FOR THE BEST IN CARPET

WARRANTY & CLEANING GUIDE

uest

YOUR QUEST FOR QUALITY CARPET HAS ENDED

Established in 1978, Quest Carpets specializes in the manufacture of high quality carpets. All of our products are produced in our purpose built Melbourne facility, and we distribute throughout Australia and New Zealand via our dealer network.

Highly regarded by our peers in the industry and our customers, for producing outstanding quality carpet to suit all budgets and installations.

Quest will continue to embrace new technologies and to create appealing products utilizing the latest manufacturing equipment and varying raw materials.

Our Mission:

To be the leader in the flooring industry in providing quality carpets whilst maintaining exceptional customer/consumer relations.

Made in Australia

Quest Carpets is proudly made in Dandenong, Victoria, so you can be confident that they are made to our high Australian standards. What's more you are not only supporting local jobs and our economy, but you can rest assured we are only a phone call away.

CARPET CHARACTERISTICS AND FEATURES

All carpets, whether Wool, Solution Dyed Nylon or Polypropylene, have particular characteristics and features which contribute to their appearance. Listed here are some of the more common features you might expect to see. Please note these small variations in appearance are considered normal, and are not covered under warranty. Further accredited, independent information about the carpet variations can be found at the Carpet Institute of Australia, www.carpetinstitute.com.au.

We recommend you visit their site for further information.

Colour Variation

It is normal for installed carpets to show small amounts of colour variation; either from the selling sample or variations between carpets sourced during the production run while Quest Carpets try to accurately repeat colours throughout the production and sample life of the product, there will always be some slight variance.

Colour assessment is largely subjective, and may be affected by lighting conditions, or small changes in carpet texture. Prior to purchasing carpet we recommend you view samples in different lighting conditions at the installation site.

Permanent Pile Reversal

Pile reversal shading is an optical effect, an apparent colour difference caused by light reflected or absorbed from disturbed carpet pile. When caused by foot marking and vacuuming, pile reversal shading is temporary and can be rectified by vacuuming or brushing the carpet in the normal direction of pile lay.

Permanent pile reversal shading (PPRS) (also referred to as watermarking, pooling or puddling) appears as irregular shaped light and dark patches in cut-pile carpet. It is not a change in colour, but a change in pile direction that sometimes randomly appears, generally after use. The cause is unknown and the phenomenon is unpredictable. Carpets that may be prone to PPRS should bear a manufacturer's label which points out this phenomenon. A brochure on PPRS is available from the Carpet Institute of Australia.

Pile Crush or Flattening

Carpet pile will crush to some extent due to normal use. Regularly vacuuming and periodic professional cleaning will reduce the degree of crush.

Shedding

Shedding describes the release from the carpet yarn of very small fibers that collect on the surface of the carpet. Shedding is activated by foot traffic and vacuuming, and is usually only seen in new carpet installations. As a carpet 'settles' or 'beds down', shedding becomes less and less noticeable.

Pattern Matching

Manufacturing processes introduce stresses and pressures on the carpet structure in both the length and width directions. As a result, a repeating pattern may not exactly match along the length or width of a carpet, particularly from one production run to another. An experienced installer will make every effort to achieve a reasonable pattern match.

Seam Peaking

Seam peaking is normal when joined carpet is stretched into place. Lighting conditions can accentuate a carpet seam and create the impression that the pile on the side closer to the light source is a lighter shade than the pile on the other side of the join. Carpet seams are never invisible but when installed they should be straight, aligned and as flat as possible.

Roll Crush/Band Pressure Marks

Roll Crush usually appears across the width of the carpet as areas of pile have been flattened due to the weight of the roll. Areas of crush may appear darker or lighter and usually are identified as widthwise bands. Roll crush is not considered a manufacturing defect. Roll crush may occur as a result of stacking rolls on top of one another in storage or during transportation. Minor roll crush will usually disappear after the yarn has been allowed sufficient time to 'bloom' or undergo moisture regain. In many cases crush marks can be alleviated in carpet using steam or hot water extraction cleaning.

