years. This excludes carpet on stairs.



15-year insect resistance limited warranty*

Bremworth wool carpet is warranted to deter fibre loss caused by fibre eating insects for a 15 year period.



Lifetime manufacturer's defects limited warranty*

Bremworth wool carpet is warranted against all manufacturing defects.



Lifetime food and beverage stain resistance limited warranty*

Bremworth warrants that your wool carpet will resist most common food and beverage stains that occur during normal residential use for the lifetime of the carpet.



Lifetime soil resistance limited warranty*

Bremworth warrants that your wool carpet will not show noticeable colour change resulting from deposits of dry soil generated from normal, indoor household use for the lifetime of the carpet.



Lifetime fire resistance limited warranty*

Bremworth warrants that your wool carpet will not contribute towards accelerating a household fire for the lifetime of the carpet.

*Exclusions, prorating and terms and conditions apply. For full Terms and Conditions, please visit pages 12-15 of this document. General Terms and Conditions also apply and these can be found on pages 18-20 of this document.

***WARRANTY
TERMS AND
CONDITIONS***





INSECT RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

Your Bremworth wool carpet has been treated with an insect resist agent to deter fibre loss caused by fibre eating insects such as carpet beetle and clothes moth. It will not prevent insects from entering your home. The insect resist agent works by consumption so minor fibre loss to your carpet may occur. If any damage (missing fibre) is evident, this must be reported immediately. Failure to do so will void all or part of the warranty.

Should a major problem be reported within 15 years of purchase, Bremworth will in accordance with the full Warranty Terms and Conditions offer a remedy providing the carpet has been thoroughly maintained and used for residential purposes in a private household. Thoroughly maintained means regular vacuuming with extra care taken around the skirting boards and under infrequently moved furniture. Failure to properly maintain your wool carpet (as detailed above) will void this warranty.



ABRASIVE WEAR LIMITED WARRANTY TERMS AND CONDITIONS

Your carpet is protected against fibre loss during normal domestic wear for 15 years. Fibre loss from abrasive wear is defined as actual loss of fibre due to abrasion from the surface pile of the carpet. Bremworth warrants that your carpet will not experience fibre loss from abrasion by more than 10% under normal domestic wear conditions. Abrasive wear does not cover changes in appearance retention such as crushing, flattening or matting of the carpet pile in any area. This warranty is subject to the General Terms and Conditions found on pages 18-20.

Other exclusions to this warranty include:

- Changes in carpet appearance caused from normal wear, staining, soiling, fading or furniture pressure.

- Damage from tears, pulls, cuts or burns.
- Pilling or shedding.
- Damage caused by pets.
- Major fibre loss resulting from insect infestation where the carpet has been poorly cleaned and maintained.
- Damage from chairs with roller castors, carts with wheels or damage due to abuse by any athletic/gym equipment such as roller skates, ski boots or golf shoes.
- All stairs.



MANUFACTURER'S DEFECTS LIMITED WARRANTY TERMS AND CONDITIONS

Bremworth warrants your carpet against all manufacturing defects during the expected lifetime of the carpet, so long as:

- You are the original purchaser of the carpet.
- The carpet was properly installed over a quality new underlay in accordance with the Australian Standard AS 2455.1:2019 or New Zealand Standard NZS 2455.1:2007.
- The carpet has only been used in a private residence in accordance with the carpet's ACCS performance rating recommendation/s.
- You have adhered to the recommended cleaning and care procedures outlined on pages 24-25 of this document.

Note: shading on cut pile carpets does not constitute a manufacturing defect.



SOIL RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

The structure of wool fibre has a protective layer of scales called the cuticle which helps to resist the build-up of dry soil. Over a period of time, a carpet may change colour if it accumulates dry soil derived from foot traffic. For the lifetime of the carpet, Bremworth warrants that the carpet will not show noticeable colour change resulting from deposits of dry soil generated from normal, indoor household use. Noticeable colour change is defined as a rating of 3 or less on the American Association of Textile Chemists and Colourists Gray Scale for colour change. This limited warranty covers dry soil only and excludes colour change derived from residue left on the pile surface from an improper clean or abrasive wear.