Carpet Tracking

A gradual change in appearance of a carpet from the edge to middle of a narrow band caused by repeated walking over the same area which may result in localized change in pile orientation and may be irreversible.

Carpet Footprints

These are shading marks left by humans and animals walking across the carpet. They may be noticeable for a few minutes or a few days depending upon the resiliency of the fibre. Most deep-pile and smooth pile carpets will show footprints. Cut pile carpets will show footprints and vacuum cleaner marks. This is a characteristic of carpet and is not considered a manufacturing defect. Selecting a carpet with a lower pile height and denser construction will help minimize this effect.

Vacuum Cleaner Marks

These are shading marks left by the brush and/or wheels of the vacuum cleaner. They may be noticeable for a few minutes or for a few days depending on the texture and resiliency of the fibre. Most deep-pile and smooth pile carpets will show vacuum cleaner marks.

Appearance Change

Carpet will gradually change in appearance over time due to normal use and fading from exposure to ultra violet radiation from sunlight. While sunlight is the most common cause of fading, household chemicals can also contribute to change in colour. Similarly, high temperature and humidity conditions may accelerate the onset of fading. Quest Carpets recommends the carpet be protected from sunlight by the use of shading devices such as window reflective film, curtains, awnings and blinds.

All Carpet will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit most change. A good quality carpet underlay will help extend the carpets appearance. Over time and with use, the tips of tufts in cut pile carpets will lose some twist, causing the carpet to bloom. This is a normal characteristic of carpet and is not considered a manufacturing defect.

Matting

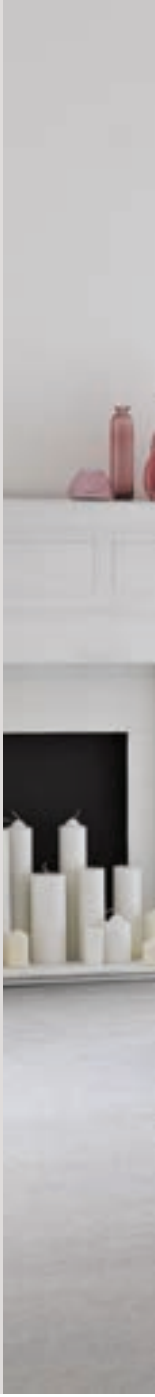
Matting is a wear induced characteristic that is seen as the merging together of carpet tufts to the stage where they become less defined. Matting occurs in all carpets to some extent and is not considered a manufacturing defect unless it occurs rapidly or to an unacceptable degree.

Smell from new carpet installation

With good room ventilation, the so called 'new carpet smell' should disappear within approximately four days of the carpet being installed. For further information. Refer to the section marked Indoor Air Quality for further information

Watermarking on Cut Pile Solution Dyed Nylon

Quest Carpets guarantee that all Solution Dyed Nylon (SDN) Cut Pile Carpets manufactured by Quest Carpets, will be free of Permanent Pile Reversal for the life of the carpet.



Indoor Air Quality

Carpet and VOC Emissions

As part of the manufacturing process, carpet is generally baked in a finishing oven at 150°C to 170°C. This drives off most of the volatile chemicals including solvents in adhesives and raw materials, leaving a product with a low remaining VOC content. The VOC most commonly associated with new carpet is 4-phenylcyclohexene (4-PC) – a by-product of the manufacture of synthetic latex. 4-PC has a low odour threshold (0.5 parts per billion) so its presence can be detected at extremely low concentrations when the carpet is first laid.

When compared to other building materials with significant indoor exposure, carpet is a minor contributor to VOC emissions. Approximately 90% of all VOCs discharged from carpet dissipate within 2 days of installation.
With good room ventilation, new carpet VOC emissions will drop below most indoor air quality criteria within a few days.

Slip Resistance

On 1st May 2014, the Building Code of Australia (BCA) adopted minimum slip resistance classification for stairs (treads or nosing's to treads) and for certain buildings the surface of ramps and landings.
This classification is for:
Residential Housing (Class 1 and Class 10 buildings)
Multi – Residential, Commercial and Public Buildings (Class 2 – 9 buildings)

Quest Carpets have a range of results available.
Please contact customer service on 1800 337 404.

Fire Safety Regulations for Floor Coverings

In some installations, The Building Code of Australia (BCA) requires that the floorcovering being installed has been tested to AS ISO 9239-1. The test method reproduces the total flooring system including carpet and underlay as one complete unit.

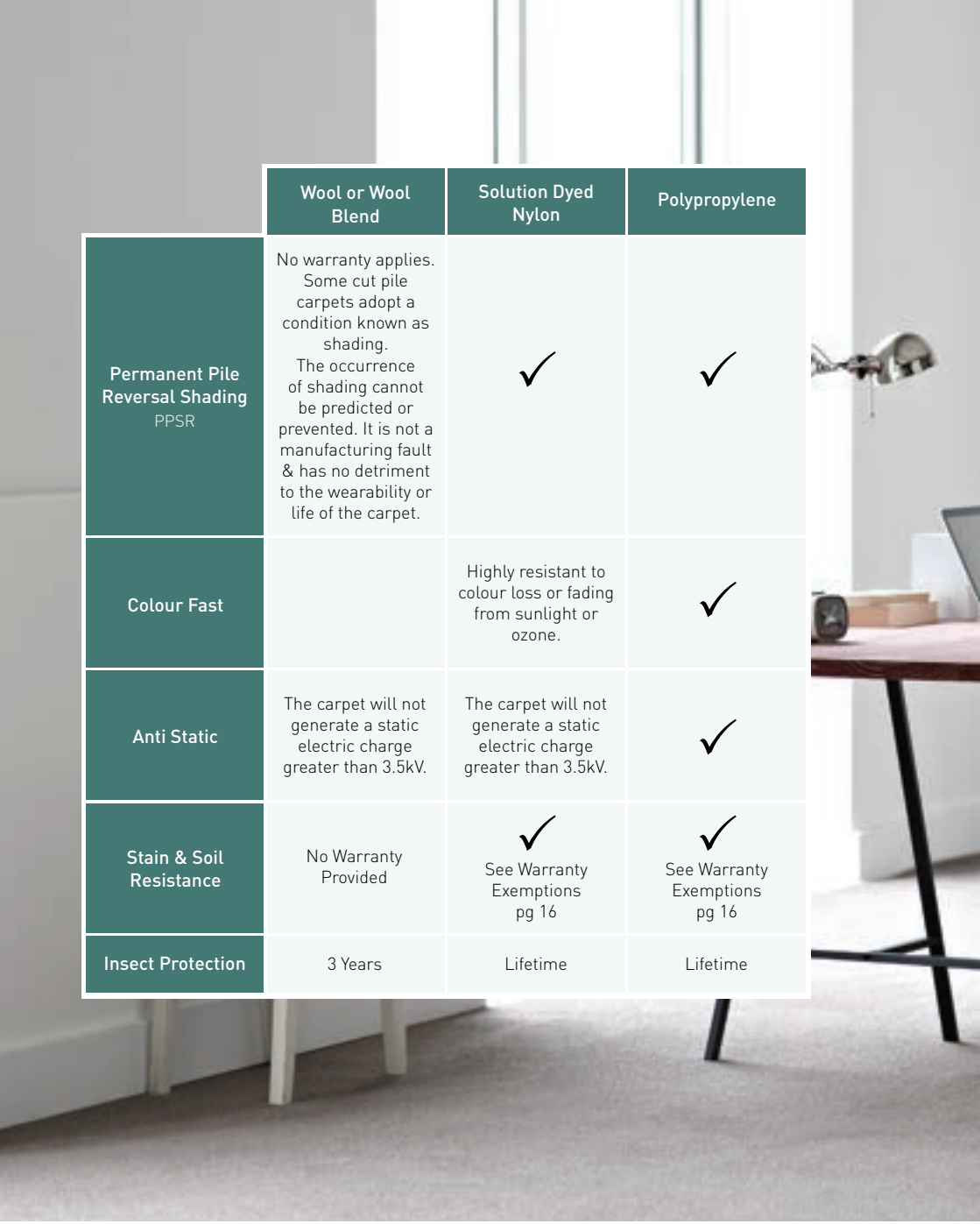
Quest Carpets have tested various carpet ranges along with nominated underlays. We have achieved mixed results, however have obtained favorable results on many of our Solution Dyed Nylon products (with applicable underlay).
It is imperative that the correct carpet and underlay is used when Fire Certificate is required, and we suggest requesting this information PRIOR to installation.