This warranty is also subject to your carpet being regularly cleaned and maintained as per the recommended Bremworth care and cleaning instructions (found on pages 24-29). It is also subject to the General Terms and Conditions found on pages 18-20.



FOOD AND BEVERAGE STAIN RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

Bremworth only uses high quality, 100% pure New Zealand wool fibre in our carpets. The unique structure of this fibre has a protective outer layer of scales called the cuticle which helps resist stains. Bremworth warrants that your carpet will resist most common food and beverage stains that occur during normal residential use for the lifetime of the carpet. This warranty is subject to spills being attended to immediately as per the recommended Bremworth care and cleaning instructions (please refer to pages 24-29, as well as the General Terms and Conditions on pages 18-20). If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional clean and you can provide proof of that cleaning, then Bremworth will replace the affected area.

Please note, Bremworth is not aware of any carpet that is “fully stain proof”.

With this in mind, the following stains are not covered under this Limited Warranty:

- Non-food and non-beverage stains caused by substances such as cosmetics, bleaches, inks etc.
- Stains caused by substances that change or destroy the colour of the carpet like dyes (such as clothing, food colouring, coffee or tea), bleaches, acne medication, drain cleaners and plant food.
- Colour change due to fading, soiling or abrasive wear.
- Human or pet stains such as vomit, blood, urine and faeces.



FIRE RESISTANCE LIMITED WARRANTY TERMS AND CONDITIONS

For the lifetime of the carpet, Bremworth warrants that your carpet will not contribute towards accelerating a household fire.

Your Bremworth carpet has been manufactured to the highest quality standards. Special care has been taken when selecting materials and constructing the carpet. We've carefully selected wool fibre as one of those materials because wool is inherently fire resistant.

Wool has a naturally high nitrogen and water content requiring more oxygen than is available in the air for it to become flammable. That is why wool fibre is slow to ignite, slow to burn and self-extinguishing.

It is important to note that wool may be ignited if subjected to a powerful heat source, but when heated to the point of combustion, wool's cross linked cell membrane structure swells to form an insulating layer that smoulders. This layer helps prevent the spread of flame, giving occupants more time to evacuate. Furthermore, wool will not melt, drip or stick to human skin when it burns.

***GENERAL
TERMS AND
CONDITIONS***



DEFINING YOUR CARPET'S VALUE

If it is determined not to repair or replace the affected carpet, we will issue a refund based on the age of your carpet. The age is determined from the date of purchase of your carpet from a Bremworth retailer. The refund value is based on a new carpet of the same or comparable type made by Bremworth. Please note this excludes the cost of uplift, installation and underlay.

DEPRECIATION TABLE FOR REFUND VALUE

1st year from purchase	100%
2nd year	100%
3rd year	100%
4th year	70%
5th year	70%
6th year	70%
7th year	40%
8th year	40%
9th year	40%
10th year	20%
11th year	20%
12th year	20%
13th year	10%
14th year	10%
15th year	10%

Warranties are extended to the original purchaser of the carpet only and are not transferable (e.g. through the sale of your house). The warranty is solely for the use of the carpet in a private residence in accordance with the carpet's ACCS performance rating recommendation/s. The warranty only applies to the original installation of first grade carpets and is not applicable to carpets sold as seconds.

- For your warranty to be valid, your carpet must be properly installed over a quality new underlay in accordance with the Australian Standard AS 2455.1:2019 or New Zealand Standard NZS 2455.1:2007. Failure to install the carpet in accordance with this standard will void all or part of the warranty coverage, at Bremworth's discretion.
- Our warranties do not cover damage resulting from accidents or abuse such as soiling, burning, flooding, cutting and damage caused by pets.
- Warranties do not cover carpet which has been treated after installation with any topical chemicals such as fungicides, stain resist treatments or cleaning agents which have affected the properties of the carpet. It also does not cover damage caused by prolonged or excessive moisture.
- For your warranty to be valid, carpets must be cleaned and maintained in accordance with AS/NZS-3733:1995 and in conjunction with the routine maintenance guidelines as outlined on page 20.
- Warranties do not cover damage to your carpet caused by the failure of the underlay, damage caused by underfloor heating, or from laying carpet over another carpet.
- Under these warranties, Bremworth will not pay consequential or incidental damages, including any loss, expense or damage other than to the carpet itself.