If you require further information, or to request a fire certificate please contact customer service on 1800 337 404.

Further information is available from the Carpet Institute on
1800 188 822 or www.carpetinstitute.com.au

YOUR QUEST WARRANTY

This document sets out the warranty for your new Quest carpet. 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. The benefits under our warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. For more information refer to the Warranty Table set out in this brochure, please visit questcarpet.com.au



	Wool or Wool Blend	Solution Dyed Nylon	Polypropylene
Permanent Pile Reversal Shading PPSR	No warranty applies. Some cut pile carpets adopt a condition known as shading. The occurrence of shading cannot be predicted or prevented. It is not a manufacturing fault & has no detriment to the wearability or life of the carpet.	✓	✓
Colour Fast		Highly resistant to colour loss or fading from sunlight or ozone.	✓
Anti Static	The carpet will not generate a static electric charge greater than 3.5kV.	The carpet will not generate a static electric charge greater than 3.5kV.	✓
Stain & Soil Resistance	No Warranty Provided	✓ See Warranty Exemptions pg 16	✓ See Warranty Exemptions pg 16
Insect Protection	3 Years	Lifetime	Lifetime

QUEST CARPET WARRANTY TABLE

WARRANTY EXEMPTIONS

1. Carpet that has not been installed over new underlay in accordance with "AS/NZS 2455.1 Textile FloorCoverings – Installation practice – General" as amendedfrom time to time.
2. Carpet used other than for indoor residential purposes in non-utility areas.
3. Carpet which is not properly maintained in accordance with the Quest Carpet Care & Maintenance Guide, which was provided to you at the time of purchase.
4. Carpet installed in areas that are subject to heavy wear conditions, such as turning points and on stairs (you should consider the purchase of additional carpet now to ensure that you can replace the carpet in heavy wear areas if required).
5. Carpet sold as seconds.
6. Damage due to improper use, improper maintenance or use of improper cleaning agents.
7. Carpet damaged by furniture, including castor wheels (pressure marks from furniture cannot be avoided however we recommend that you use furniture cups and chair mats to help alleviate pile indentation).
8. Damage resulting from accidents, flooding or other water damage, cuts, tears, burns, chemicals, pets, under floor heating or exposure to hot substances.
9. Slight differences in texture or colour between the sample carpet and the installed carpet.
10. Defects due to improper installation.
11. Issues that are natural carpet characteristics such as shedding, piling or matting.
12. Stains/soil resistance other than in relation to Solution Dyed Nylon

13. Stains/soil resistance in Solution Dyed Nylon carpet caused by:
    a. Food & beverages containing strong dyes (including but not limited to: mustard, soy sauce, coffee, curry or tea).
    b. Substances that destroy or change the colour of carpets (including but not limited to: bleaches, acne medications, drain cleaners, plant food, vomit, urine or faeces).
    c. Hot liquids.
    d. Traffic in areas that are subject to heavy wear conditions such as turning points and on stairs.
    e. Staining that becomes permanent due to the failure to carry out the care and stain removal procedures contained in the Quest Carpets Carpet Care and Maintenance Guide, which was provided to you at the time of purchase. If an issue arises in relation to stains/soil resistance in a Solution Dyed Nylon carpet, proof is required that a member of a recognised industry group such as Specialised Cleaning & Restoration Industry Association or the Institute of Inspection, Cleaning and Restoration has attempted to remove the stain in accordance with Australian and New Zealand Standard AS/NZS 3733 'Textile Floor Coverings – Cleaning Maintenance of Residential and Commercial Carpeting'.
14. Seams.
15. Carpet which has been treated after installation with a topical treatment.
16. Consequential or incidental damages including but not limited to loss, expense or damage other than to the carpet itself that may result from a defect in the carpet.
17. Any subsequent purchaser of the carpet or of the residence in which the carpet is installed.
18. Claims made by purchasers who are not resident in Australia and New Zealand at the time of purchase of the carpet or at the time of any subsequent claim.
19. Carpet used as rugs
20. Carpet which has been installed on old or existing underlay will not be covered.

WHAT TO DO IF AN ISSUE ARISES

In the event of an issue arising During the Warranty Period that can be shown to relate to faulty materials or manufacture, or during the Wear Warranty Period relating to excessive wear, then you should contact the retailer where you purchased the carpet. The retailer will arrange a mutually convenient time to inspect the installed carpet and if necessary will forward the details of the claim to Quest Carpet.

If you are not satisfied with the retailer's response,
you may contact Quest Carpets by:

1. Send a letter describing the issue to
   Quest Carpets PO Box 4056, Dandenong South Victoria 3164
2. Call our customer service department on 1800 337 104
3. Send an email to customerservice@questcarpet.com.au

You wil be responsible for the costs of notifying Quest Carpet of any claim. Any claim must include your contact details and a copy of your receipt for the purchase of the carpet under this warranty to allow Quest carpet to contact you regarding your claim. If the carpet has been installed, then you must also provide to Quest Carpet proof of installation including details of installation date, underlay used and installation method, and proof of steam cleaning by a reputable professional carpet cleaner at least every 2 years.

Claim Assessment

Once any claim is made Quest Carpets will arrange a mutually convenient time to inspect and test the installed carpet to assess the claim. If, after inspection, Quest Carpet determines tat the nature of a particular complaint is covered by this warranty, the Quest Carpet will, in its absolute discretion, either:

a) Repair that portion of the carpet that is found to be faulty, including bearing any installation costs for that repair:

b) Replace that portion of the carpet that is found to be faulty with a new carpet of similar quality manufactured by Quest Carpets, including bearing any installation costs for that replacement.

c) If your complaint relates to the Manufacturing Warranty, compensate you as Quest Carpets considers appropriate.

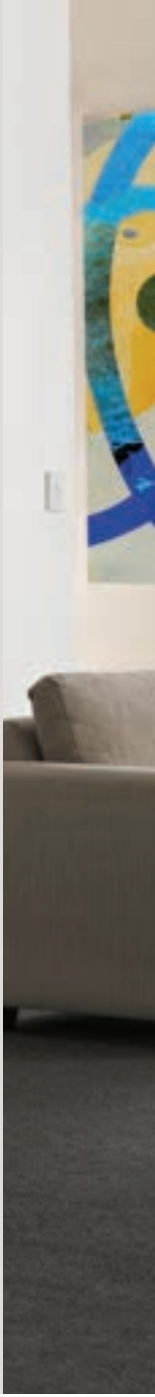
GENERAL GUARANTEE CONDITIONS

This guarantee applies only in Australia and New Zealand. The guarantee extends to the original purchaser of the product and is not transferable.

Carpet must be professionally installed over underlay according to the Australian and New Zealand standard AS/NZS-2455 and must be adequately maintained as set out in “Caring for your Carpet”.