ROUTINE MAINTENANCE WILL INCREASE THE LIFESPAN OF YOUR CARPET

A regular maintenance programme helps to remove soil before it can build up and potentially damage carpet fibre and dull its appearance. Make sure you vacuum under infrequently moved furniture every three months.

DRY VACUUM REGULARLY TO REMOVE DEBRIS

Dry vacuuming must be carried out at least once a week and more often in high-traffic areas such as hallways, entrance ways and living rooms. This will remove free soil particles and surface litter as well as prevent soil becoming embedded in the pile, which can cause accelerated wear by grinding at the base of the tufts.

WHAT TYPE OF VACUUM CLEANER HEAD SHOULD BE USED ON BREMWORTH CARPET?

For cut pile carpets and combination cut and loop pile carpets, all types of cleaner heads can be used, but over-use of a revolving brush-style vacuum cleaner head will affect the tailored appearance of your carpet. We recommend you use a smooth brushless head.

For loop pile carpets, we recommend the use of a smooth brushless-type vacuum cleaner head most of the time. The use of turbo or revolving brush head attachments should be kept to a minimum as they can cause the pile to frizz.

PROFESSIONALLY CLEAN YOUR CARPET AT LEAST EVERY TWO YEARS

Professional cleaning must be carried out when your carpet still looks dirty after vacuuming – or every two years at a minimum. We recommend hot water extraction or steam cleaning only. The use of do-it-yourself carpet shampoo machines will void your warranty.

PROTECT YOUR CARPET

Place walk-off mats at all entrances and use carpet protectors under heavy furniture and furniture with castor wheels.



Use furniture cups under heavy furniture legs.



Place protector mats under furniture with castor wheels.



***SPILLS
AND STAINS***



DEALING WITH SPILLS AND STAINS

Bremworth is not aware of a carpet that is completely “fully stain proof”. If you follow our simple maintenance recommendations and stain removal guidelines, you can help to ensure your carpet keeps its good looks for longer.

Keep in mind, Bremworth produces a stain remover treatment which can be purchased through our retailers and also at most good supermarkets. This is a top performing spot cleaner and has received fan mail from delighted users. Please read the instructions carefully before using.

Clean up immediately

When spills occur, it’s important that they’re cleaned up immediately. Remember, even though wool fibre naturally features stain resistant properties, no carpet is immune from staining if spills are left untreated.

Contain the stain

Before using any recommended stain treatment or remedy, please make sure you have ‘contained the stain’ by firmly blotting up any excess liquid spills with clean white paper towels and scraping up any solids. Please note: never rub or scrub wet carpet as this can cause permanent damage to the pile.

Six step procedure

Once you have taken action to contain the stain, please follow the six-step procedure outlined here. Make sure the stain is dry before proceeding to the next step in the order of recommended treatment.

- Step 1** ● Test the recommended cleaning solution on a hidden piece of carpet or carpet mat.
Refer to pages 27-29 for the recommended cleaning solution.
- Step 2** ● Apply a small amount of the selected cleaning solution to a clean white cloth and work it in gently. Work from the edges of the spill to the centre to prevent the spill from spreading.
- Step 3** ● Continue using the recommended stain treatment as long as there is a transfer of the spill to the cloth. You don’t need to use the second or third treatment suggestions if this first one works.
- Step 4** ● Dab (don’t drown) the affected area thoroughly with cold water and blot up using clean white paper towels until all solution has been removed.
- Step 5** ● Apply a thick layer of clean white paper towels and weigh it down with a flat heavy object. Continue to change the paper towels as needed until as much moisture is gone from the carpet as possible.
- Step 6** ● If the stain is still visible following treatment, contact a reputable professional cleaning company.



STAIN GUIDE FOR WOOL CARPETS

Here's our easy reference guide about what to use for specific spills and stains on wool carpet. Simply cross-reference the type of treatment options below with the specific stain in the table on pages 28-29.