This guarantee does not cover:

- Carpet sold as seconds
- Carpet installed on stairs
- Carpet installed in kitchens, bathrooms or any such utility areas
- Damage to the carpet due to improper maintenance or use of improper cleaning agents
- Any defects caused by improper installation e.g. Wrinkling, tuft losses, peaking seams
- Slight differences in texture or colour from sample to installation
- Damage resulting from abuse, accidents, flooding, cutting, smoke, pet damage & exposure to very hot substances
- Damage caused by castor chairs



QUEST CARPET WARRANTY DEPRECIATION TABLE

Depreciation table for refund due on **4 Year Wear Warranty**	
Year 1	25%
Year 2	50%
Year 3	75%
Year 4	100%

Depreciation table for refund due on **7 Year Wear Warranty**	
Year 1 - 3	100%
Year 4	70%
Year 5	40%
Year 6	20%
Year 7	10%

Depreciation table for refund due on **10 Year Wear Warranty**	
Year 1 - 3	100%
Year 4 - 5	70%
Year 6 - 7	40%
Year 8 - 9	20%
Year 10	10%

Wear Warranty

Quest Carpets guarantees this carpet against pile weight loss by abrasive wear only if used indoors for residential purposes. If upon inspection and testing Quest Carpets is satisfied that the carpet was properly installed and maintained and that the surface pile has been abrasively worn more than 20% within the warranty period the affected area will be replaced, according to the above table.

Depreciation table for refund due on **15 Year Wear Warranty**	
Year 1 - 3	100%
Year 4 - 6	70%
Year 7 - 9	40%
Year 10 - 12	20%
Year 13+	10%

Depreciation table for refund due on **20 Year Wear Warranty**	
Year 1 - 3	100%
Year 4 - 6	70%
Year 7 - 9	40%
Year 10 - 12	20%
Year 13+	10%

CARPET IDENTIFICATION AND WARRANTY SPECIFICATIONS

Quest Carpet Product Name: _____

Colour Name: _____

Price per Lineal Metre: _____

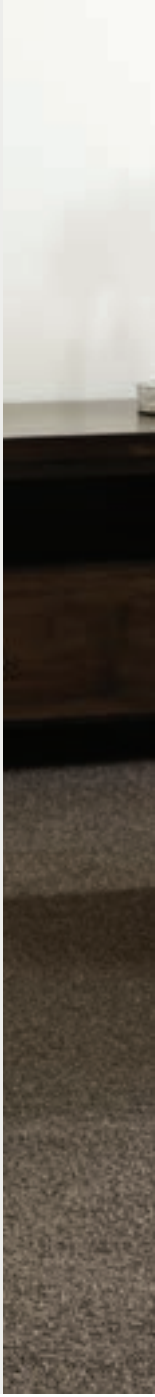
Metres Purchased: _____

Date of Purchase: _____

Retailer: _____

Date of Installation: _____

Warranty Period: _____



QUEST FOR THE BEST CARPET CARE & MAINTENANCE

To keep your carpet looking & feeling its best there are 3 important things you must do.

1. **Vacuum, vacuum, vacuum**
   Thorough vacuuming at least once a week, or more in heavy traffic areas, helps to remove dirt particles before they become embedded in the carpet pile. You cannot over vacuum. Begin the day your carpet is installed.

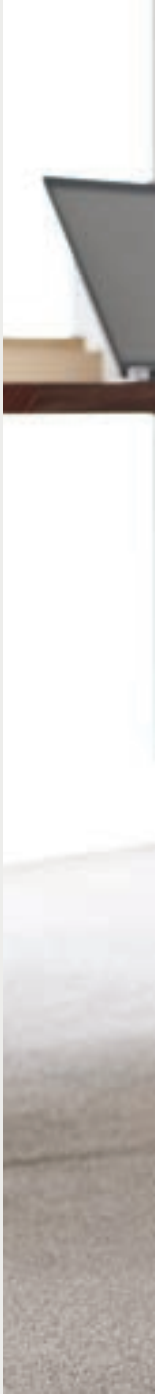
2. **Treat spills straight away**
   Keep this brochure handy so you can refer to our Spot Removal and Treatment Guide to correctly treat any spills.