CODE	CLEANING AGENTS / METHODS
1	Cold water
2	1 tsp of wool detergent + 1 tsp of white vinegar + 1L of warm water
3	Clear household disinfectant
4	Carpet Stain Remover for DRY stains. Use only on dry carpet.*
5	Chill with ice cubes in a plastic bag. Pick or scrape off gum.
6	Mix 1/3 cup of white vinegar with 2/3 cup of water
7	Nail polish remover (should not contain lanolin)
8	Surgical alcohol
9	Place absorbent paper over wax and apply hot iron. Wax will melt.
10	Vacuum clean
11	Mineral turpentine
12	Seek assistance from a professional carpet cleaner

*Note: If you are using our Stain Remover product, please read the instructions carefully before using.

STAIN	STEP 1	STEP 2	STEP 3
Beer and spirits	1	2	-
Bleach	1	12	-
Blood	1	2	-
Butter	4	2	-
Candle wax	9	4	-
Chewing gum	5	4	-
Chocolate	4	1	-
Coffee	1	6	-
Cooking oil	4	2	-
Cream	1	4	-
Egg	1	12	-
Faeces	1	3	12
Floor wax	4	1	-
Furniture polish	4	1	-
Gravy and sauces	1	2	-
Ink – ballpoint	8	1	-
Ink – felt-tip	4	1	-
Lipstick	4	2	-
Milk	1	4	-

STAIN	STEP 1	STEP 2	STEP 3
Mud	10	4	-
Mustard	1	2	-
Nail polish	7	4	-
Oil and grease	4	2	-
Paint (oil based)	4	-	-
Paint (acrylic)	1	2	-
Rust	6	12	-
Salad dressing	1	4	-
Shoe polish	4	2	-
Soft drink and fruit juice	1	2	-
Soot	10	4	-
Tar	11	4	-
Tea	1	6	-
Tomato sauce	1	2	4
Urine (fresh)	1	2	3
Urine (old stain)	12	-	-
Vomit	1	3	6
Wine	1	6	-

Cigarette damage – to remedy cigarette damage on a wool carpet, just brush off the charred tips with your fingers or a coin.

***OTHER IMPORTANT
THINGS TO KNOW***



CARPET CHARACTERISTICS

Carpet is a textile that exhibits particular characteristics you need to be aware of before purchasing. These characteristics are an inherent feature of the carpet itself and are not manufacturing defects.

Tracking

As the name suggests, 'tracking' is the imprint left by footprints on your carpet. This is more common on the plusher cut pile surfaces and disappears with vacuuming but may reappear when the carpet is next walked on. Carpet is most prone to tracking in areas of heavy use such as doorways and halls. These areas should be given extra attention during routine vacuum cleaning.

Permanent pile reversal shading can happen on cut pile carpets

Cut pile carpets, particularly plush pile carpets, may develop lighter or darker patches over time. Known as 'shading', 'puddling' or 'watermarking', it is caused by the permanent bending of the carpet pile fibres which then reflect the light differently. Brushing or shampooing does not reduce shading. The extent to which shading occurs cannot be accurately predicted or prevented. It does not affect the wear or durability of the carpet and is not recognised by Bremworth as a manufacturing flaw or defect.



This is what a cut pile carpet can look like if shading occurs

Every product is unique

The colour and/or texture from each production run can vary slightly between both individual batches and samples.

Patterned carpets

Our patterned carpets are manufactured to exacting standards, but even with specialist installation, pattern irregularities especially across joins may be visible.

Fluffing on new wool carpet

With new carpet, balls of fluff may appear on the surface. These are loose bits of fibre left in the pile by the manufacturing process and are a tiny proportion of the fibre in the pile. This fluff will likely fill the bag of your vacuum for the first few times you vacuum, and the quantity will diminish over time.

It is perfectly safe to vacuum thoroughly as soon as installation is complete. On loop pile carpets, this fluff can be more difficult to free from the pile and may appear as frizzing. Use of a smooth brushless head vacuum with strong suction will usually free these balls of fluff. Walking in socks or pantyhose on your new carpet can accentuate fluffing because the fibres in the socks or pantyhose can draw these loose fibres to the surface.

Deterring insects from your wool carpet

Your wool carpet has been treated with an insect resist agent to deter fibre loss caused by fibre eating insects. It is important to note the insect resist chemical is embedded in the carpet fibre and needs to be eaten by the insect to have an effect and stop further spreading – this will mean fibre loss can occur.

Stairs

It is common for carpet to wear faster on stairs due to repetitive localised pressure. This is particularly true for lower stairs where foot traffic slides off the nose of the stair as opposed to standing on the tread. Bremworth carpets have a Stair Rating which indicates that the carpet can be folded over the stair nosing without causing the pile to show the backing. A stair rating is not for determining wear or appearance retention.

Sprouting

A single tuft rising up from the pile surface is called 'sprouting' and any such tufts in a cut pile carpet may be safely trimmed with scissors without affecting the appearance – but do not pull the tuft or it could leave a hole in the carpet. In this instance, we advise a professional repair which can be arranged through your carpet retailer.

Missing tufts

Occasionally, carpet pile (tufts) can be missed from manufacturing. In this instance, we advise a professional repair which can be arranged through your carpet retailer. This does not affect your carpet's quality or warranty.

Fading

Like all textiles, your carpet may fade or change colour over time particularly in areas consistently exposed to sunlight. This often goes unnoticed as the change is gradual over the years. North or west-facing glass doors or floor-to-ceiling windows are the worst offenders and we recommend these areas be fitted with effective UV protection on the glass to prevent photo-degradation. Curtains, blinds and louvres offer the best protection.

Fading in areas such as bedrooms or hallways is less likely to occur if they are not exposed to prolonged periods of direct sunlight.

Peaking seams

In some instances, a visible carpet join cannot be avoided. However joins should be straight, aligned and as flat as possible. To reduce visibility, joins should be located away from natural light sources, as light may cast shadows across the join making it prominent. Peaking seams are not a manufacturing fault and will usually dissipate over time.

Roll pressure marks

On occasions, new carpet will exhibit noticeable light and dark areas, often in strips. This is more likely to occur with plusher pile carpets and is known as roll pressure marks. These marks are caused by the weight of the carpet in a large roll pressing down on the layers underneath and bending the fibres.

It can also happen when two rolls are rolled at different tensions and then laid next to each other. Over time and with regular vacuuming and general foot traffic, this effect will diminish, though it can take three to six months or so for the marks to disappear entirely. Roll pressure marks are not considered a manufacturing defect.

Protect your carpet from heavy furniture

Place furniture cups under the legs of heavy furniture and regularly shift the furniture a few inches one way or another to give the pile a chance to recover. To revive flattened wool pile, you can use a warm steam iron over a towel laid on top of the carpet. Hold the steam iron gently over the towel and use the steam button to inject steam – do not press the iron down on the towel as this could leave gloss marks on the carpet underneath.

Protect your carpet from soiling

More often than not, soiling occurs as the result of particles of dirt being walked into the carpet from some external source. Prevention is always better than cure and we recommend door mats at all entranceways to create a barrier to soiling. Your cleaning programme needs to be proportional to the carpet's exposure to soiling. Frequent and moderate cleaning is preferable to harsh treatment likely to be required if cleaning is done infrequently.

Attending to spills and stains immediately

Staining occurs from the chemical bonding of a pigment. Once this bonding has taken place, removal can be extremely difficult without causing some damage to the carpet pile. This is why promptly attending to spills is so critical.

For more information on care and cleaning instructions please refer to pages 24-29.

IN THE EVENT OF A PROBLEM

If you have a concern about your Bremworth carpet and would like to make a claim under your Bremworth warranty (rather than under the Consumer Guarantees Act or Australian Consumer Law), you should **contact the retailer who sold and installed your carpet**. They will arrange an inspection and if they are unable to remedy the issue, they will lodge a formal request to our Consumer Services team who will investigate the details.

A member of the Bremworth Consumer Services team will be in touch to discuss the issue and arrange an inspection if required.

NEW ZEALAND

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7 Grayson Ave, Papatoetoe
Auckland 2104

AUSTRALIA

Phone 1800 251 172
PO Box 845
Willoughby, NSW 2068

Bremworth strives to comply with all of our obligations and you are free to contact us or the retailer who sold and installed your carpet, should you wish to make a claim under the New Zealand Consumer Guarantees Act 1993 or Australian Consumer Law 2010 in relation to your carpet.





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