3. **Professional cleaning**
   A professional 'deep' or restorative cleaning treatment once every 18-24 months will do wonders to protect your carpet pile and enhance its beauty.

   Give your carpet the best possible care, and it will love you back for years to come.

Selecting the right vacuum

When selecting the right vacuum, adjustable height is the most important feature to consider. This enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set to high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuums beater bar or brushes can 'fuzz' the carpets surface, causing it to look worn and frayed.

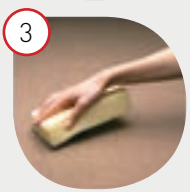


BASIC STEPS

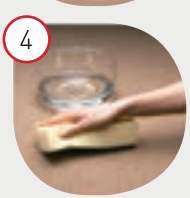
Keep your carpet looking great with regular, thorough vacuuming. If an accident should happen it's important to remove any spills immediately. The following tables show you how to best treat any spots, stains or spills.

STEP 1 SCOOP
Before commencing treatment first scoop up and dispose of any solids

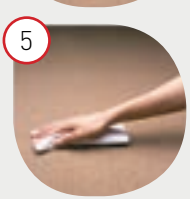
STEP 2 BLOT
Secondly, blot up as much of the spill as possible, using a clean white towel, rag or paper towel.



STEP 3 TREAT
Refer to the SPOT REMOVAL GUIDE to determine the correct treatment. Follow the steps listed on the TREATMENT GUIDE. Ensure you apply the recommended treatments onto a clean towel or rag. Do not place treatments directly on your carpet.



STEP 4 RINSE
Once you have completed treatment, rinse the spot using cold or lukewarm water.



STEP 5 DRY
Blot (never rub) the rinsed area with a clean dry towel, rag or paper towel, or us.

TREATMENT GUIDE

1. Cold Water
2. Detergent Solution or Carpet Shampoo Solution
3. Laundry detergent
4. Solvent - use only on dry carpet
5. Chill with aerosol freezing agent or ice cubes in a plastic bag.

   Pick or scrape off gum or chocolate.
6. Vinegar solution (1/3 cup white vinegar with 2/3 cup water)
7. Warm water
8. Clear nail polish remover (preferably acetone) no lanolin
9. Alcohol, methylated spirits or mineral turpentine
10. Rust remover
11. Vacuum
12. Mineral turpentine
13. Laundry detergent (non-biological) 1tsp in 250mls warm water
14. Clear household disinfectant

SPOT REMOVAL GUIDE

SPOT	TREATMENT 1	TREATMENT 2	TREATMENT 3
Alcoholic Beverages	1	2	
Bleach	1	3	
Blood	1	2	
Butter	4	2	
Candle Wax	Absorbent Paper	Hot Iron	
Chewing Gum	5	4	
Chocolate	5	2	
Coffee	14	2	
Colas & Soft Drinks	1	2	
Cooking Oils	4	2	
Cream	2	4	
Egg	2		
Faeces	2	13	14
Floor Wax	4	2	
Fruit Juice	1	2	
Furniture Polish	4	2	
Gravy & Sauces	7	2	
Ink (Fountain Pen)	1	2	
Ink (Ball Point)	4	9	2
Ink (Felt Tip)	7	2	8

SPOT	TREATMENT 1	TREATMENT 2	TREATMENT 3
Lipstick4	2		
Milk	7	2	4
Mustard	2		
Nail Polish	8	4	
Oil & Grease	4	2	
Paint (Latex)	1	2	4
Paint (Oil)	12	4	2
Rust	4	10	
Salad Dressing	2	4	
Shoe Polish	4	2	
Soot	11	4	2
Tar	4	9	4
Tea	1	2	4
Tomato Sauce	7	2	
Urine (Fresh)	1	2	
Urine (Old)	2	3	6
Vomit	2	13	
Wine	1	2	6
Unknown Material	4	2	3

QUEST CARPET

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